

Information for patients

Welcome to Alice Ward



Alice Ward

Introduction

We aim to make your stay on Alice ward as pleasant and as comfortable as possible. We have 16 beds and/or cots and care for young people up to the age of 16yrs (18yrs in certain circumstances) who either need an operation or intensive physiotherapy. 'Physio' patients may be able to attend on a daily basis if living locally. We try to keep you informed of all routines and procedures but if there is anything you are worried about or don't understand then please ask. If you become unwell prior to being admitted with illnesses such as coughs and colds or tummy bugs it is very important that you please let us know. If you are having surgery you will need to ring the ward the night before to find out when you need to stop eating and drinking.



Arriving on the ward

If you are having an operation you need to be here between 7.30–8.00am and for physiotherapy 9:30am, unless told otherwise. You will be shown to your bed where shortly afterwards a nurse will come to 'admit' you. This involves us asking quite a lot of questions to fill in our paperwork so that we can get to know you and your particular needs to enable us to look after you properly. Prior to admission, you will probably have already been to a 'pre-op' clinic or had a telephone call where most of this information will have been obtained, so we will only need to know if there have been any changes. Everyone will have their observations (obs) done including temperature, pulse and blood pressure. Your height and weight will also be recorded. You will need to wear name bands during your stay - it is very important that you do not remove them. This is also a great opportunity to ask us lots of questions too! How long you are likely to stay in hospital will also be discussed but of course this is not always exact.

Some of the people you may meet during your stay:

Consultant/Doctor: Your consultant or a member of their team (a Registrar) will see you every day to check on your progress and answer any questions. If you are having surgery a consent form will need to be signed by your legal guardian (the person who has parental responsibility, usually mum or dad) so it is essential that this person is with you unless it has been done previously. You need to bring a supply of any regular medication you are on which should be prescribed by our Doctors so that you can continue to be given it whilst in hospital.

Anaesthetist: This is the Doctor who will give you some special medicine so that you have a pain free sleep during your operation. They may also want you to have a tablet or syrup (pre-med) before leaving the ward to help reduce anxiety before the full anaesthetic is given. The anaesthetic is usually given either by needle (usually in the back of the hand), for which 'Magic Cream' will be used to numb the skin so it does not hurt, or gas which you will breathe in through a mask which you may have had a chance to decorate yourself beforehand.

Nurses: There are several levels of nurses, health care assistants and students who work on the ward day and night to help look after you. Take a look at the 'who's who?' board on the ward to see who they are.



Physiotherapists: These are the people who, if required, will help you become stronger and more mobile with classes both on the ward and in the hydrotherapy pool as well as giving individual advice. They also make sure you can mobilise safely following an operation.

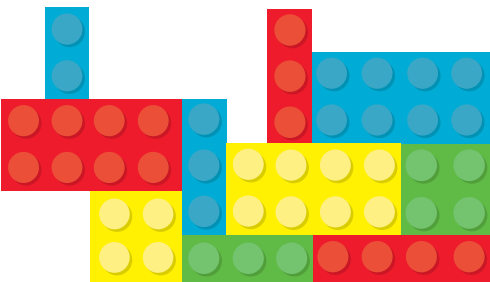
Play specialist/leader: These are on the ward during most weekdays and will help entertain, support and comfort you by providing information, activities and games. They may also help you prepare for certain procedures in an age appropriate way. There is a small play room for younger children in which there must be adult supervision and a larger day room with game consoles where you can join in group activities such as arts and crafts or play games. We also have a large range of toys such as board games, puzzles and Lego. There are DVD players for you to borrow and televisions with freeview in each bay and side room. We also have some Xbox consoles to play on.

Teacher: Our teacher works during term time to help you keep up with your school work. If you are going to be with us for a while we may liaise with your school to provide continuity or you could bring some work with you. Please be aware that the games consoles and TVs will not be available during school time.

Ward Clerk: This is the person who can usually be found sitting at the desk just as you enter the ward and is often the first person you meet. She will help you complete your menu choices each day and is a valuable member of the ward team in many ways.

Paediatrician: This is a medical doctor who will check in daily with you.

