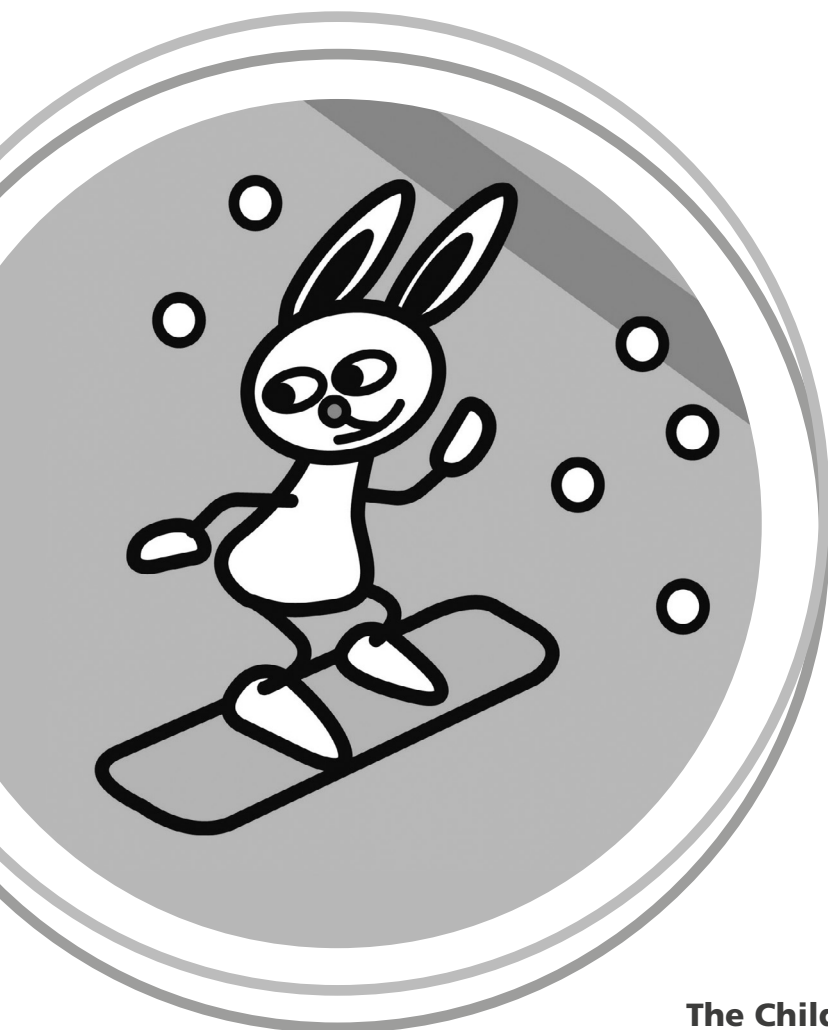


# Welcome to Bellhouse Drayson Ward

Information for  
parents and carers



This leaflet is aimed at patients, parents and carers to make their stay on the ward as easy as possible at a difficult time.

The ward is a general medical children's ward caring for a wide range of ages with different medical needs. The ward consists of 3 and 4 bedded bays with a few cubicles which are used for patients with infectious illnesses.

We have a variety of clinical staff working together on the ward to meet the needs of children and their families, these include doctors, registered children's nurses, senior nursing assistants and student nurses. Working alongside the nursing team, we have play specialists, domestic house keepers and clerical staff. We are a big ward where team working is our priority.

## **Ward details**

### **Bellhouse Drayson Ward**

Level 0 Children's Hospital

Telephone: **01865 231 247** or **01865 231 248**

Website link to JR Hospital Site Map: [www.ouh.nhs.uk/hospitals/jr/documents/jr-hospital-sitemap.pdf](http://www.ouh.nhs.uk/hospitals/jr/documents/jr-hospital-sitemap.pdf)

When entering the ward, you will need to use the buzzer system. Please be patient and speak clearly stating the name of the patient and bed number that you are visiting.

Please speak to a member of staff who will direct you to the exit and entrance to the ward.

**For security reasons please do not let other people tailgate through the doors.**

## Car parking information

The car parks for the hospital are now managed by ANPR (Automatic Number Plate Recognition) cameras. Payment is by card only but you can pay online up to 24 hours after departure.

Please ask a member of staff for a car parking form which will need to be taken to the security office on level 2 of the main hospital, to get a subsidised rate for stays longer than 24 hours.

Website link to car parking information: [www.ouh.nhs.uk/patient-guide/transport-costs/parking-concessions.aspx](http://www.ouh.nhs.uk/patient-guide/transport-costs/parking-concessions.aspx)

## Visiting times and ward rules

Visiting times to the ward are **8am to 8pm for 2 family members and siblings and one parent or carer to stay overnight**. With some exceptional circumstances these rules can be reviewed by the senior nursing team.

