



## **Inpatient information for the Royal Hospital for Children and Young People**

Information for Parents and Carers

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**Royal Hospital for Children and Young People**  
50 Little France Crescent,  
Edinburgh,  
EH16 4TJ  
**0131 536 1000**

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## Welcome

**A warm welcome to you and your child.**

**We are committed to making sure that the care and treatment received by your child is of the highest possible standard.**

We know that coming to hospital can be a stressful time for children and young people, and their families and friends. We will do all we can to make your child's time in hospital as pleasant as possible. Having the right information can make your visit to hospital easier and we hope you will spend a few minutes to read through this booklet.

If you have further questions, please ask the nurse in charge or any doctor or nurse involved in your child's care. You will find the relevant contact name(s) and details on your appointment letter.

We want to hear about your experiences of visiting the hospital. You can do this by leaving some feedback online at [www.careopinion.org.uk](http://www.careopinion.org.uk)

## Preparing to come to hospital

**It is helpful to explain to your child about the visit to hospital so that they are prepared.**

Depending on your child's age, you can do this by involving friends and family in 'doctor and nurse' type games, encourage them to talk about questions or worries they have (maybe make a list of questions to take with you to ask hospital staff ) or reading stories about hospitals, a selection of helpful books are listed on page 2:

- ✓ Peppa Pig goes to Hospital (Board Book) – *Ladybird*
- ✓ The Hospital (Talk about books) – *Debbie Bailey*
- ✓ Topsy and Tim go to hospital – *Jean Anderson*
- ✓ Going to hospital – *Anna Civardi*
- ✓ Doctor – People who help us – *Amanda Askew*
- ✓ Doctor – *Rebecca Hunter*
- ✓ Ambulance Crew – *Rebecca Hunter*
- ✓ Nurse – *Rebecca Hunter*
- ✓ At the Hospital - People who help us – *Deborah Chancellor*
- ✓ In a Children's hospital – *Eve Marleau and Michael Garton*

Under fives

- ✓ Do I have to go to hospital?- a first look at going to hospital – *Pat Thomas and Lesley Harker*
- ✓ Visit to the Hospital (my first) – *Eve Marleau*

Over eights

- ✓ In a children's hospital – *Deborah Fox*

Play specialists on the ward may invite you and your child to a pre-admission visit to explain to you and your child using photographs/video, a visit to the anaesthetic room, the recovery area and the ward. For children over ten or children with additional needs a specific appointment can be made with the play specialist. The play specialist can be contacted on 0131 312 0364. These visits should help your child adjust to the hospital environment. If your child attends a special school, the school nurse may be able to help your child prepare for hospital.

If your child has an obvious cold, or has recently been in contact with an infectious illness for example chickenpox or has been in contact with diarrhoea and vomiting, it is essential that you telephone the ward before bringing your child to hospital.

## **What to bring with you**

### **For your child**

You are welcome to bring a special toy, book or game with you, or anything that gives your child comfort, but please make sure their name is on it. There are supplies of toys and books in our outpatient departments and wards. Play is important as it help children and young people cope with the unfamiliar surroundings and events. Our play specialists can provide additional arts and crafts, books and games appropriate to your child's age/development.

If your child is staying overnight, please make sure that all his or her clothes and items such as slippers are clearly marked with your child's name.

Remember to bring a hairbrush/comb, face flannel and soap, toothbrush and toothpaste and nappies (if appropriate) for your child.

### **For you**

You may find it helpful to bring something to occupy yourself with while your child is asleep or playing with others. Please remember all valuables will need to be looked after by yourself and all electric equipment will need to be safety checked by our estates department prior to use.

Pack nightwear, toiletries, towel and a change of clothing if you are staying overnight. When packing, remember it is warm on the wards, so lightweight clothing is more comfortable.

There is a restaurant, a cafe and a small shop in the hospital that accept cards, and vending machines that you will need small change for. There is an ATM in the neighbouring Royal Infirmary of Edinburgh.

Please remember storage space is extremely limited – please bring only what is required for your stay.

