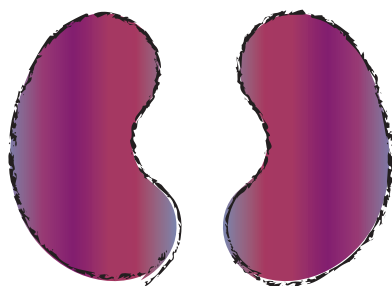




Royal Hospital
for
Children Glasgow

Welcome
to
Ward 3c Renal



The Royal Hospital for Children, Glasgow

The Royal Hospital for Children in Glasgow is located next to the Queen Elizabeth University Hospital and has its own separate entrance. Within the entrance there is an information desk which is staffed 24/7. To help you find your way there is a directory of departments, interactive screens and volunteers. A link corridor connects the Royal Hospital for Children (RHC) to the Queen Elizabeth University Hospital (QEUH). The main pharmacy is located in this corridor.

Facilities



RHC

- Aroma Coffee
- Family Support
- Cash machine at entrance

QEUEH

- Aroma Coffee
- Hospital Canteen
- Food units: Marks & Spencers, Soup & Juice, WHSmith, Campden Food
- Cash machine
- Travel desk

Car Park



There are two multi-storey car parks- car park 1 and 3. Car park 1 is located nearest to the RHC. Parking is free for patients and families; however there is a 4 hour limit. Please ask a member of staff for a parking permit if staying beyond this time

Patient Facilities



- **Medicinema** - Runs children's /family movies Monday and Wednesday evenings
- **Radio Lollipop**- This is our hospital radio station.
- **Teddy Hospital**- Located in the paediatric atrium on the ground floor.
- **Zone 12** - Located on the 3rd floor for patients 12 and over.
- **Clown doctors**- They appear on the ward on a Tuesday afternoon providing fun and entertainment.

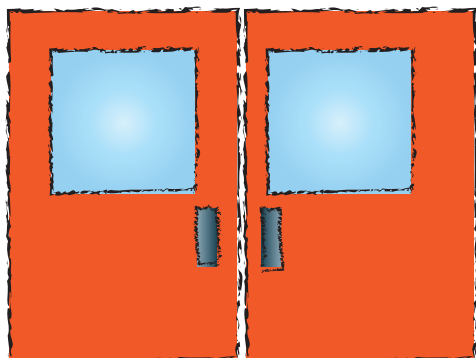
Parent Facilities



Multi-faith Chaplain - If you would like to speak to our multi-faith chaplain for support or just someone to chat to please speak to a member of nursing staff.
Sanctuary- located on the ground floor at the back of the paediatric atrium.
Parent's Room- located on the 3rd floor and provides somewhere for parents to go for a break off the ward. There is a microwave, a fridge and a shower for parent use only



Ward 3C Renal



Ward 3C is a 10 bedded renal, urology and rheumatology ward with a 4 bedded haemodialysis unit. We are the national renal unit, meaning we see children and young people from all over Scotland. We are located on the 3rd floor of the Royal Hospital for Children.

Each patient has their own room with an ensuite bathroom and a parent's bed. We can accommodate one parent resident overnight, but both caregivers can visit at anytime throughout.

Visiting Policy

Both parents /caregivers can visit anytime during the hospital stay. We have an open visiting policy from 12pm-8pm for all other visitors. Only 2 visitors including parent/ caregivers can be at the bed space at any one time.

Facilities

We have a kitchen where there is access to a fridge to store food and hot drinks facilities. Children are not permitted in the kitchen. There is also a parents room off the ward with a microwave. There is a playroom at the end of the ward with games, arts & crafts, computer games and DVDS.

Meal Times

Lunch and dinner orders will be taken by kitchen staff between 9-10am and 1-2pm respectively. Please note, there is a specific renal diet/menu if required. Please let staff know of any food allergies. Formula milk is provided and the kitchen has facilities to heat up bottled milk. Textured diet can be ordered if required.

Breakfast : 0730-1000 Self service trolley located in the middle of the ward with a range of cereals, toast and fruit. Lunch is at 12 noon and dinner at 5pm. Out with these times there are yoghurts, jellies and sandwiches available.

Getting in and out of the ward

Please let the nurses know if you are leaving the ward. There is a buzzer entry system, sometimes the nursing staff are very busy so please don't be alarmed if you are not let in right away. Finger print entry is currently available to our haemodialysis /long-term families.

Meet the Team



During an admission you are likely to meet various members of the ward 3C renal team, including nurses, doctors and allied health professionals (AHP).

Nursing staff

Emma McGinlay is our Ward Manager and is supported by Senior Staff Nurse Lauren Connolly and Sara Banks along with a team of nurses on the ward. The renal team has a number of specialist nurses.