Please do not visit if you or family members have been unwell or have been in contact with anyone an infectious illness.

We kindly ask for bedspaces to be kept clean and tidy to ensure staff can access emergency equipment if needed. Each bedspace has oxygen, suction, emergency buzzer and a nursing call bell. Please refrain from using the nursing call bell during our ward handover times of 7:30am to 8:00am and 7:30pm to 8:00pm unless it cannot wait.

Please dispose of all rubbish using the bins provided. We encourage recycling where possible and designated bins can be found around the ward.

**Taking photographs and videos are not permitted on the ward.**

**Abusive or violent behaviour towards staff and will not be tolerated.** If behaviour is deemed inappropriate towards staff, patients or parents/carers the hospital security team will be contacted.

## Doctors ward rounds

Your child will be reviewed by the doctors soon after being admitted to the ward. Ward rounds happen daily and usually start from 9am. If your child has still not been reviewed by early afternoon, please inform a member of the nursing team.

## Kitchen facilities

During your stay you will have access to the parent kitchen where you will find tea, coffee, squash and fruit juice. All tap water on the ward is safe to drink.

Hot beverages must be used in a travel mug, and we kindly encourage you to bring your own with you. We have a limited supply on the ward and if you do use one from the ward, please ensure it is returned at the end of your stay.

You may use the tall refrigerator for your own food and drink items but please label these clearly with the name and bed number of your child. Any unnamed food items will be disposed of. Labels can be found on the front of the refrigerator. Microwaves are also available to use.

There is a small refrigerator containing milk, butter and spreads for you to help yourself.

Please make sure you tidy up after yourself and use the dishwasher provided.

We also have a selection of pre-made baby formula, purees, disposable bottles and teats. If you use your own bottles, we can supply you with a cold-water steriliser which needs to be changed daily. If your child is on a specialised formula milk this can be made up in our milk kitchen for you. Please provide a sealed tin when possible. There are bottle warmers available to use.

**When using the kitchen facilities please do not leave the toaster or microwave unattended. Children are not permitted to enter this area.**

Please speak to a member of staff with any questions or concerns.

## Meal times

Meals will be provided for your child and orders will be taken at the bedside.

**Breakfast:** 7am to 7:30pm Breakfast trolley (extra breakfast provisions can be found in the kitchen for parents and carers).

**Lunch:** 12pm to 12:30pm

**Evening meal:** 5pm to 5:30pm

Breastfeeding mothers will also be catered for to meet the nutritional needs for both mother and baby.

A limited 24-hour menu is also available on request.

Please make any allergies or dietary needs clear to the catering staff and they will be able to advise you further.

## Hospital amenities

There are a range of shops, restaurants and cafés within the hospital.

### **Location: Lower Ground 2 (LG2)**

#### **Pret a Manger:**

Open daily\*

(\*Opening and closing times change on Saturday and Sunday)

#### **WHSmith:**

Open daily\*

(\*Opening and closing times change on Saturday and Sunday)

### **Location: Lower Ground 1 (LG1)**

#### **League of Friends Café:**

Monday to Thursday

## **Location: Level 2 main hospital**

### **League of Friends Café:**

Monday to Friday\*  
(\*Closes earlier on Fridays)

### **WHSmith:**

Open daily\*  
(\*Opening and closing times change on Saturday and Sunday)

### **Marks and Spencer's Shop:**

Daily

### **Marks and Spencer's Café:**

Daily

## **Location: Level 3 main hospital**

### **The Dining Room Restaurant:**

Daily - serving at set times for breakfast and lunch

### **Starbucks:**

Open 24hrs a day

### **Subway:**

Daily

The opening and closing times for the shops and restaurants are displayed in each area.

**Vending machines can be found on LG2 and Level 2 main hospital.**

## **Ward amenities**

The playroom is available for all non-infectious patients to use and an “outside” area that closes at 6pm. There are play specialists who work on the ward Monday to Friday who can offer toys and activities to all children in the playroom or at the bedside. **Please do not take food or drink into the playroom.**

There are washing facilities if you require clothes to be washed and dried. A member of staff can help with this.

We have a small selection of baby equipment including clothes, toiletries and pushchairs.

We have showers and a bath available to use. There is also a baby bath that can be used in the bath or at the bedside.

**Please ask if you need assistance with any of the above.**

## **Accommodation**

Each bedspace has a bed for a parent or carer to stay overnight with their child. Linen is provided and please help yourself or ask a member of staff if extra bedding is needed.

