

Food

Many children have special dietary requirements or may be 'nil by mouth'. Remember not to feed other children. Please ask the nurses.

Food kept at the bedside or in lockers attracts cockroaches and smells unpleasant to children who are feeling sick.

Where to eat: Playroom or cafeteria

Where to heat/ store food: a microwave and fridge is available in the ward kitchen. Label any items in the fridge with your child's name.

Where to buy food: There is a visitor's cafeteria on the B floor, a shop on the premises & across the road.

Help us care for your wonderful children by:

- Popping outside the cubicle if asked by medical staff
- Helping your child with activities for daily living (e.g. bathing, feeding, changing nappies etc)
- Not taking other children out of their cots or beds
- Asking staff to find the blanket you need instead of helping yourself in the linen cupboard
- Kindly leave the TV channels as they are, fiddling with the channels may mean they are lost and can't easily be tuned again.
- Please do not take photographs of other patients.

If your child is having surgery or a procedure, you may be asked to sign a consent form (a form giving the medical team permission to perform the procedure). Take your time reading through the whole form before signing. Feel free to ask about anything you may be unsure of. Please be aware that surgery times may change if there are emergencies.

As the hospital is linked to educational facilities, you may have students come and ask if they can examine your child or talk to you. This helps them in their studies.

A group of doctors may come around on a ward round and discuss your child's condition. These are good opportunities to ask the team any questions you may have.

Occupational Therapy (OT)/ Physiotherapy / Social Worker / Dietician

These services are available in the hospital. Your child may be referred to one of them. If you are present during the treatment or consultation, don't hesitate to ask questions. You can also ask for exercises or special diets that you can use at home to aid your child's recovery.

Friends of Red Cross Hospital

Friends are a group of volunteers who support the hospital in different ways. You may meet some of these volunteers when they bring toys to the ward every morning. Friends also run a Family Resource Centre where you may be able to find out more information about your child's condition. Ask the staff to direct you there.

Additional Family Support

There is a Prayer Sanctuary and Muslim Prayer Room situated on the ground floor. The ward staff will contact the hospital chaplain on request.

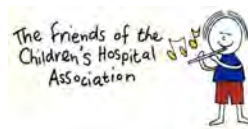


Looking after yourself

Dad and Mom, it's important that you stay healthy & rested.

- Don't feel bad to go home and catch up on sleep
- Take a walk around the hospital/ Rondebosch Common or sit out in the sun
- Meet up with a friend for tea or coffee

Please talk to the Sister if you have any compliments or complaints



Welcome to Red Cross War Memorial Children's Hospital Trauma



We'd like to make sure your child gets the best possible care.

This pamphlet will serve as a guide giving you all sorts of helpful information.

Of course... we're also here to help so feel free to ask!

We understand having a child in hospital can be very stressful for the whole family. This is a road we are travelling together and we hope to be a support to you and your child.



Want to visit?....Of course you may visit!

If you are a **parent or guardian** you may visit at any time, even stay at the bedside round the clock. One person may stay at the bedside at night.

Family and friends, you can store all that affection for visiting hours between **3- 4pm & 7- 8pm**.

Please ask permission from the ward sister if siblings or children under 13 are visiting.

Because our children are at risk of infection, visitors who are sick or feel they may be getting sick should stay at home.

We recommend only 2 people at the bedside at a time.

Kindly wash your hands with soap every time you enter the ward or use the bathroom

.....thank you for your help in this!

Contact Details



Trauma: 021 658 5399 (all hours)

021 658 5442

Trauma Procedures: 021 658 5198

021 658 5066

Short Term Ward

This is an short term ward, your child will be transferred to allow for the admission of other children.

Your child may be transferred to another ward at Red Cross Children's Hospital, Maitland Cottage Home or Sarah Fox for further treatment.

Media

Please let us know if you would like your child to appear in the media.

Rest Hours

The ward can be a very busy place with lots happening. We encourage rest hours between 1-2pm. Let's all try and limit noise and activity during this time. Parents may leave the ward during this time if they wish to have rest or have a break.

Please step outside the ward if you are answering a call on your cell phone.

Where to sleep

Being with your child is very important for his/ her recovery, but rest and sleep is just as important for you:

There is a comfortable chair for one parents to stay with your child overnight.

If you stay at **home** feel free to first settle your child at night before leaving the ward.

A **mother's room** is situated in the hospital grounds. Preference is given to moms who do not live in Cape Town.

Help us by....

Taking an active part in your child's care will ensure the best care. You can show your child love by:

- Playing with him or her
- Providing comfort when he or she is upset
- Washing your child regularly
- Changing clothes and nappies regularly
- Feeding him or her yourself
- Going with your child as an escort when tests are done

Mothers are requested to stay away from other children's bedsides unless another mother has requested your help.

Items to bring

Favourite toy Toothbrush Toothpaste
Favourite Blanket Family/Pet Photos
Travelling money for returning home

Remember to look after your things; unfortunately people sometimes take things that do not belong to them.

Protect your child

1. Wash your hands regularly
2. Raise the cot sides every time you leave your child in the cot
3. Kindly don't test the strength of the cots by sleeping/ sitting on them
4. Help us keep the playroom and cubicles clean and tidy
5. Use the bins provided for litter
6. Keep smoking for outside the hospital building
7. Make sure your child always has a hospital identity bracelet



Confidentiality

Parents are asked to please wait outside the ward during ward rounds as patient information is personal and their condition is confidential.

We prefer to give information to a child's parents/ guardians and not other family members or friends. Help us in this and discourage family and friends from phoning the ward.

Discharge

On discharge please make sure you have your child's referral letter and medication before leaving the hospital.