Advanced Nurse Practitioner- Ursula Monachan

Renal Nurse Educator- Leanne Millar

Nurse Specialists- Zoe Dickson

- Claire Hagerty
- Diane King
- Kirsty Scott

Medical Staff

7 Renal Consultants

Dr Deepa Athavale
Dr Malcolm Lewis
Dr Louise Pittendrigh
Dr Ian Ramage
Dr Ben Reynolds
Dr Ihab Shaheen
Dr Doug Stewart

4 Urology Consultants

Mr Martyn Flett
Ms Boma Lee
Mr Stuart O'Toole
Ms Mairi Steven

Allied Health Professionals

Our renal team includes a number of AHPs.

Renal Pharmacist - Angela Lamb

Renal Dietitian- Fiona Graham

Clinical Psychologist- Dr Liz Hunter, Dr Jenny Maclean

Play Leader - Lauren Peebles

Our pharmacist and dietitians work closely with the medical and nursing team and are often present during the daily ward round. Our play leader can give your child/young person things to do and play with during their admission. They are also able to help with blood tests or other investigations that can be distressing by providing distraction for your child/young person.

What to expect on admission

Planned admissions

You will be contacted prior, to inform you of the date and time of your admission and any preparation required, for example, if fasting before surgery.

Transferring from another hospital

Nursing staff and medical staff will be expecting you. On arrival to the hospital, if out of normal working hours, you will be brought through A+E. Here, they will check your child/young person's observations and make sure they are safe and well enough to go to ward 3C.

The admission process

When you arrive, we will ask you lots of questions. You will be seen by medical and nursing staff. This is to make sure the team is clear why your child/young person is here, are aware of their medical history and any medications they are on.

Nursing staff will check your child/young person's heart rate, breathing rate, blood pressure, oxygen levels (saturations) and temperature. They will also weigh your child/young person and take any medications you have brought. Medical staff will review your child/young person's medical history and also examine them.

Accommodation

For pre-arranged admissions, if you require accommodation please contact the ward. Accommodation may be arranged with Ronald McDonald House (this is allocated on a first come first served basis and cannot be booked in advance) or a local hotel after admission into the ward.

What to bring

Please bring with you any medications your child/young person is taking. Any toys, games for entertainment may be helpful.

What matters to me board

This is a children/young person's board to inform staff about their interests and what is important to them. This helps staff build relationships



What to expect during your admission

Monitoring

- Weight- your child/young person will have their weight checked. For most patients we will do this every morning during their stay.
- Observations- Heart rate, breathing rate, blood pressure, oxygen levels and temperature will be checked regularly by nursing staff through the day and during the night.
- Fluid balance- We will need to monitor everything your child/young person eats and drinks, and everything they pass out. We will ask you to keep a note of input. For babies, nappies should be kept so that they can be weighed. For those who are older we ask that they pee in a bed pan or bottle.

Medications

Medicine rounds will take place on the ward at 8am, 12pm, 4pm and 8pm, and at other times as needed. Nurses will be wearing purple aprons when administering medicines. Please do not interrupt nurses on a drug round. We would appreciate if you could bring your own medicines in with you. These will be placed on our drug trolley and administered by nursing staff. Please do not give any medicines to your child/young person without alerting nursing staff.

Investigations

Blood tests may need to be done on arrival and may need to be done frequently during admission. Your child/young person may need a range of other tests. Your team will keep you informed regarding this.

Ward Round

Every day we have a ward round where we review all the patients on the ward. We are a very busy ward with lots of children so this often takes all morning. Please don't worry if we haven't reached you until late morning. The consultants cover the ward a week at a time. The consultant on call changes every Wednesday following a handover meeting.

Hand Hygiene

Hand hygiene is extremely important. We ask that parents and visitors please wash their hands when entering and leaving a patient's room and on entering the ward. Hand sanitisers are located at the front door and throughout the ward. Please use these to help prevent the spread of infection.

Ward Safety & Feedback

Health and Safety

- If your child is in a cot – please make sure cot sides are up at all times.
- Hot drinks must be in a heat proof cup with lid.
- Please inform nursing staff before leaving the ward with or without your child/young person.
- Yellow bins are for clinical waste and disposal of nappies. Black bins are for domestic waste only.
- The hospital has a non-smoking policy – therefore all visitors must go out with hospital grounds if they wish to smoke. Please do not stand near doorways as this is harmful to patients and other visitors.

Fire Safety

Fire alarms are tested routinely on a Tuesday. If the fire alarm sounds, you and your child/young person will be asked to remain in your room with the door closed until further instruction. Nursing staff will check your child/young person has a nameband in place.

Feedback / Complaints

We value your comments regarding the care you have received on our ward. We ask that you please complete a feedback card on the day of discharge. Please tell us what we did well or what could be improved. If you wish to feedback a complaint during your admission please speak with the nurse in charge. All your comments / concerns will be listened to and we will try our best to resolve any worries you may have.



Contact Numbers

Ward
0141 452 4831

Nurse in Charge
0141 425 4425

Haemodialysis Unit
0141 452 4427

Hospital switchboard
0141 201 0000



Wifi

Username: patient_wifi
Password: nhspatient

Useful Resources

www.infokid.org.uk
www.kidneykids.org.uk
www.sprun.scot.nhs.uk