



We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

To use the Text Relay service, prefix all numbers with 18001.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ فون ਕਰੋ: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

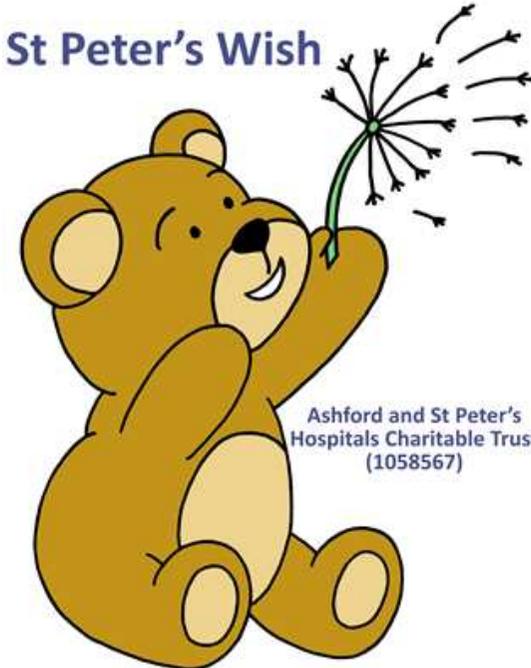
St. Peter's Hospital
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk

Information for Parents

Ash Ward

St Peter's Wish



Ashford and St Peter's
Hospitals Charitable Trust
(1058567)

Welcome to Ash Ward

Welcome to Ash Ward, we understand that being admitted to hospital with your child can be a scary and worrying time for you. To help with the smooth running of your child's admission and ensure we deliver the best care for your child please read the following information:

We have an allocated nurse for each patient for the day and night shifts. The nurse in charge will also introduce themselves to you.

Visiting Times

For parents: Parents are welcome to visit at any time but we request that only one parent stays with their child overnight - no siblings are allowed to stay overnight.

For any other visitors:

Weekdays: 14:00 –19:00 and Weekends: 12:00-20:00.

Please could you ensure that there are no more than four visitors to a bed space at any one time, including parents.

Staying Overnight

We will provide you with a parent's bed next to your child's bed, unless your child is in the High Dependency Unit. For the High Dependency Unit there is a parent's bedroom available if required, please speak to the nurse looking after you.

Feedback

Feedback is welcome to help us improve our service – please ask for a Friends and Family card if you do not have one or use the QR code below.



Donation

If you would like to support our children's department with a donation we have a wish list on Amazon, with items starting from as little as £1. Please go on to the Amazon website and find our wish list named 'St Peter's Playroom'. Thank you for your support and generosity.

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.

If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

Author: Charlotte Nicoll

Department: Paediatrics

Version: 1

Published: May 2018

Review: May 2020

- For security reasons please do not let anyone who you do not know through the main door.
- The school room is available for children who are in hospital for a longer period of time.
- If your child is allocated an isolation cubicle they must stay in the cubicle and the door must remain closed. This is to protect your child and other children on the ward.
- Please make sure you keep any personal medication locked away or ask a member of staff to lock it away for you.
- Communication aids and interpreters are available for the ward round if required. Please speak to your nurse if any of these are required.
- Please let us know if your child does not have a name band.
- Please respect other people's privacy if in a bay. If you wish to go somewhere more private to speak to the doctors this can be arranged.
- If you have any complaints or concerns please raise these with the nurse in charge or a senior nurse who will be available on weekdays.
- Our Patient Advice and Liaison Service is also available if you would like to take any issues or complaints further

PALS can be contacted:

Monday - Friday between 10am- 3pm

Phone number – 01932 723553

Email - asp-tr.patient.advice@nhs.net

It has been our pleasure to look after your child and we hope that your child's stay with us was comfortable.

Parent's beds will be brought out late evening with bed linen provided. They will be put away in the morning by 9am and removed from the bay to ensure that there is space for areas to be cleaned.

Parents are asked not to sleep in the patient's bed and the patient's not to sleep in the parent's beds.

The curtains around the bed space are for privacy during ward rounds and for dignity reasons when maintaining personal hygiene. If your child needs to go to sleep curtains can be closed, however once your child is asleep they will need to be opened again so we can observe your child.

If you are staying overnight please bring any medications your child is usually on, a toothbrush, pyjamas and a change of clothes.

Meal Times

Breakfast: 08:30 - this will be available to both the child and parent, breakfast will be provided at the bedside.

Lunch: 12:30 - this will be available for the child only, to be collected from the toddler bay.

Dinner: 17:00 - this will be available for the child only, to be collected from the toddler bay.

- If you are a breastfeeding mother you will receive breakfast, lunch and dinner - please inform your nurse.
- Please inform us if your child has any special dietary requirements so we can order special meals for them.
- We have a no nut policy on the ward.
- You are welcome to bring your own food and drink - we have two parent kitchens with fridges, microwaves and tea

and coffee making facilities for you to use (please label your food).

- Please ensure that all hot drinks have lids on at all times.
- There are two cafes/restaurants and a shop where you are able to get food and drinks in the hospital:

Retreat café (situated in the main entrance) - Open Monday to Sunday: 7:30am to 7pm.

Just Dine/Aspects restaurant (adjacent to Chertsey House) - Open Monday to Friday: 7:30am to 3pm.

WHSmiths (situated in the main entrance) - Open Monday to Friday: 8am to 7pm and Saturday to Sunday: 11am to 4pm.

- We have a selection of readymade feeds on the ward but please bring any specially required feeds with you. We do have sterilizers, but please bring bottles and bottle cleaners with you.
- We will provide jugs of water and we also have a snack trolley service.

Ward Round

The paediatric doctors ward round begins around 10am. You will usually be seen by a paediatric consultant between 10am-12pm, however sometimes you may be seen by a senior registrar. If you wish to speak to a senior doctor in more depth, this can be arranged after the morning ward round. If you are under surgical, orthopaedic, urology or gynaecology doctors their ward round times vary as they cover the whole hospital.

Playroom

We have a playroom on the ward with play specialists who are able to provide your child with toys, games and things to do whilst they are on the ward. There is also a sensory room located in the playroom. If your child is not in an isolation cubicle they may visit the playroom and our opening times are:

Monday - Friday: 8am– 5pm

Saturday: 8:30am - 4:30pm

Sunday: 10am - 6pm

Parking

Please check the website for prices. A weekly ticket is available for longer stays.

WI-FI

To connect to the Wi-Fi select TempPublicInternet, no password is required.

Discharge

When doctors are happy for your child to be discharged home you will have to wait for a discharge letter and any medications they may need to go home with. This may take a few hours. If your child needs to come back for antibiotics or dressing changes we will give you more information about this on discharge.

Other Information

- We advise that children under one year old do not visit the ward for their own safety.