



# Welcome to Hedgehog Ward

Welcome to Hedgehog Ward! I am Deborah Cairns, the Ward Manager for Hedgehog, and I am here to help facilitate the best possible care for you and your family.

Hedgehog Ward is our new state-of-the-art ward and we are proud to offer you the best service possible. We are excited to introduce a new Lite Bites menu that offers a lighter meal option for families on the ward between 7.30am and 8pm. The information in this booklet will explain in more detail some of the services that we provide on this ward, but if you have any questions please ask one of

our expert nurses or housekeepers. I am also on hand to answer any questions, concerns or worries you might have.

We hope you enjoy your stay here at Great Ormond Street Hospital and on Hedgehog Ward. Please fill in our Friends and Family Test on discharge to let us know how you found our service and if we can make any improvements.



**Deborah Cairns, Ward Manager**

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**H**edgehog Ward is primarily run by our highly qualified nursing team, but your child's care will be led by your expert consultants alongside a multidisciplinary team of doctors, clinical nurse specialists, physiotherapists, healthcare assistants, play specialists, psychologists and housekeeping staff on the ward.

Your child's consultant, supported by a multidisciplinary team, has overall responsibility for his or her treatment and care. They will review your child regularly and be available to answer your questions.

The International and Private Patients Service (IPP) also has its own consultant-led ward-based team of doctors, who see patients on a daily basis and act as a link between your child's consultant, nurses and you. They will also be able to answer many of your questions.

The medical staff and nurses will work with you to co-ordinate care for your child in order to facilitate a timely discharge. Once discharged from Hedgehog Ward, your child may be followed up in Caterpillar Outpatients, in the Octav Botnar wing.

We aim to make your stay on Hedgehog Ward as comfortable as possible, and the housekeeping staff will assist you in order to achieve this. Only one parent is able to stay overnight at the bedside. If you need accommodation for other family members, please ask us as we have information on local accommodation providers.

## Visiting information

We do operate specific visiting hours on the ward and we ask that you observe the nursing and medical instructions regarding appropriate times for visiting. It is expected that family who are not staying as the nominated carer overnight leave the hospital by 10pm.

All visitors must clean their hands before entering and leaving the ward and wash hands on entering a cubicle. If any family member or visitor develops a cough, cold, diarrhoea, vomiting or rash, it is very important that you inform the nurse in charge before coming to visit. On rare occasions, we may have to request that no visitors except parents are allowed on the ward. We ask your understanding and compliance if this happens.

If your child has either had recent contact with chickenpox or measles, or has chickenpox, measles, shingles, diarrhoea and vomiting, then please contact a member of the nursing team before arriving.

## Facilities

All inpatient rooms have en suite bathrooms equipped with a shower. There are also several bathrooms with a disabled access shower that allows for the use of hoists. We provide towels in each room but we ask you to provide toiletries for your child and yourself.

Storage space with a mirror and power socket is provided in the room. The room also has a lockable safe. A parent's beverage lounge, with the provision of filtered

water, speciality teas and luxury coffee is available 24 hours a day. There is also a separate parent's lounge for relaxing. These sitting areas have a television with multiple channels in a variety of languages, and reading material, including daily English and Arabic newspapers. The whole ward is Wi-Fi enabled.

## Family-centred care

You are a valued member of your child's healthcare team and we encourage you to take part in his or her care as much as possible while in hospital.

We ask that parents are ready in the morning to help care for their child. Early each morning there is a daily ward round, led by a team of doctors and nurses and it is important that you attend these. During this time your child's condition will be assessed and important information around treatment plans will be communicated to you at this point. We also ask that you are an active participant in your child's hygiene needs: a nurse will discuss this with you.

## Food for your child

Our children's menus have been designed following consultation with expert dietitians, and we are able to cater for halal, kosher, vegetarian, special diet and normal requirements. Please let your nurse know if your child requires a special diet.

A housekeeper will visit you each day so that you may choose your child's food for either the same day or the following morning. If your child would like a snack during the day, then please ask the housekeeper, as we provide a nourishing Lite Bites menu which is available between 7.30am and 8pm each day.

## Food for parents

Meals are provided free of charge for the main parent/carer residing with their child. There are two separate menus from which you may request food: the main or Lite Bites menu. Meals provided from the Lite Bites menu are available between 7.30am and 8pm each day. They are prepared on the ward and will be provided within an hour of request. The main menu is provided from the main hospital kitchen and these meals are served at breakfast, lunch and dinner time.

The parents' beverage lounge has a comfortable seating area for parents to consume meals or snacks, but there are no facilities to reheat meals. The second lounge does not have beverage facilities, but parents can take their refreshments into this lounge to relax.



Ten-year-old Abdul

As well as The Lagoon restaurant within the hospital, there are many other restaurants and cafes in the local area. There are microwave ovens provided in The Lagoon in the main hospital if families wish to purchase frozen meals from outside of the hospital and reheat them in the main restaurant area.

## Interpreting Support

We provide a 24 hour telephone interpreting support service for all languages and Arabic interpreting support is provided by our Arabic Interpreters. Arabic Interpreters provide an interpretation and translation service for families. They are based on the ward and will help you settle in.

