

PARENT / GUARDIAN INFORMATION LEAFLET

MEDICAL DAY UNIT



Welcome to the Medical Day Unit, where we hope your stay is pleasant. On the Medical Day Unit we strive to work in partnership with family/child needs to deliver personalised care. We encourage you as the child's parent/guardian to participate in your child's care where possible. Please inform staff on the individual needs/care that your child may require during your stay on the Medical Day Unit.

PHILOSOPHY OF CARE

Here on the Medical Day Unit we aim to work in Partnership with children and families to meet their needs. We recognise every child as a unique individual and plan each child's care accordingly. We aim to provide evidence based quality care in a friendly environment. We acknowledge the impact chronic illness has on family life and endeavor to be flexible and accommodating in our approach in an environment of mutual respect and understanding.

WARD INFORMATION

The Medical Day Unit is a 12 bedded medical/surgical unit for infants and children. Beds are allocated on a clinical needs basis, bed moves may be necessary.

Our staff comprise of:

- Clinical Nurse Manager 2 - **Green tunic**
- Clinical Nurse Manager 1 – **Aquamarine tunic**
- Clinical Nurse Facilitator - **Navy tunic**
- Staff Nurse- **Blue tunic**
- Nursing Student - **White tunic with navy trim**
- Health Care Assistants - **Purple tunic**
- Household staff - **Light green**
- Ward clerk – **black tunic/ t-shirt**
- Clinical Nurse Specialist – **Pink tunic**
- Play Specialist- **Yellow tunic**

INFECTION CONTROL / SAFETY / HYGIENE

- We ask that every time you enter and leave the ward and cubicle you wash your hands using soap and water or alcohol gel pumps provided. We also ask that you wash your hands in your cubicle before handling your infant/child and after nappy care etc.



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- Please do not hesitate to ask any member of hospital staff if they have washed their hands or used hand gel prior to handling your infant/child.
- Sometimes it is necessary for an infant/child to be nursed in isolation. In the Medical Day Unit we have 5 rooms to facilitate this requirement if needed. If there is an isolation sign on your infant/child's cubicle please discuss with your nurse how this affects you and your infant. Children in isolation must keep doors closed at all times. Information leaflets are available for certain isolation conditions, please ask your nurse regarding same.
- Your cubicle/bed space is cleaned daily by household staff. To ensure they can clean the cubicle properly, please ensure it is kept tidy. .
- Hot drinks are not allowed in the Medical Day Unit. Cot sides must be pulled up to ensure the safety of your infant. If leaving your child unattended, please inform your nurse.
- Please ensure your infant/child's name band is not removed, a staff member will replace it if is removed or falls off.

CONFIDENTIALITY

We respect your infant/child's privacy and dignity. In order to maintain confidentiality we can not discuss or relay information to relatives via phone or verbally on the ward setting.

PLAY SPECIALIST

The importance of play cannot be underestimated and on the Medical Day Unit we use play as a therapeutic tool and is vital for recovery. The play specialist on the Medical Day Unit is available Monday-Thursday 08.00-15.00 to explain treatments and procedures, distraction play and pre & post procedural play. If your child understands what is happening, they are more likely to be co-operative. It allows your child to ask questions, explore coping strategies and aims to alleviate fears and phobias through play

CHILDREN'S MEALS

Children will be offered a light snack and a drink while an inpatient on the unit. If your child requires a special diet please inform nursing staff and this can be facilitated. Formula feeds are also available if required. Please inform nursing staff if you require facilities for breast feeding.

SMOKING

OLCHC is a smoke free hospital, smoking is prohibited on hospital grounds.

CATERING FACILITIES

The Canteen is available Monday-Friday between 08:30 - 11:30am, 12:00 - 12:30pm and 13:15 - 14:00pm. Closed Saturday, Sunday and Bank holidays. There are also 2 coffee shops in OLCHC.

- The Jelly Bean (beside the outpatient department) is opened Monday- Thursday 08.00-16.00 and Friday 08.00-15.00. Closed Saturday, Sunday and bank holidays.
- Market kitchen (beside the canteen) is opened between the hours of 07:30 – 20.00pm Monday - Friday and 08:00-19:00pm Saturday. Sunday. Bank holidays 09.00-18.00pm.
- Vending machines are also located throughout the hospital for snacks and drinks, located beside the main canteen and near the A&E department.

ATM is located beside the Out Patients Department across from the Jelly Bean coffee shop.



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CAR PARKING

There is a hospital car park (Entrance 1) on your left before the Emergency Department/Main entrance. There is a daily charge rate of 10 euro. The weekly charge is 36 euro. There is a minimum charge of 3.20 euro at any time.

SECURITY

The security office is located at the main entrance of the hospital. All lost property should be given to the officer on duty. The hospital cannot accept responsibility for lost or stolen personal property. Please do not leave valuables unattended in cubicles. The Medical Day Unit will not tolerate parents/visitors on the ward who use abusive/aggressive language or behaviour or, who are under the influence of drugs or alcohol. Please be aware that you will be asked to leave the premises and security will be notified.

PHARMACY

There is an independent pharmacy adjacent to the hospital on Errigal road. Medical card prescriptions are also accepted here. Boots pharmacy is also opposite the hospital on the main Crumlin Road.

CITIZENS ADVICE BUREAU

This provides information on public services and entitlements in Ireland. It is located beside the fish tank. Opening times: Tuesday and Thursday: 09.00-13.30pm.

HOSPITAL SHOP

The hospital shop is near the hospital main entrance. Opening hours are Monday – Friday 07.30 - 22.00. Saturday, Sunday and Bank Holiday opening hours are 09.30 – 20.00

COMPLIMENTS / SUGGESTIONS / COMPLAINTS

We welcome your views on the service we provide to our infants/children and families. All feedback is welcome we strive to improve the care we provide. We acknowledge that at times patients, parents/guardians and families can become upset, worried and frustrated when attending hospital. Please address any concerns that you may have to your named nurse and/or your Clinical Nurse Manager.

If your concerns cannot be dealt with at ward level the staff of the Patient Advocacy and Corporate Services (PACS) Department are available to meet with you.

Developed by Medical Day Unit

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