

ATM: located beside the Out Patient's Department across from the Jelly Bean coffee shop

WIFI: Is available on St. Michaels ward. Parental consent is required online to gain access to it.

Car Parking: a hospital car park on your left before the Emergency Department / Main entrance. There is a daily charge rate. A subsidised parking request can be requested, if your child is an inpatient over 12 days.

Catering Facilities: The Canteen is available Monday-Friday between 08.00-14.00pm. There are also 2 coffee shops: The Jelly Bean (beside the outpatient department) is opened between the hours of 07:00 - 18:00hrs Monday – Friday. Oasis Café (beside the canteen) is opened Monday to Friday 08:00 - 23:00hrs, Saturday 08:00 - 21:00hrs and Sunday 08:00-20:00hrs.

The Hospital Shop is located on the ground floor adjacent to the Main Entrance of the hospital. Opening hours;

Monday - Friday 08:30hrs - 20:00hrs
Saturday - Sunday 10:30hrs - 19:00hrs
Bank Holidays - 10:00hrs - 14:00hrs

Vending machines for snacks and drinks are also available, located beside the main canteen and near the A&E department.

Chapel: located on the ground floor, is open for quiet prayer and reflection 24 hours a day.

Security: The Security Office is located at the Main Entrance of the hospital. All lost property should be given to the Security Officer on duty.

All patients/families are responsible for their property when on the hospital site. We advise any valuables to be sent home, as the hospital take no responsibility for these items.

We welcome your views on the service we provide to our infants/children and families. All feedback is welcome as we strive for excellence in 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 the nurse in charge/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.

Thank you for taking the time to read this information leaflet. We hope it will be of help to you and make your visit/admission to St. Michaels ward, OLCHC more pleasant.



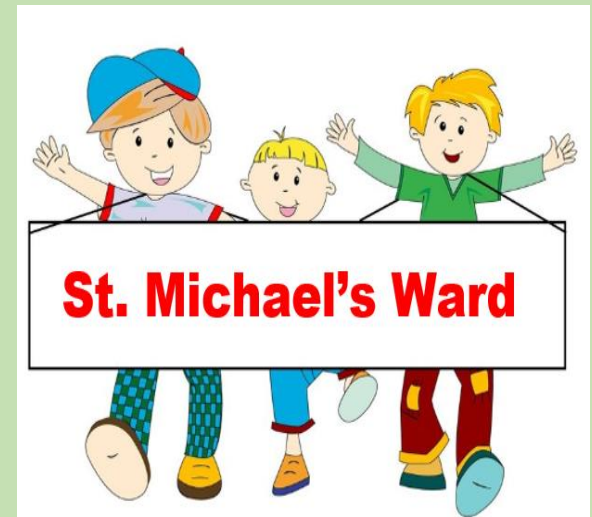
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Children's Health Ireland
at Crumlin

Information for teachers/ carers of a child



Children's Health Ireland at Crumlin

Main Phone Number: 01 409 6100

St. Michael's Ward

(01) 409 6405 / (01) 409 6543

Hospital Website: www.olchc.ie

MISSION

Constantly improving the health and wellbeing of children and adolescents in a safe environment.

Driven by quality healthcare supported by excellence in knowledge, education and research

PHILOSOPHY

The staff on St. Michael's ward work as valued members of the multidisciplinary team, and are committed to providing the highest standard of care possible to each child and their family. We respect that each child is a unique individual with specific needs. We strive towards promotion of optimum comfort, compassion and dignity in an environment that promotes education, research and playtime too.

Welcome to St. Michael's ward! Our aim is to make your stay as comfortable and stress free as possible. We strive to provide quality family centred care. We encourage you to participate in your child's care where possible.

St. Michael's ward is a 20-bedded mixed medical ward for infants and children. Beds are allocated on a clinical needs basis. Your child may have to move rooms depending on their needs and the needs of other patients on the ward. Bed moves may be necessary at any time, day or night.

Each patient has a named nurse allocated to them on each day/night shift.

Nurse Handover is twice a day, between 07.30 - 08.15am and 19.30 - 20.15pm. There is a Nurse available on the ward during these times to attend to any patient need.

Visitation: Parents / Guardians have 24-hour access to visit their child in OLCHC. We recognise that sometimes both parents / guardians need to be present overnight but only one

parent/guardian is permitted to remain in the patients' room for safety reasons. We encourage that where possible; a parent stays with their infant/child. The other parent/guardian can avail of Parent Accommodation on site.

All other visitors may visit between the hours of 10.00-21.00hrs. Visitors are limited to two per bed-space.

Safety & Hygiene: Visibility of your child is paramount at all times, particularly at night. We encourage parents not to restrict the visibility; please do not cover the windows/doors.

Hot drinks are **not allowed** on the ward. There is a parent's kitchen provided where these can be consumed. Cot / bed sides must be pulled up to ensure the safety of your infant/child. If leaving your child unattended, please inform your nurse.

Doctors Rounds: Are varied and unpredictable and for this reason nursing staff cannot provide you with an exact time that your infant / child will be seen by their team on any given day. The team consists of a consultant, doctors and a clinical nurse specialist.

Medications: For safety reasons, your child's medication must be given to your named nurse so that it can be locked away and returned to you on discharge. All medication must be administered by nursing staff as per the hospital medication policy.

FACILITIES FOR YOUR CHILD

Play Therapist: The play specialist on St. Michael's ward is available Monday - Friday to explain treatments and procedures, distraction play and pre & post procedural play

The Adolescent Den: The den is available for your teen over 12 years of age to watch TV, the use of computers/DVD player and a great asset for relaxation and study. Please ask your nurse to avail of its use.

School: teachers are available Monday – Friday to assist and educate your child either at the bedside or in the school located at the entrance to St. Michael's Ward.



Parents Kitchen: situated at the entrance of the ward where parents/guardians can avail of the facilities and store their own food. Please label your food with your name and the date and place in the fridge/press otherwise, it will be discarded.

There is a parent toilet/shower located inside the parents' kitchen. Parents must not use patient's toilets.

Parents Accommodation: This is located on the 2nd floor entrance to medical tower 1; booking can be made via the reception during office hours, out of hours please ask your named nurse about arranging same.

Family Accommodation: There is accommodation for parents and siblings of 'long term' infant/child available in 'Ronald McDonald House' and two other houses located beside the hospital. These rooms are allocated at a 'first come first served basis'.

Contact number: 01-4560435
Email at ronaldhouse@rmhc.ie