

## Food

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

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.

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. Please ask the ward registrar when s/he examines your child in the morning, any questions that you may have.

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

## 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.

## Hospital School

Two teachers are part of our hospital team. They will visit your child on the ward and may take him/ her to a classroom.

## 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

## When your child is unwell at home...

If you are worried about your child, please rather phone us on the ward and we will give you the appropriate advice.

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



# Welcome to Red Cross War Memorial Children's Hospital Ward G1



*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!

Parents/ guardians are welcome to visit at any time during the day. After 8pm the front door will be closed for security reasons, please ring the bell.

Visiting hours for other family and friends:

3 to 4 pm

7 to 8 pm

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

If you're planning to take your child off the ward for a while please talk to the sister first.

Kindly wash your hands with soap every time you enter the ward or use the bathroom.....thank you for your help in this!



### Important Contact Details:

Ward G1: 021 658 5280 (all hours)

Clinic: 021 658 5185 (07h00–16h00)

Patient card phone: 021 686 0904

Social Worker: 021 658 5401 (08h00 -16h30)

Ward Secretary: 021 658 5297 (07h30–16h00)

### 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. We might need a reminder too...

### Where to stay

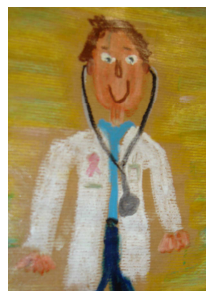
*recovery but we encourage you to take rest periods so that you can be a good support to your child and not burn out. Remember, your child will get to know us and feel safe with us if you take some time out.*

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

**'Rooming-in'** facilities are available on the ward but space is limited and usually only available in special circumstances

**Parent's rooms** are situated in the hospital grounds. Preference is given to moms who do not live in Cape Town

Ask the nurses where there are washing and toilet facilities.



The doctor in charge is:

The ward round starts at:

### Items to bring

Favourite toy Toothbrush Toothpaste  
Favourite Blanket Family or Pet Photos

For parents: Tea, coffee, milk, sugar etc

*Children, all beds have duvets & covers, but you're welcome to bring your own if it will make you feel more at home. If you bring your own clothes or linen you'll have to remind someone to take it home to wash.*

Remember to look after your belongings; unfortunately people sometimes take things that don't belong to them.

### Telephones

*Your child may feel less home-sick if you phone him/ her regularly when you are not able to visit.*

A **card phone** is available on the ward. Children may ask the nurses for phone cards when they want to talk to family.

**Card Phone Number: 021 686 0904**

**Cell Phones:** plug points are limited and needed for equipment - check with the nurses if you need to recharge your phone.

### Confidentiality

Confidentiality is important to us in protecting you and your family. We prefer to give information to a child's parents and not other family members or friends. Help us in this by discouraging family and friends from phoning the ward.

### Television

Remember the TV's are there for the children's entertainment so only child appropriate programmes should be viewed. Kindly turn them off at night at bedtime.