

## Bottles and Sterilising

- If you wish to use your own bottles or teats, due to hospital infection control precautions, we would ask that you should supply your own brushes and cleaning equipment. As per Hospital Infection Control Policy, these items must be kept in the child's room.
- Please **DO NOT** pour unwanted formula down the sink. Ask your nurse to dispose of same.

## Visiting Rooms

- In the interest of patient safety, **HOT DRINKS** in open cups are not allowed on the unit.
- In line with Hospital Infection Control Guidelines, **DO NOT** under any circumstances enter another patient's room.
- In the interest of patient safety, visiting is restricted to parents / guardians. If a visitor/carer is feeling unwell, they must leave the hospital and inform the Ward manager.

## Moving Rooms

- At times, it may be necessary to move your child to a different room or a different ward, based on their or another child's clinical need. We will endeavour to inform you of any change prior to moving.
- You may be transferred or situated on the Cardiac Day Unit on the day of your discharge or Admission.

## Breastmilk

- We encourage Parents to bring home your breastmilk when you are discharge.



CHC Direct no: 01 409 6471 / 01 409 6472

**If your query is not urgent, we would ask that you do not phone between 7:30 – 8:30am or 7:30 – 8:30pm as the nursing handover occurs at this time.**

Quality Patient Care is paramount to us in Children's Health Ireland, Crumlin. If at any stage you have a query or concern, in relations to **any** aspect of your child's care or stay on the ward, please inform your nurse or speak to the nurse manager on duty that day or request to speak to the ward manager. At any stage, we welcome positive or negative feedback and any suggestions, which will help us, provide the best possible care for you and your child. Kindly fill out a form of '**Your service Your Say**' and give it to our patient support team and or you can visit [www.HSE.ie](http://www.HSE.ie)

Spending time in hospital, can be a very stressful time for many families and we want you to have as positive an experience of your time with us as we can provide you. We endeavour to treat you with the dignity and respect you deserve and we ask the same of you for our staff. If you have a concern regarding the care of your child, we want to know. Please discuss this with the Ward manager or Consultant in charge of your child's care.

Developed by

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**THE CHILDREN'S HEART  
CENTRE**

**PARENT'S / GUARDIAN'S /  
CARER'S  
INFORMATION LEAFLET**

*To ensure the safety of everyone on the ward  
kindly read on.....*



**Children's Health Ireland at Crumlin**

**Phone: 01 409 6100**



## **Introduction**

On the Children's Heart Centre, we aim to provide care that understands the developing and ever changing needs of the infant/child and their family. Our specialists' interdisciplinary team approach strives to provide individualised care whilst acting as an advocate for an infant/child and their family.

Children's Heart Centre embraces the concept of Professional development and the enhancement and development of nursing skills is actively supported.

*"Our Big hearts help mend Your Little Hearts"*



## **Parent's Kitchen**

- We would ask that you please keep the kitchen tidy at all times.
- Each Parent will be given an open cubby to store non-fridge items. The cubby Number will match your room number.
- When you are discharged, please clear out this area and dispose of the food or leave it for the use of other parents (you can make use of the white board kitchen to inform other parents of this).
- Please label and date food in the fridge. Dispose of out of date food from fridge when necessary. No Bags in Fridge.

- Please use recycling bins as appropriate.
- Any unlabelled items will be discarded.
- If in Isolation, you are not allowed to use the Kitchen. The ward manager will advise you what to do.



## **Parent's Lounge**

- This is a room for parents to spend some time away from the main unit. We ask that you keep it tidy and leave it as you would like to find it.
- If in Isolation, you are not allowed to use the parent's lounge. The ward manager will advise you what to do

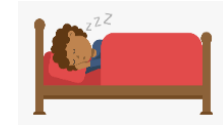


## **Parent's Showers/Toilets**

- These facilities are for parents / guardians only. If you find them in an unsatisfactory condition, please let one of the ward staff know.

## **Parent's / Patient's Garden**

- This is a non-smoking area. Please enjoy this facility. Children are to be supervised at all times. The Play Areas are closed at the moment.



## **Parent's / Patient's Bed/cot**

- A parent is encouraged to stay with their child overnight and can use a bed available in the room.
- We would ask that the parent staying bring in their own sleeping bag and pillows to facilitate this and store in drawers underneath.
- Please ensure cot sides are secured in the up/down position.
- Please avoid placing play mats on parent beds.
- Parent's Accommodation Phone 01 409 6622.

## **Personal Belongings**

- Please ensure that all belongings are stored in the storage provided. Floor area must remain clear at all times for access and cleaning purposes.
- We ask that you supply adequate clothing, nappies etc. for your child.
- Parents are responsible for their personal belongings and those of their children. All efforts will be made to ensure patient's belongings do not go out with hospital laundry. Occasionally this may happen so we do not recommend items of sentimental value to be left on the cot/bed

