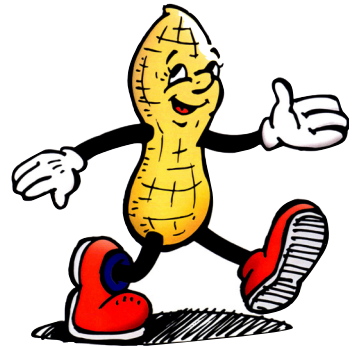


Preparing for your urgent trauma admission



Welcome

Peanut ward is the children's ward at Queen Victoria Hospital NHS Foundation Trust.

We care for children from birth up until their 17th birthday. We specialise in plastic surgery and the treatment of burns and scalds. Children are also admitted for plastic, dental/ maxillofacial surgery and corneo- plastic surgery (eyes).



Admission to hospital can be an anxious time for parents and children. We hope this booklet will help you to prepare yourself and your child for their stay and that the experience will be as pleasant as possible.

Please telephone the ward at any time if you have particular questions or anxieties.

Peanut Ward

Tel: 01342 414469

Peanut Ward, Ward Matron

Julie Baker 01342 414582



Preparing your child for admission

From experience, we find that children cope much better with a stay in hospital if they have been prepared beforehand.

It is also helpful to talk to your child about hospital and the different people they might meet. You could encourage them with imaginative 'role play' including the use of toy doctors/nurse kits.

What to bring?

- Wash bag and contents
- Towel
- Nightwear
- Dressing gown and slippers
- Day clothes
- Any special toy or comforter (from a piece of rag to a teddy)
- Hairbands without metal



*When you come to
Peanut Ward you
can bring along your
favourite toy*

For babies – please bring most things that you would need for their every day care, i.e. soaps, creams, baby wipes, nappies, towel, day and night wear, milk powder, any special bottles or teats and weaning food. We can provide changing mats.

Please bring any medication that your child may be taking and show it to the doctor and nurse on admission. Please give your child their normal morning medicines before you come to hospital.

When your child is able to eat and drink we have fruit squash, milk or water and sandwiches and cereals for them on the ward.

Admission and operation

It is important that your child should stop eating at midnight for a

07.30 admission, or have a breakfast at 07.00 for an afternoon admission, but should be encouraged to drink clear fluid (water or weak squash) up until they leave home.

You should come to the Peanut ward (location 16), where you will be met by the ward clerk. They will ensure that we have the correct personal details recorded.

As soon as a nurse is available we will take you through to be seen by the doctor and anaesthetist.

We will check weight and height, blood pressure and temperature and ask some questions about your child's usual daily routine to assist us in our care. Girls over the age of 12 may be asked to provide a urine sample. We will place an identity bracelet on your child's wrist or ankle; Teddy can have a bracelet too!

Both you and your child will be required to have a swab taken for Coronavirus. This will consist of a long cotton bud inserted to the back of the mouth or up the nostril depending on the age of your child.

Be prepared to stay all day, as your child may not be cleared to go home until late afternoon. You may want to bring an overnight bag with a few bits for you and your child, just in case the doctor would like you to stay overnight. Please bring slippers and a dressing gown as your child will normally walk to theatre.

Please remove all nail varnish, jewellery and make up before coming to the ward.

Your child will be assessed by the surgeon and anaesthetist on the ward and a decision will be made whether or not they need to have an operation under general anaesthetic, local anaesthetic or conservative management (no procedure).

Signing the Consent

A doctor who can do the surgery your child is having will explain the surgery and any risks/ benefits and ask you to sign a consent form. It is a legal requirement that a parent or guardian (the person who has parental responsibility) signs the consent form for any child under 16. Therefore it is essential that this person accompanies the child on admission.



The doctor will answer any questions you or your child has about the operation.

If you are attending with a child who lives with you but has a care order with social services or local authority, please bring all relevant paperwork regarding the care order with you.

Going to the anaesthetic room and theatre

If your child is old enough we will walk down to the anaesthetic room, if they are younger they may go on a trolley or may be carried. If your child has a dressing gown, please ensure you bring it to wear over their theatre gown and slippers or flip flops for their feet.

