



# Welcome to the paediatric Ward

Dear .....

We are here to help you feel better!

Ask us questions, speak up, discuss your worries, and let us know how we can help you.

You are being looked after by the following team(s):

.....

You are on ..... ward  
in bed .....

We designed this booklet to let you know about the ward; to explain who will be looking after you and who and what is available to you to get you feeling better and keep you entertained.

Let us know what you think of the booklet, email:  
[imperial.cc4c@nhs.net](mailto:imperial.cc4c@nhs.net)

## Where am I?

You are on one of our paediatric wards on the **7th floor of the QEQM building at St Mary's Hospital**. The paediatric wards are Great Western ward and Grand Union ward.



### The address is:

St Mary's Hospital  
Queen Elizabeth the Queen  
Mother building (QEQM)  
7th floor  
Praed Street  
W2 1NY

### Telephone numbers:

Great Western Ward  
020 3312 6376  
Grand Union Ward  
020 3312 6405

### Wi-Fi:

Log onto the free 'NHS Wi-Fi'. You might need to open a new tab on your internet browser to open the Wi-Fi log in page.

## Visiting Times

**08:00 - 20:00 visiting hours** for the ward

You can have **two visitors at your bedside** but we can be flexible if you speak with the nurse in charge. One parent/carer can stay overnight in a fold out bed or chair next to your bed.

## When will I go home?

If your doctors says that you can go home that day, you will normally go home in the afternoon. It might happen early in the morning but it can take a while to get your medication and paperwork ready. We might ask you to move to our waiting area instead of waiting by your bed.

# A typical day on the ward:

8:00	Lights on
8:00 – 20:00	Visiting Hours
<b>8:00 - 9:00</b>	<b>Breakfast</b> Please help yourself outside the kitchen or ask one of the nurses to help you
9:00	Beds up and curtains open by 9am Nurse introductions for the day shift
9:30 - 12:30	Doctors ward round School, play team and/or therapy activities
<b>12:00 - 13:00</b>	<b>Lunch</b>
16:00 - 16:30	Afternoon ward round
<b>17:00 - 18:00</b>	<b>Dinner</b>
19:30 - 20:30	Nursing handover followed by nurses' introductions for night shift
20:00 – 20:30	Lights outs - dim lighting only

If you are bored, ask a member of staff about:

- board games, games consoles and cards club
- art and music therapy
- school work or activities
- activities from play specialist or play volunteers
- art and crafts

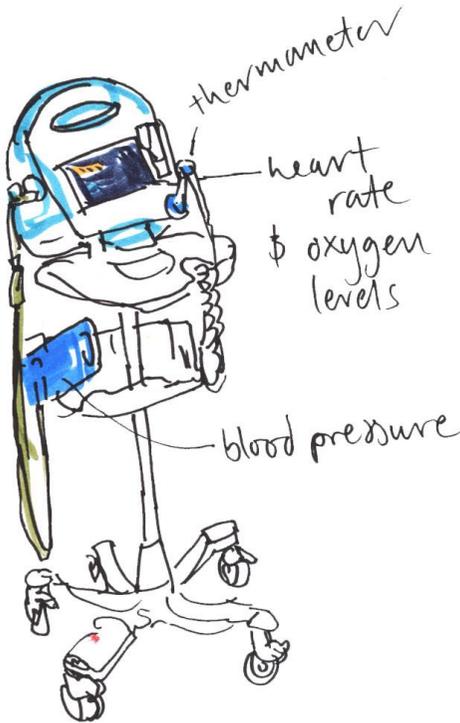
## Meals and food:

You will be asked for your lunch and dinner orders in the morning. There are two snack rounds during the day and you can ask for hot or cold drinks throughout the day.

After discussion with your nurse, there is the possibility of bringing food in from home and storing it in the ward fridge or alternatively ordering take-away (e.g. Deliveroo) to the ward.



# General observations



During your stay, we will be checking your 'vital signs'. These are things like taking your temperature and are all painless.

We check:

- how fast your heart is beating 'heart rate'
- how fast you are breathing 'respiratory rate'
- what your oxygen levels are
- your temperature
- your blood pressure

We'll do this at least **every four hours** but sometimes it will happen more often.

## Special observations

There may be times when we do special observations on you, noting things down about your behavior and interactions, how much you are eating or drinking or going to the toilet. You may need to have someone stay with you to ensure your safety.

## Who will be looking after me?

There's a big team looking after you on the ward, made up of lots of different roles. Please ask for people's names if they accidentally forget to introduce themselves and ask for any help if you need. We are all here for you.

## Your team



**Matron:** Our matron for children and young people is in charge of all the staff and patients on the ward (Monday – Friday). If something is bothering you please let them know.



**Ward manager:** Alongside our matron our ward manager is here to help if you have any issues on the ward (Monday – Friday).



**Nurses:** You will have a named nurse during the day shift and a different one during the night. Their name will be written on the whiteboard above your bed. The nursing team (including health visitors and student nurses) will support you to get better. Please ask them anything that is not clear or if there is something that you need.



**Doctors:** There are many different types of doctors within the team, with different specialties e.g. mental health, medicine or surgery. The doctors will review you every morning on the ward round. Please ask them anything.



**Pharmacists:** The pharmacists are experts in medication. They will check what medication you were taking before coming to hospital and make sure you are getting the right medication at the right time whilst in hospital.



