



Oxford University Hospitals
NHS Foundation Trust

Welcome to Robin's Ward

Information for
parents and carers



Children's Hospital

Robins ward

We hope this leaflet will provide information to make your stay easier. If you have any questions please speak to your child's nurse.

Robin's Ward is a neurosciences and specialist surgical paediatric inpatient ward. We care for children from a range of specialities including neurosurgery, plastics (including craniofacial and cleft lip and palate services), ENT, neurology, ophthalmology and neuro rehabilitation. We have 14 inpatient beds including 3 bay areas and 3 cubicles.

Contact information

Robin's Ward

Level 1

Children's Hospital

John Radcliffe Hospital

Telephone numbers: **01865 231 254**
01865 231 255

Please feel free to call us at any time, day or night, for an update on your child. We are not allowed to give out information to other family members or friends without your permission.

Accommodation and visiting

You are welcome to visit any time during the day, but we do ask that due to children's bedtimes, visitors leave by 8.00pm and there are no more than 2 visitors around the bed space at any one time.

Please wash your hands and use the alcohol hand gel provided when entering the ward and highlight the importance of this to visiting friends and family also. If your child is in isolation, please keep the door closed and make sure your child stays in the room at all times.

If your visiting family/friends have recently been unwell, or have been in contact with anything infectious for example flu, chicken pox or diarrhoea and vomiting, please speak to your nurse before allowing them to visit.

We can only accommodate one person staying with their child overnight due to limited space and fire safety. All patient bed spaces have a sofa bed alongside for a parent or carer to stay and bedding/pillows will be provided.

There is also free family accommodation within the hospital grounds provided by Ronald McDonald House Charity. Please ask your nurse to submit an application form. Families travelling a long distance or those with critically ill children are given priority and there may be a waiting list.

Patients are allocated a bed dependant on clinical need and spaces available. If you are allocated a cubicle on arrival you may not be able to stay there for the full duration of your stay. Our main observation bay is directly opposite the nurse's station, we would ask you kindly not to close the curtains in this bay unless your child is undergoing an examination or procedure.

If your child is in hospital for longer than 24 hours, a one-week car parking permit is available for a reduced rate. Please speak to your child's nurse.

Facilities

We have a small kitchen on the ward for staff and parents to make drinks and food for children. Please make sure that any food stored in the fridge is named and dated. Unfortunately we do not provide food for parents/carers. There is also a parents' room off the ward with tea and coffee facilities, a fridge and microwave.

There are toilets for patients and visitors on the ward and parents can have day access to Ronald McDonald house to use their shower facilities.

If you wish to bring hot drinks on to the ward please make sure these are in a cup with a screw top lid.

We have a limited supply of nappies, wipes and toiletries for patient use so please bring some with you along with any clothes, toiletries and other items you may need.

How we care for your child

The transition from Paediatric Critical Care and from the Neonatal unit can be particularly difficult and we will continue to closely monitor your child as their condition requires. It is important to remember that this step down is a positive move and it means that your child's recovery is progressing forward so that they no longer require such intensive nursing. Please rest assured that your child will continue to be monitored in an appropriate way and in accordance with the advice we receive from the medical teams. We will also support you in providing more hands on care for your child which may have been more difficult in the critical care setting.

Mealtimes

Meals are served to all patients. A breakfast trolley comes to the ward at around 7.30am, but you can prepare breakfast for your child from the beverage room at any time. One of the catering team will come round with an iPad to fill in your child's choices for lunch and dinner come round with an iPad to fill in your child's choices. Meals will then arrive on the ward and be served to each child; lunch is at around 12.00pm and dinner 5.00pm. There is snack box and light bite menu available 24 hours a day on request – please speak to the nurse taking care of your child for details.

If your child has any specialist dietary requirements please tell a member of staff.

If your baby normally has formula milk, it is important for hygiene purposes, you either bring in a sealed tin so that it can be made up in our milk kitchen, or use our pre-made bottles, please ask your nurse for more information on this.

For breast feeding mothers who wish to express, we have breast pumps available to use. We can store a limited supply of breast milk in our freezer and fridge.

There is a Specialist Breastfeeding clinic which runs on Mondays and Thursdays; this works best if mums self-refer by phone or email: **01865 572 950** or **infantfeeding.team@ouh.nhs.uk**. Any further questions or advice please feel free to speak to your child's nurse.

Shop, restaurants and cashpoints

Within the children's hospital and main hospital there are restaurants, shops and vending machines, serving food and simple necessities.

Cafes

M&S Café – Level 2 Reception, Main Hospital.

Pret a Manger – LG2 West Wing Atrium.

League of Friends Café – Level 2 corridor, Main Hospital.

League of Friends Tea Bar – Outpatients, Level 1, Women's Centre.

Shops

WH Smith – LG2 West Wing Atrium and Level 2 Reception, Main hospital.

M&S Simply Food – Level 2 Reception, Main Hospital.

Cash machines are located in the reception of the main hospital and in the atrium of the West Wing.

There is a **post box** at the entrance to the main hospital.

We offer free WiFi across the site; access is 'OUH-Guest'.

School and play

There are on-site school facilities for all school aged children and young people. They will support children in hospital liaising with the child's school and providing one to one support and lessons for the children whilst they are inpatients.

There is a playroom available on the ward with various activities and access to a covered outdoor area. We also have play specialists on the ward who work Monday to Friday 7.30am to 3.30pm. Play specialists can help with preparing children for procedures, providing activities, supporting siblings and providing parents with breaks throughout the day.

We have a sensory room off the back of the Robin's ward; staff are able to take patients and parents for play and relaxation.

In some cases children may be able to go off the ward with parents for a walk dependant on their child's condition. Please ask your child's nurse if this is something you would like to do.

Feedback

We welcome any feedback. If you have any concerns during your child's stay, please speak to their nurse as soon as possible.

How to give feedback about your experience?

We would like to hear about your experience with our Children's Services.

Scan the QR code:



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.

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Oxford University Hospitals NHS Foundation Trust
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