We promote safe sleeping on the ward and we advise you to please use the cots provided. A member of staff will show you how to safely use the beds and cots on the ward.

We are very fortunate to have use of the newly built Ronald McDonald House that provides free on-site accommodation to families who meet their criteria.

Website link to Safe Sleeping Advice:  
[www.lullabytrust.org.uk/safer-sleep-advice](http://www.lullabytrust.org.uk/safer-sleep-advice)

Website link to Ronald McDonald House:  
<https://rmhc.org.uk/our-houses/oxford-house>

## **Additional information**

The Thames Valley Children's Healthcare Passport is a useful tool used for children and young people with additional needs to ensure that as a ward are meeting their care needs. Please ask a member of staff if you require a passport to fill out for your child.

Website link to Thames Valley Children's Healthcare Passport:  
[www.ouh.nhs.uk/children/healthcare-passport](http://www.ouh.nhs.uk/children/healthcare-passport)



## **Fire Safety**

There are a number of fire extinguishers located around the ward and ward staff regularly have training on fire safety. Parents are not required to use fire extinguishers whilst on the ward, please raise any issues with a member of staff.

## **Expressed breast milk information**

If you wish to express your breast milk whilst on the ward, a breast pump can be provided for your use.

Expressed breast milk can be stored in our temperature-controlled refrigerator or freezer in a clearly labelled bottle. Please ensure any milk is collected prior to discharge home.

We also have access to the hospital human milk bank. Find out more about donated breast milk via the website link.

Website: [www.ouh.nhs.uk/maternity/feeding/milk-bank.aspx](http://www.ouh.nhs.uk/maternity/feeding/milk-bank.aspx)

## **Research**

Whilst your child is in hospital you may be approached the Paediatric Research Team. The decision to take part in research is always voluntary and consent will need to be obtained. Find out more about research within Oxford Children's Hospital via the website link.

Website: [www.ouh.nhs.uk/children/research](http://www.ouh.nhs.uk/children/research)

## Wishlist

As a ward we aim to provide the best nursing care possible and to do this we value donations. Our play specialists are dedicated in providing the best play experiences to children in hospital. We have created a Bellhouse Drayson ward Amazon Wishlist for toys, games and equipment to help make children's stay in hospital a positive experience, please use the following website link.

Website: [www.amazon.co.uk/hz/wishlist/ls/1GOLSSZJP4EVV?ref=wl\\_share](https://www.amazon.co.uk/hz/wishlist/ls/1GOLSSZJP4EVV?ref=wl_share)

We understand that having a child in a hospital setting can be daunting, stressful and emotionally challenging. Please let us know if you need some time away from the ward and we will do our best to support you and your needs.

## Healthier Together Oxfordshire

This initiative was developed to empower parents and carers by giving clear information on common childhood illnesses, "red flags" to look for and when to seek medical advice.

The resources available can be found here:

Website: [www.oxfordshire-healthiertogether.nhs.uk](http://www.oxfordshire-healthiertogether.nhs.uk)

You can also download the app onto your phone by scanning the QR code below.



## Feedback

Positive feedback is always welcome. Please speak to your child's nurse who can advise on the best way to provide this.

If you have any concerns during your child's stay, please speak to a member of staff whilst on the ward who may be able to help straight away.

You can also contact the Patient Advice and Liaison Service on:  
Telephone: 01865 221 473 or email: [PALS@ouh.nhs.uk](mailto:PALS@ouh.nhs.uk)

Thank you for taking the time to read this information. We hope you have found it useful and thank you for allowing us to care for you and your child at this difficult time.

Our hospital is proudly supported by Oxford Hospitals Charity:

The logo for Oxford Hospitals Charity is displayed in a rounded rectangular box. The text "Oxford Hospitals Charity" is written in a bold, sans-serif font. The word "Charity" is positioned below "Hospitals" and features a stylized smile-like curve underneath it.

**Oxford Hospitals Charity**

Find out how you can help support the charity via the following website link.

Website: [www.hospitalcharity.co.uk](http://www.hospitalcharity.co.uk)

## Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

Authors: Emily Knowles and Emily Woolford. Bellhouse Drayson Ward.  
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Oxford University Hospitals NHS Foundation Trust  
[www.ouh.nhs.uk/information](http://www.ouh.nhs.uk/information)



*Making a difference across our hospitals*

[charity@ouh.nhs.uk](mailto:charity@ouh.nhs.uk) | 01865 743 444 | [hospitalcharity.co.uk](http://hospitalcharity.co.uk)

OXFORD HOSPITALS CHARITY (REGISTERED CHARITY NUMBER 1175809)