**Therapists:** Our therapy team consists of physiotherapists, occupational therapists, speech and language therapists, dieticians, psychologists and many more. Their job is to help you get better physically and mentally so that you can do the things you need to safely e.g. helping you to move around the hospital or helping

**Mental health nurse:** We have a specialist nurse who is there to speak to you about your mental wellbeing and make sure you get the help and support you need.



**Play specialists:** The team are around to help you cope with any tests or procedures. They will also find activities to keep you entertained. Please ask them for help if you're feeling bored or worried about a medical test or procedure.

**Music and art:**

Therapists are available to support you through music and art. Please ask your nurse for more information and how to sign up.

- Music therapist available every Tuesday.
- Art Therapist available Mondays, Wednesdays and Thursdays.

There are also **weekly sessions** with a **music academy** and **artists**. Ask the play specialists or your nurse for more information.

**School teachers:** We have a school attached to the ward to support you with school work and exams or to find activities to help keep you busy and stimulated.



**Students:** St Mary's is a big teaching hospital so there are medical, therapy and nursing students, as well as junior doctors, they will be helping out on the ward and learning.



**Volunteers:** People give up their time for free to help patients on the ward just by having a chat, offering distraction or playing a game.

**Red Thread youth worker:** Red Thread is a charity that supports young victims of violence; there are youth workers at the hospital here to support you.

# Helpful links – mental health support

These three **websites** come **recommended by young people**:



[www.youngminds.org.uk](http://www.youngminds.org.uk)

“Great for instant advice on a range of issues”



[www.themix.org.uk](http://www.themix.org.uk)

“Message boards so you can connect with other young people”



[www.kooth.com](http://www.kooth.com)

“Completely anonymously talk to peers and professionals”

We asked young people if there are any **free apps** they use to support their mental health:

- **Calm harm app helps to reduce self-harm**
- **Move mood** app for young people to help **if you're feeling low**
- **Pzizz** Music and sounds to help you **sleep**
- **Quizlet Flashcards** app helps with **study and revision**
- **Clear fear** app to help **manage anxiety**

Looking after your mental health **in the long term**:



[bestforyou.org.uk/mental-health-support](http://bestforyou.org.uk/mental-health-support)

Find out what support is available in your area

- Health for Teens has info on physical and mental health [www.healthforteens.co.uk](http://www.healthforteens.co.uk)
- **Local Village Network** app **mentoring in your area and more**

**If you need urgent help** Text 'SHOUT' to 85258 for the free

# Helpful links – other useful links

## Sexuality and gender identity:

[Sexuality and Gender - Fumble](#)

U.K. based website information for young people around sex



[The Proud Trust - Home of LGBT+ Youth](#)

Everything from religion, coming out and staying safe



[Tranzwiki directory \(gires.org.uk\)](#)

Find local support groups and charities



## Hormones and periods:

[We are lunar](#) helps you to understand health, wellbeing and your body



## Drugs and alcohol:

[Drugs and Alcohol | Support For Young People | YoungMinds](#)

Exploring the facts around drugs and alcohol



[Honest information about drugs | FRANK \(talktofrank.com\)](#)

Get answers for your questions about drugs and alcohol



## Eating disorders:

[Get help for myself - Beat \(beateatingdisorders.org.uk\)](#)

UK eating disorder charity offering information and support with eating disorders



## Sexual Health:

### [Imperial College Healthcare NHS Trust | 25 and under](#)

Online information, confidential text line and how to book an appointment



### [Young Persons Advice Guide | Lets Talk About It](#)

Answering your questions about sex and sexual health



## Your health:

### [The 11to25hub](#)

Information about young people's health and getting ready to swap from children's health teams to adult care



### [Own it](#)

Supporting young people to take ownership of their healthcare



## Sex and relationships:

### [AwkTalk.org — Real Answers. For Real \(Awkward\) Questions](#)

Healthcare professionals answering young people's questions about their bodies, relationships and more



## Gangs and violence:

### [Gangs | Childline](#)

Childline have advice on leaving a gang and more information



## Suicide:

### [Prevention of Young Suicide \(papyrus-uk.org\)](#)

Not coping with life? Papyrus offers confidential advice



## Journal ideas

Some people find that being in hospital is an opportunity for reflection. Here's some questions to help capture how you're feeling, this is for your private reflection.

How am I feeling right now?

What makes me feel happy?

Where do I feel most relaxed?

What is something that I believe in strongly?

What's the most inspiring thing that I've ever been told?

When was a time that I felt surprised?

The hardest thing I've ever had to learn is:

These two objects/symbols represent me:

# Feedback



Please scan this code for our **'Friends and family'** feedback form. Please share your feedback whether it is **good or bad**. You can do this at any time during your stay on the ward.



If you have experienced **exceptional care** from any of your **nurses**, you can nominate them for a **Daisy award** by scanning the QR code.

# Notes

We've included some blank pages where you can write (or draw) any thoughts, worries and questions.

A large area of the page filled with a grid of small grey dots, intended for writing or drawing notes.





# How the NHS works for young people

It can be confusing to know what you can do as a young person using the NHS

Scan the QR code to read more answers to frequently asked questions from young people



Q

When can I make my own healthcare appointment?

- You can make an appointment with a GP **at any age**
- From 16 you can access GP online services, where you can book & cancel appointments
- From 16 years, your parents should only make, change or cancel your appointments if you have agreed ([consent\\*](#))



A



**Your healthcare, own it!**

\*[www.nhs.uk/conditions/consent-to-treatment/children](http://www.nhs.uk/conditions/consent-to-treatment/children)