

A large, cartoon-style purple elephant is the central focus of the upper half of the page. It has large, expressive blue eyes, a wide, open mouth showing a red tongue and a yellow tusk, and a friendly expression. Its trunk is curled slightly. The elephant is set against a teal background.

Welcome to Lion and Elephant wards

Information for families

A cartoon-style orange lion is positioned in the lower right quadrant of the page. It has a large, dark brown mane, a bright yellow face, and a wide, happy smile showing its teeth. Its tail is long and curved, with a black tuft at the end. The lion is set against a yellow background.

Great Ormond Street Hospital
for Children NHS Foundation Trust

This information sheet explains about Lion and Elephant wards at Great Ormond Street Hospital (GOSH), the facilities available there and what to expect when your child stays with us.

About the ward

Lion and Elephant wards specialise in treating children with haematology (blood disorders) and oncology (cancer) conditions.

Children of any age group stay on Lion and Elephant wards, although the majority are aged up to 12 years old.

The ward is made up of cubicles each with its own bathroom, flat screen television and DVD player.

The Lion and Elephant ward teams consist of the haematology and oncology medical team, nursing staff, nurse practitioners, pharmacists, play specialists, health care assistants, admission and administration staff.

Additional to our own team of doctors, other doctors from all specialities visit the ward regularly, as do psychologists, dieticians, social workers and school teachers.

If you would like to speak to any of these professionals then please ask one of the nurses to arrange this for you. We cannot guarantee that they will be free to visit straightaway as they also operate in other parts of the hospital.

Please note that GOSH is also a teaching facility so you will see student nurses and doctors completing their training, but they will be supervised at all times by a qualified member of staff.

Please see our staff photo board to identify our team members

Facilities for parents and families

There is a kitchen on the ward, where you can make tea or coffee, or heat up snacks using a microwave. Meals for parents and siblings are not provided by the ward but you are welcome to buy food from the hospital shop, café or local shops. Please see the area map on the parents' noticeboard.

You can store food in the fridge within your allocated food baskets (no plastic bags please) which should be labelled with your cubicle number. Please make sure all your food is used before its expiry date otherwise it will be thrown away.

Due to the nature of the ward and the high risk of infections there are limitations to the food you can bring in or buy. Please do not bring in any raw food items for example meat, fish and eggs. Cooked rice from home should not be reheated and given to the patient.

The playroom is open every day for toys, activities and crafts. The play specialist will supervise the playroom and activities, but you are still responsible for watching your child, particularly when the play specialist is with another child elsewhere. If brothers and sisters are visiting, you are responsible for their behaviour at all times. We also ask that you tidy up after your child, especially during evenings, at weekends and during holiday periods. If your child has to stay in bed or is in isolation, you can borrow toys, games and videos from the playroom but please return them at the end of the day. Please ensure that latex balloons are not brought onto the ward as some children can be allergic to them.

Only one parent may stay with their child due to limited space on the ward. There are parent accommodation facilities in the hospital and in the local area. Please refer to www.gosh.nhs.uk for further accommodation queries or ask a member of our team.

Visiting

Parents and siblings are welcome to visit at any time, but we would ask that you do not come as a big group as space is limited on the ward. Other visitors should visit between the hours of 10am and 8pm. If you or any visitor has been in contact with coughs, colds, tummy bugs, chicken pox or measles, we would prefer you to wait until you are better before visiting.

If your child is isolated for any reason, we will limit the number of visitors to prevent the spread of infection. Please make sure that all visitors wash their hands with soap and water each time they enter and leave a child's room.

Hospital meals

Hot and cold meals are provided for patients only. These meals are ordered from our menu a day in advance. Our housekeeper will show you the menu.

There are facilities for parents and carers to make breakfast. There is a selection of bread, milk, cereals, butter, jams, tea and coffee.

Lunch and evening meals are provided by the hospital kitchen and come up in a hot and cold trolley to the ward where the housekeepers will prepare your choice of food using the completed menus and deliver it to your room.

Lunch is served
between 12pm -1pm

Supper is served
between 4pm-5pm

Please do not enter the kitchen when food is being served.

If your child has missed any of the meals due to a procedure then food can be ordered from the hospital kitchen within canteen opening hours. If you require this please ask one of the housekeepers or a member of nursing staff and they will arrange it for you. (Please note the selection of food available maybe limited).