We are happy for **one** person to come with a child to the anaesthetic room. The decision to come is entirely your own, you need to feel under no pressure, a nurse from the ward will always go with your child and stay until they are asleep if you prefer.

Having an anaesthetic

A general anaesthetic is a medication enabling pain-free sleep during surgery. The doctor specialising in this is the anaesthetist. You will have the opportunity to meet the anaesthetist before the operation, who will make sure your child is well enough to have the operation that day, discuss the anaesthetic and any other concerns you may have.

Occasionally, the anaesthetist will advise a sedative syrup (a 'pre-med') to be taken on the ward. This may help to calm your child before the full anaesthetic is given. If this is necessary your child will go to theatre on their bed accompanied by a nurse.

Before the anaesthetic is given a 'magic cream' (local anaesthetic cream) is used to numb a small area of skin on the back of your child's hands or inside the elbows. This will be applied by the nurse when you arrive on Peanut Ward. This reduces the feeling when the cannula is put in.



Most anaesthetics are straightforward. We aim to make the anaesthetic as pleasant as possible; we all realise this can be a stressful time for the family.

Your child arrives in a separate area of the operating theatre called the anaesthetic room and here we give the medication to start the anaesthetic.

There are two main ways of doing this, by cannula or gas. The 'magic cream' reduces the stinging felt when the cannula needle is put in to the vein. A small needle is inserted through your skin, this is then removed to leave just a tiny, thin, flexible tube. The cannula is safely taped into place with a plaster and the anaesthetic medication is given through this. In some cases, gas is used instead which is breathed through a mask.

A child's wishes will always be considered in deciding which to use. Both methods are effective, and there may be special reasons for the anaesthetist choosing one particular method. From time to time, the original choice is changed in the anaesthetic room.

Usually the cannula method is quick and relatively pain free. There may be some stinging as the medicine goes in or aching in the hand and arm. As your child goes off to sleep, they may yawn and close their eyes. They may do things that look unusual to you such as cough, hiccough, mention a strange taste, move their eyes or even wriggle a little or cry. These are normal reactions.

The gas method means that the medication is taken in by breathing it in. This may take longer than the cannula method, depending on how deeply your child can breathe the gas. The gas has a fairly strong smell. As the anaesthetic gas starts to work, you may again see some effects you didn't expect, such as coughing, moving, hiccoughing and crying. Your child will then have a cannula inserted once they are asleep.

If your child is having a local anaesthetic (only numbing a small area of the body) then they may still have the numbing cream but the doctors will let you know where it will go.

When your child goes to the theatre the anaesthetist or surgeon will inject the local anaesthetic into the area around where the surgery is going to be done. Then there will be a short delay while the local anaesthetic starts to work. When the area is numb the operation will start.

You will find more information about anaesthetics from the Royal College of Anaesthetists website: www.rcoa.ac.uk.

What happens during the operation?

Your child will be cared for throughout the operation by the anaesthetist and anaesthetic team.

During the surgery painkiller drugs are given through the cannula to prevent pain after the operation.

What happens after the operation?

Immediately after the operation, nurses in the recovery area will look after your child. Everyone recovers differently from anaesthetic; your child may remain very sleepy for a while, or be restless and tearful. We will always try to make sure that discomfort or pain is not the cause of this. One parent/carer will be able to go to the recovery area after the operation to be with your child once they are safely awake from the anaesthetic. Your child will be brought back to Peanut Ward once they have recovered from the initial effects of the anaesthetic.

Going home

Once the doctor has said that your child can go home and you have met our discharge criteria you will be given:

- Necessary information on their after care
- An outpatient appointment, if required
- Medication that your child is to continue, if required
- A copy of the discharge letter sent to your GP



Please note, we do not supply basic over the counter painkillers such as paracetamol and ibuprofen.