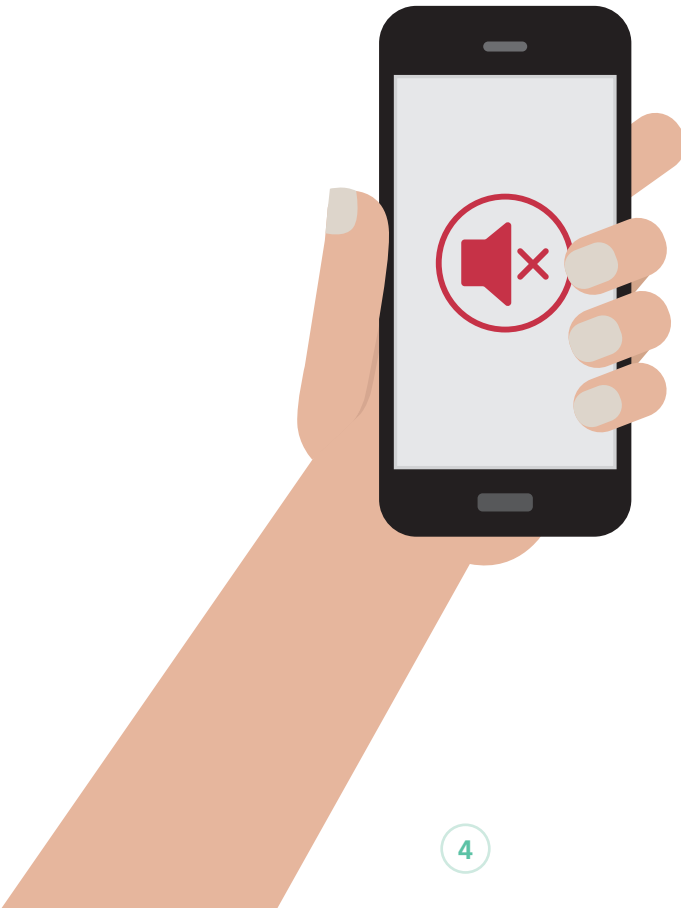
Dietician: Our dietician can offer advice and support with your eating and drinking and will be involved in your care if you are either under or over weight.



What should I bring with me?

- Comfortable clothes and nightwear
- Well-fitting shoes/trainers
- Swimming costume/trunks/swim nappies/verruca socks if having hydrotherapy
- Toiletries
- All medication
- Favourite soft toy/comforters
- Baby feeds and equipment

Mobile phones should be set on silent and photographs must not be taken without the permission of the ward staff. The hospital will not be held responsible for loss or damage to your own possessions and a disclaimer to this effect will need to be signed.



Further information for parents/carers:

We can accommodate one parent/carer to stay on the ward either on a camp bed or in a shared twin room. Alternatively there are a number of local B&Bs/hotels available. Residents are issued with a discount voucher for use in the hospital restaurant. There is a parents room on the ward equipped with a fridge-freezer, microwave and kettle; please label your food and drink with your name and date and remove them on departure. Please be aware that children are not permitted in this area for health and safety reasons. You will have the use of a toilet and shower, but you will need to provide your own personal items such as toiletries, hair-dryers and shaving equipment. Please remember that space is very limited and that all electrical items must have moulded plugs. You will need to provide your own medication and inform nursing staff if these include controlled drugs.

On site facilities include a Post Office, a small shop, cash machine, restaurant, coffee shop and a shop selling mobility aids. Smoking is not permitted anywhere on hospital premises. Car parking is free – permits given. Travelling expenses can be applied for at the Post Office if you can supply proof of benefits.

When entering the ward please do not allow anyone else to follow you in; if this does happen please alert a member of staff immediately, this is to preserve the safety of your child. Also, when entering the ward, please make use of the hand gel provided. Patients under 16yrs are not allowed to leave the ward without supervision from you or a member of staff and visiting children must not be left unattended on the ward. We do not have strict visiting times but do expect due consideration to be given to others, especially those having undergone surgery.

For further information or advice, please contact Alice Ward on **01691404444** or Children's Outpatients on **01691 404510**. There is also information to be found on the RJAH website: www.rjah.nhs.uk including a short video which shows the journey up to theatre for children having surgery.

We encourage feedback in order to improve the service we provide so please let us know what we are doing well and where we could do better by completing a short questionnaire before you leave.

Notes:



If you require a special edition of this leaflet

This leaflet is available in large print. Arrangements can also be made on request for it to be explained in your preferred language. Please contact the Patient Advice and Liaison Service (PALS) email: rjah.pals.office@nhs.net

Feedback

Tell us what you think of our patient information leaflet. Please send your comments to the Patient Advice and Liaison Service (PALS) email: rjah.pals.office@nhs.net

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