Additionally, a trolley with snacks will be taken round Lion and Elephant wards in the afternoon twice a week.

Remote control and swipe card box

When you arrive on the ward for an admission you can ask for the TV remote box from a member of staff. To have access to the TV, DVD remote and ward entrance swipe card you will have to provide a £10 deposit and this will be returned on discharge with all the contents of your box. This system has been put in place in order to protect the ward's equipment because sometimes things are lost or taken home and they can be expensive to replace.

General Information

On admission to Lion and Elephant wards, please enter through Elephant ward and check into the reception desk just inside the door. Our receptionist will direct you to your room on either Lion or Elephant ward.

For routine admissions for chemotherapy, we aim for you to be seen and chemotherapy started within four hours of arrival on the ward.

To help with the long days spent on the ward we have an extensive DVD library for children. If they want to watch a film or just need a distraction for a procedure, please ask the play specialist or a staff member and they will get it for you.

Nappies and laundry are provided by the ward. Nappies are given a few at a time to avoid wastage. If you require nappies during your stay or if you run out, please ask a member of staff to provide you with more. Bed linen, blankets and towels are provided for your child's stay. The beds are generally changed daily or more frequently if they have been soiled. If you require further linen, please ask a member of the nursing staff.

Please limit the amount of personal belongings you bring into the ward. The cubicles are cleaned daily by our domestic team. Effective cleaning can be hindered if there is limited space. Please ensure all fold-up beds are put away promptly each morning.

Internet wifi access is available for parents, please ask a member of staff for information. If you require internet access for your child, you can purchase a pay as you go dongle from any mobile phone or computer shop. School is available to all school age children during the week. The teachers aim to provide continuity of education to help prevent anxiety about missing out on school and children are often encouraged to do homework. The teachers can come to the ward and teach on a one on one basis if required – otherwise they can visit the school room on level 2. The school and teachers try to match teaching with the teaching programmes in their school age group.

Complementary therapy treatments are available on Lion and Elephant wards. Massage therapy is offered to babies and children receiving treatment. Please ask a member of staff for information.

It is important you bring in all your child's medicines from home. These will be kept in our medicines room and used during your child's stay after being checked by a pharmacist and nurse.

The medicines you bring in with you will be kept in the medicines room or a locked cabinet near your bed. If you run out, the Pharmacy will give you a new supply.

Before you go home, the pharmacist will go through the medicines with you, check that you have enough and ask you if you would like a medicines reminder chart.

Please ask a member of staff if you have further queries about your child's medicines.

Weekly meetings and ward rounds

We organise weekly meetings to help support you as parents and also for parents to support each other. Everyone is welcome at these meetings. If you really would like to attend but do not want to leave your child alone, speak to a staff member or play specialist and we will try to arrange for someone to stay with your child, although this may not always be possible. Some of these meetings will be attended by a social worker, psychologist or a dietician to help with any questions you may have or just for support. There will be a monthly time table placed in the parent's room identifying who will attend the session.

Parents' Tea every Tuesday at 11am (Refreshments provided)

This is a chance to meet informally with other parents who have a child on Lion and Elephant wards.