General information

Parents and main carers are welcome to telephone the ward at any time to enquire about their child

Tel: 01342 414469

Please try to restrict the number of telephone enquiries made through to the office by other relatives and friends. We will only give information on children's conditions to parents or main carers.

Mobile phones can be used in non-patient areas such as your child's bedspace with curtains closed and the Lancaster lounge, but must be turned onto silent so as not to disturb other patients, while you are on the ward. Please do not use mobile phones in the corridor or the playroom.

Mobile phones **MUST NOT** be used in the anaesthetic room or recovery area. There is free Visitors WiFi at the trust.

Refreshments

Hurricane Café (The Lodge), serving fresh coffee, tea, drinks and snacks, 8am to 6pm - Monday to Friday, Saturday 9am-5pm and Sunday 10am-3pm

Lancaster Lounge, alternatively you can use our waiting area, which has access to vending machines. Open Monday to Sunday, 24 hours a day.

You must not bring hot drinks into the ward as there may be young children running around at risk of scalds. Hot drinks must be consumed in the Lancaster lounge.

Preventing infection whilst in hospital

Keeping your child healthy and free from infection during their stay in hospital is extremely important to us. The single most important factor in preventing the spread of infection is effective hand cleaning by using soap and water or the alcohol hand gel located at the entrances/ exits, on the walls in the ward itself.

You will see the staff cleaning their hands many times throughout the day. However, if you are concerned that they haven't cleaned their hands 'It is O.K to ask' they won't mind!

Please help us to help keep your child free from infection by following these few simple rules:

- Make sure you wear your mask and ask your child to wear one too
- Always use alcohol gel before you enter and when you leave the ward
- Always wash your hands with soap and water after visiting the toilet or taking your child to the toilet or changing his/her nappy and before preparing food or feeding your child
- Always speak to a member of staff if you have a heavy cold or have had diarrhoea or vomiting within the last 48hrs
- Further information on hand hygiene and gastroenteritis can be obtained from the ward.

Smoking

Queen Victoria Hospital has committed to being smoke-free and has a NO SMOKING policy. This means that smoking is not permitted on either the premises or within the grounds.

Travel expenses

If you are receiving benefits you may be entitled to help with travel costs. To check that you are eligible, please contact the cashier:

Cashier

Tel: 01342 414416

Monday to Thursday, 9am to 5pm and Friday 9am to 4.30pm

When reclaiming expenses you will need to show the cashier:

- Proof of attendance to the hospital (please ask the ward staff)
- Receipts for any public transport you have used
- Proof that you are receiving benefits

Please note that taxi fares are not covered by the Hospital Travel Costs Scheme and will not be paid for by the Cashier.

How to find QVH

The hospital is situated just outside East Grinstead, on the A264 (Holtye Road) heading towards Tunbridge Wells. The hospital is on the left just after the second mini roundabout.

Public transport information is available from:

Traveline

Tel: 08706 082608



Parking

The QVH has limited parking and operates a 'pay and display' system. Charges are displayed on machines, please check website for up to date information. Please ensure you have the correct change.

There are a number of designated spaces for disabled badge holders, for which there is no charge. Free 'short stay' spaces are available for a period of twenty minutes or less as a 'dropping off' point.

Parking is free in the evenings, at the weekend and on public holidays.

PALS (Patient Advice and Liaison Service)

Should you have any concerns during your stay or would like some help, advice and information, or wish to talk to someone in confidence, please do not hesitate to contact me.

Tel: 01342 414200

Email: pals@qvh.nhs.uk

Our Commitment to you and your child

We are constantly looking for ways in which we can improve the quality of care we provide and part of the Peanut ward's philosophy is that we accept criticism and try to learn from it. When you are discharged we will ask you to fill in a feedback form to give us some



information on your experience. If at any time you want to comment on the care your child received, please feel free to speak to any member of the nursing team, the Ward Matron or if you prefer, talk to your doctor or write to the Chief Executive.

Steve Jenkin
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RH19 3DZ

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Please ask if you would like this leaflet
in larger print or an alternative format.

Peanut ward

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