



**Royal Berkshire**  
NHS Foundation Trust

# Welcome to Lion and Dolphin Ward

## Paediatric Unit

Lion Ward: 0118 322 7519 / 8105

Dolphin Ward: 0118 322 8079 / 8075

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Welcome to Lion and Dolphin Ward – a 44-bed unit with four high dependency unit (HDU) beds. We care for surgical and medical patients with a wide range of illnesses. Your child's wellbeing and that of your family is important to us so please take time to read this information leaflet. If you have any further questions or would like any clarification, please speak to your nurse or the nurse in charge.

You can also follow the advice in the Call 4 Concern leaflets found in the parents' room on Lion Ward if you are concerned that no one is listening to your concerns about your child's condition.

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### Arriving at hospital

On admission, every child will be given an identification bracelet with their name, date of birth, NHS and hospital numbers on. This bracelet will be checked when your child is receiving medicines or going to theatre. It will be removed when they leave hospital. If your child has any allergies they will also wear a red bracelet.

Your child will be allocated a nurse who will go through the admission paperwork with you. This information helps us to efficiently process your child's medical information. The information you give us will also help us to keep your family doctor and school nurse or health visitor informed of your child's progress on discharge. We do not have single sex accommodation on the ward.

### Infection control

Cubicles are for patients with infectious conditions or for immune-compromised patients. We do not have private cubicles. If your child is in a cubicle your child needs to stay there until we advise otherwise.

On entry to the ward please apply alcohol gel to your hands and maintain strict hand hygiene while on the ward.

## Visiting

We have an open visiting policy for parents and siblings.

Other family members can visit between 12 midday and 8.30pm but they must leave by 8.30pm at the latest in order for parents/carers to settle their children down for the night.

We aim for no more than two visitors by the bed at any one time as the wards can get very busy and the nurse needs to be able to get to the bedside, but this is at the discretion of the nurse in charge. We do have a parents' kitchen for hot drinks and microwavable food and there is a table and chairs where visitors can wait. There are also chairs in both entrance corridors to Lion and Dolphin Ward.

In HDU visitors numbers are strictly two per patient, siblings only and no children under five years of age. This strict visiting policy is due to the nature of HDU nursing so please co-operate with us. If children under 16 want to visit, please ensure these children are accompanied by a responsible adult.

## Doctors' rounds

Ward rounds are from 9am, and your child will see a consultant or a member of his/her team. The doctors work their way around the ward, starting in HDU. Please be patient - they will see you. Patients requiring surgery may be seen earlier, before theatres open.

## Fire alarm testing

Every Wednesday morning there will be a fire bell test. If the fire alarm sounds at any other time please stay where you are and await further instruction from the ward team.

## Overnight accommodation

We only have the capacity for one parent or nominated adult over 18 to stay with the child on the unit. A fold-down bed will be provided and placed next to the child's bed. These beds must be folded up every morning before the doctors' round, and not brought down again until the evening. For safety reasons we need access around the bed

spaces, so we request that belongings are kept to a minimum and in cupboards and that bed spaces are kept tidy.

Curtains around the bed spaces are to be kept open at all times day and night unless a procedure is taking place. We need to be able to see your child and their condition.

Please note siblings are not permitted to stay overnight.

For patients in HDU a parents' bedroom is available just off the ward.

### The play room

The play room and the play specialist will provide distraction for your child and siblings when in hospital. Toys can be taken back to the bedside and cubicles but if your child is in hospital with an infectious condition, these toys need to be cleaned before being returned to the play room. Please speak to one of the play specialists if you are unsure. Children need to be supervised in the play room at all times and please tidy up after yourselves. There is no eating or drinking allowed in the play room.

### Teaching service

Dolphin and Lion Ward has a team of fully qualified teachers who help maintain continuity in your child's education while they are in hospital. The teachers will liaise with your child's school if appropriate, to minimise any disruptions. This service is available in school hours during term time.

### Car parking

One parking permit, for use in the multi-story car park is available for each family. On leaving, this is taken with the ticket obtained on entering the car park to the main reception desk on level 2. Here they will validate your ticket to allow you to exit the car park without paying. This permit can be obtained from the nursing staff.

## Telephones and televisions

Mobile telephones must be on silent and must not be used for filming. Please use the corridor outside the ward when talking on the phone. Each bed has a bedside telephone/entertainment unit. You will need to buy a phone card or register a debit card for outgoing calls.

This system also includes a TV and radio. These services are free on the paediatric ward but after 7pm the choice of channels is limited and headphones are also needed. These can be provided by the ward staff.

Free WiFi is available to patients and visitors – look for the RBFT\_GUEST network.

Please be aware staff cannot give out detailed medical information over the phone and can only give a general guide to a patient's wellbeing. It will be helpful if the family can nominate just one person to contact the hospital for updates and they can pass on the information to other family members.

## Food and drink

We provide all food and drinks for patients, breastfeeding mothers, expectant mothers and carers. The parent who stays overnight is also offered breakfast

- Breakfast: 7.30am onwards. The support workers will offer you and your child toast or cereal. If your child is scheduled to have an operation, your child may be woken earlier and offered a drink and a light early breakfast.
- Lunch is from 12 midday.
- Dinner is from 5pm.

We always have beans and spaghetti hoops and toast and a selection of sandwiches for patients who have missed mealtimes. We also have a small selection of baby food jars.

A parents' kitchen is provided on the ward and this is equipped with a fridge, freezer and microwave. Any food items being stored in the

fridge or freezer need to be labelled. All hot drinks being brought on the ward must have a lid on to prevent spillages.

### What should I bring in for my child and myself?

- Cool comfortable day clothes as it can get hot on the ward.
- Nightwear, dressing gown and slippers.
- Toiletries.
- Favourite toys / comforter.
- Nappies - we do have a small supply but it is limited.
- Regular medicines for yourself and any medicines prescribed for your child. Please show these medicines to your nurse so they can be dealt with appropriately. Please note, we cannot give parents any medication.
- Babies milk - we have a small supply of Cow and Gate One, SMA Gold and Aptamil but if your child is on special milk or follow-on milks, please ensure you bring this in.
- Small amount of cash - there are shops and cafes and a WRVS trolley comes around the wards in the morning with drinks, sweets and magazines to buy.
- Something for you to do! We have plenty of activities and a play room to occupy the children on the ward.

### Patient and public feedback

The Trust welcomes your comments and suggestions.

On the ward you or your child will be given a short '**Friends and Family**' survey featuring Monkey. It will ask whether you would recommend the ward to other people if they needed similar care or treatment. Please spare a few minutes to fill it in - it means a lot to us to find out what you think of our service.

You can also complete a survey about your/your



child's experience online by visiting [www.royalberkshire.nhs.uk/get-in-touch/friends-and-family-survey.htm](http://www.royalberkshire.nhs.uk/get-in-touch/friends-and-family-survey.htm)

You can also give feedback about the hospital on the NHS website. Visit [www.nhs.uk/comment](http://www.nhs.uk/comment) and type in the hospital name or postcode.

Alternatively, ask for a copy of the 'Talk to us' leaflet – it has a space for writing comments.

Visit our website: [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

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This document can be made available in other languages and formats upon request.

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