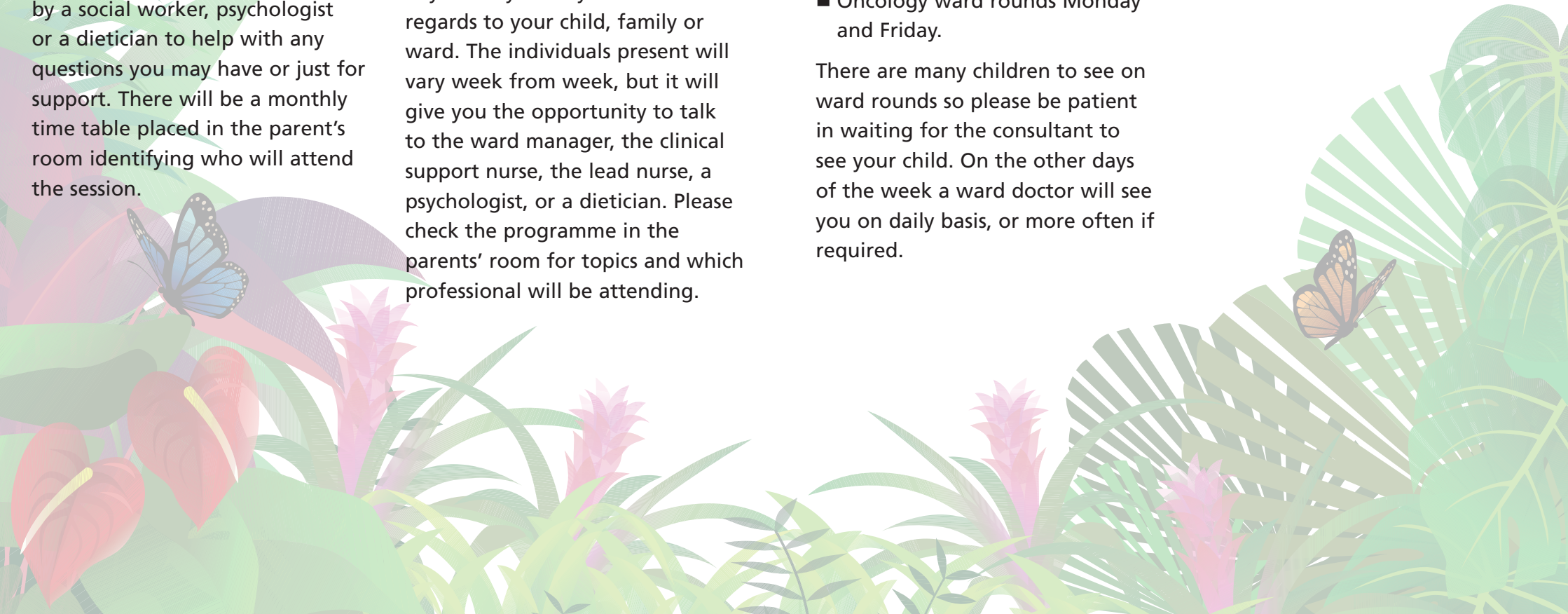
Parents' Forum every Thursday at 3pm (Refreshments provided)

This is a rotating programme that will allow you as parents to discuss any issues you may have with regards to your child, family or ward. The individuals present will vary week from week, but it will give you the opportunity to talk to the ward manager, the clinical support nurse, the lead nurse, a psychologist, or a dietician. Please check the programme in the parents' room for topics and which professional will be attending.

Ward rounds are held twice weekly, and each week the consultant will vary depending on who is 'on call' for ward duties. This does not mean that your own consultant will change – it means that the consultant doing the rounds that week is the one making the decisions of care at the time.

- Haematology wards rounds Monday and Thursdays.
- Oncology ward rounds Monday and Friday.

There are many children to see on ward rounds so please be patient in waiting for the consultant to see your child. On the other days of the week a ward doctor will see you on daily basis, or more often if required.



What happens when my child goes home?

Before discharge, the nursing staff will go through things you need to know before leaving GOSH. Please make sure that your family held record is updated with your child's admission, blood counts and any further details. If your child needs to continue any medication after discharge a nurse will explain the dose, how to give it and any side effects. A discharge letter is completed and sent out to your community teams, GP and your child's shared care hospital. Please see a member of the administrative team to ensure any future appointments or admissions are booked.

Your community team will be contacted by phone and dates arranged for them to visit you at home to carry out blood tests or dressing changes. If you have a particular day in mind for a community nurse to visit or to slot it into your family routine please let a nurse know before discharge, but please bear in mind that the visits could be more than once a week.

When you come back in for your child's next admission, please remember to bring all their medications with you, including the ones given to you at discharge.

Unfortunately the hospital is unable to provide transport to take your child home. If you have further queries about travelling home, please speak with one of our nursing staff. Parking permits are available from the hospital front desk for the day of discharge if you wish to drive to the hospital to collect your child. There is a system in which the congestion charge can be refunded to you when driving into central London with your child. Please complete this with the hospital front reception desk. Please ask a member of our administrative staff – based at Elephant reception desk – for further details.

If you have any questions, please ask a member of staff or telephone one of the numbers below

Lion Ward: 020 7829 8810 **Elephant Ward: 020 7829 8821**

Additional information about GOSH can be found in our *Essential information* booklet or on our website at www.gosh.nhs.uk

Notes

© GOSH NHS Foundation Trust January 2013

Ref: 2012F1154

Compiled by staff on Lion and Elephant Wards
in collaboration with the Child and Family Information Group

Great Ormond Street Hospital for Children NHS Foundation Trust
Great Ormond Street
London WC1N 3JH

www.gosh.nhs.uk