Interpreting hours on the ward:

7.30-8pm Monday - Friday

7.30-7pm Saturday

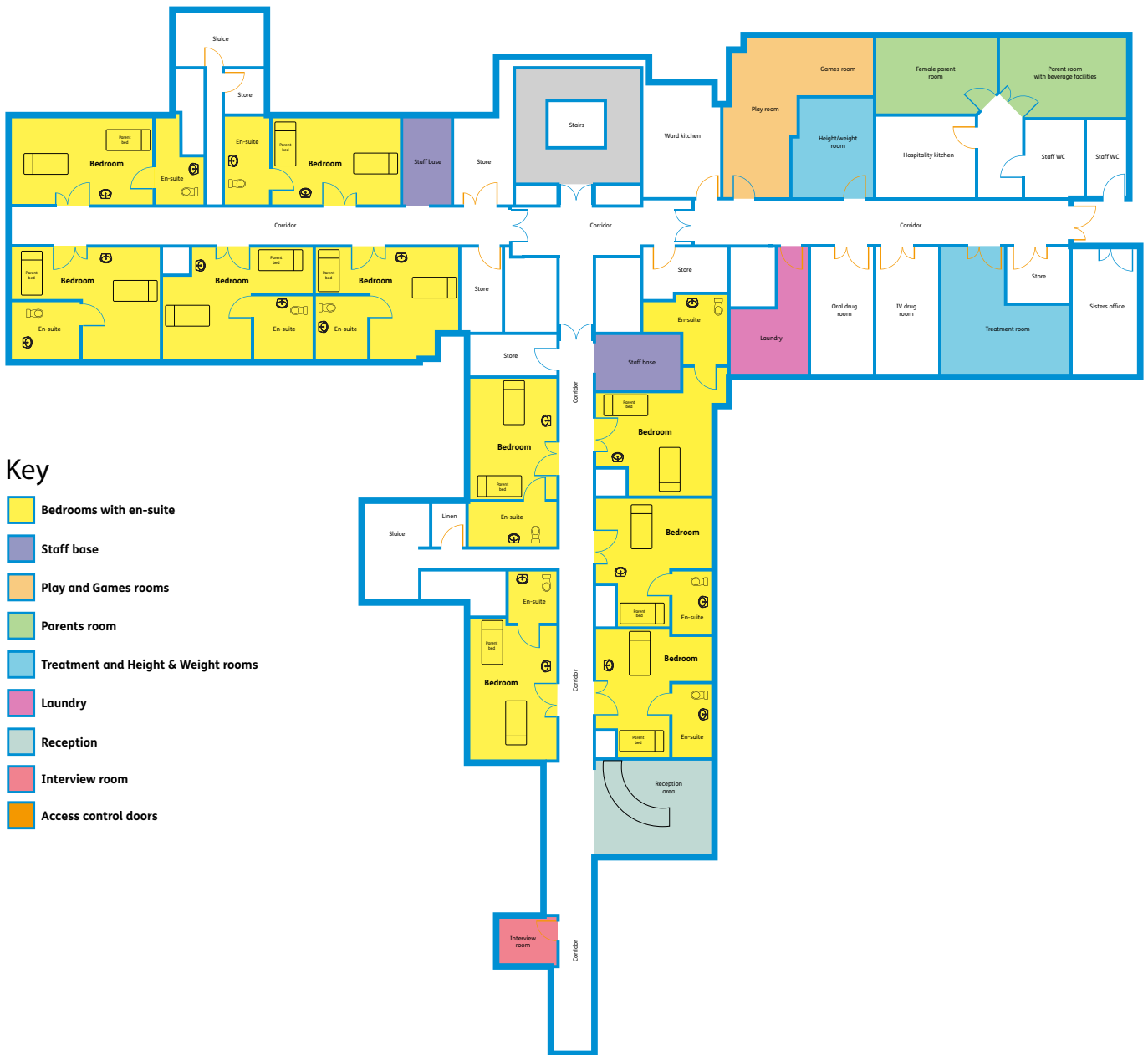
8.30-4.30pm Sunday (and Bank Holidays)

## Laundry

Laundry facilities (a washing machine and tumble dryer) are provided free of charge and are situated on Hedgehog Ward. There is no need for detergent or fabric conditioner because the washing machine dispenses these automatically. Operating instructions are provided in the laundry. Please speak to the housekeeper if you need help. Please do not wash and dry clothes in your child's room.

# Great Ormond Street Hospital for Children

## International and Private Patients Service



For further information please visit:

Web: [www.gosh.com.kw](http://www.gosh.com.kw)

Tel: +44 (0)20 7405 9200

Email: [privateinfo@gosh.nhs.uk](mailto:privateinfo@gosh.nhs.uk)

The Harris International Patients Centre  
 The Octav Botnar Wing  
 Great Ormond Street  
 London WC1N 3JN

### Useful contacts

GOSH switchboard	+44 (0)20 7405 9200
Appointments administrator	+44 (0)20 7762 6822
IPP reception	+44 (0)20 7813 8517
Pals (Patient Advice and Liaison Service) office	+44 (0)20 7829 7862