

Parent / Guardian Information Leaflet **SURGICAL DAY UNIT**



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

Philosophy of Care

The Surgical Day Unit provides pre and post-operative family centered care within a multicultural environment. We aim to be professional and supportive at all times to children, families and staff. We endeavor to provide a quality service where each child receives the highest standard of health care within a safe and relaxed environment.

Ward Information

The Surgical Day Unit is a 13 bedded surgical unit with pre and post op sections for infants and children. Beds are allocated on a clinical needs basis; bed moves may be necessary. Your child will be admitted in pre op and will transfer to theatre and recover in post op.

Our staff comprise of:

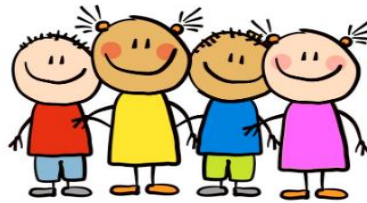
- Clinical Nurse Manager 2 - Green tunic
- Clinical Nurse Manager 1 - Aquamarine tunic
- Clinical Nurse Facilitator - White tunic with red trim tunic
- Staff Nurse- Blue tunic
- Nursing Student - White tunic with blue trim
- Health Care Assistants - Purple tunic
- Household staff - Light green or navy tunic
- Ward clerk - Black trousers and black tunic
- 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.
- 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 Surgical Day Unit have 4 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 your room is tidy. We do not have facilities to store items (i.e.) buggies so therefore they must be stored at reception.
- Hot drinks are not allowed in the Surgical 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 it is removed or falls off.



Confidentiality

We respect your infant/child's privacy and dignity. In order to maintain confidentiality, we cannot 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 Surgical Day Unit we use play as a therapeutic tool and is vital for recovery. The play specialist on the Surgical Day Unit is available Monday-Friday to explain treatments and procedures, distraction play and pre 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. Our Playroom is also the waiting area for the children pre op. Food and drinks are not permitted in the playroom as the children are fasting for theatre. Play well volunteers run morning sessions to entertain your child with games, activities and arts and crafts Thursday from 10.00-12.00, Friday 10.00-12.00. So come along and join the fun!

Children's Meals

Children will be offered a light snack and a drink pre discharge home. 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.

Children's 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. Please inform your nurse if your child requires medication at specific times while an inpatient on the Surgical Day Unit.

Smoking

CHI at Crumlin is a smoke free hospital, smoking is prohibited on hospital grounds.

Catering Facilities

- The Canteen is available Monday-Friday between 08.00-14.00pm. There are also 2 coffee shops in CHI at Crumlin.
- The Jelly Bean (beside the outpatient department) is opened between the hours of 07:30-17:00pm Monday - Friday.
- Oasis Café (beside the canteen) is opened between the hours of 07:30 - 22:00pm Monday - Friday and 08:00-22:00pm Saturday. Sunday 08.00-21.00pm and Bank Holidays 08.00-18.00pm.
- 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 coffee shop.

Car Parking

There is a hospital car park on your left before the Emergency Department/Main entrance. There is a daily charge rate.

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 Surgical Day 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. See ward notice board for local numbers.

Citizens Advice Bureau

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

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. We also acknowledge long fasting times for the children can be difficult for both parents and child we at every opportunity try to stagger fasting times according to consultant's instruction.

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 Surgical Day Unit

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