## **When you arrive**

**On arrival, please report to the reception desk in outpatients or if your child has attended a pre-admission clinic or received a pre-admission telephone call, please proceed to the area indicated in your letter.**

The staff will complete your child's admission details and will want to gain as much information as possible about your child's normal routine and any special needs he or she has.

The clinical staff (medical and nursing) will also want to ask questions about your child's past health and present condition and will want to know if your child is taking any medicines. As parent or guardian, you will be required to sign consent forms for any operation or treatment before you leave. Please bring with you any current medication that your child is taking at home.

If children are thought to be capable of making informed decisions, they are entitled to give or refuse permission for certain treatments, tests or operations, under the Age of Capacity (Scotland) Act 1991.

## **Car parking**

Although there are a number of car parks for patient use, these can be busy at peak times. The closest car park is 1B, via BioQuarter Gate 1, at the north entrance of the site, opposite the Royal Hospital for Children and Young People. There are charges for using this and the other public car parks on the BioQuarter site.

There are a limited number of pre booked parking spaces close to the hospital for use by patients who fall into one of the following categories:

- wheelchair access
- severe mobility problems
- severely sight impaired
- medical equipment dependant
- have been assessed clinically as requiring closer access

These spaces are booked on a first come, first served basis and can only be booked within 24 hours prior to a hospital appointment. These parking areas are controlled by barrier at all times. If we are able to book a space for you, we will give you information about which of the areas close to the hospital your space is in.

Information about how to make a booking if you are eligible for a space can be found in your appointment letter.

## **Patient Transport**

Patient Transport will only be made available if the patient has a medical/clinical need. Telephone **0300 123 1236** (calls charged at local rate) up to 28 days in

advance to book, making sure you have your CHI number available (this is on the appointment letter). Hard of hearing or speech impaired? Use text relay: **18001-0300 123 1236** (calls charged at local rate). To cancel patient transport, telephone 0800 3891333 (Freephone 24 hour answer service).

## **Who you will meet**

**You will potentially meet lots of different staff when you are at the hospital. Staff members wear a name badge which will help you to identify them.**

Each child is looked after by a team of doctors led by a consultant, including specialist registrars, registrars and junior doctors.

Each ward is managed by a Senior Charge Nurse. Day to day care is provided by staff nurses, nursery nurses, student nurses, and clinical support workers. Other staff involved in your child's care may include physiotherapists, Specialist Nurses, social workers, dieticians, speech and language therapists, and play specialists.

Staff should always introduce themselves to you and your child. Please ask them to do so if they don't.

## **NHS Lothian Voluntary Services**

The volunteers in the hospital are here to support patients and their families. There is a volunteer desk located in line of sight of the main RHCYP entrance and facing the Department of Clinical Neurosciences (DCN) entrance. Volunteers are available to direct you to where you need to go. Volunteers also have other roles that support play, bedtime, and quiet time. All volunteers wear a name badge identifying the organisation they volunteer through.

All volunteers have gone through an extensive recruitment process including interview, references, online training, PVG check and medical questionnaire. The Voluntary Services Department is located in the Family Support corridor next to Outpatients and can be contacted on email: [volunteer.enquiries@nhslothian.scot.nhs.uk](mailto:volunteer.enquiries@nhslothian.scot.nhs.uk)

## **Activities during your child's stay**

### **Play specialists**

On weekdays play specialists have lots of toys and games to occupy children in the playroom or in bed. Play specialists will also prepare your child for procedures that they may be undergoing and will offer distraction during the procedure.

### **School teachers**

School teachers will see children and young people who are going to have an extended stay in hospital and help them keep up with their school work.

## **Radio Lollipop**

Radio Lollipop is an important part of hospital life by providing comfort, play and entertainment for the children and young people both on the wards and on air. The radio station staff provide a range of games, activities, competitions, music and fun. Radio Lollipop Volunteers visit the patients on the wards and they can come in to the radio station or text a request, starting with the word **STUDIO** to **80010**.

📞 **0131 312 0351**

✉️ [edinburghstudio@radiolollipop.org](mailto:edinburghstudio@radiolollipop.org)

## **Arts Programme** (funded by Edinburgh Children's Hospital Charity)

The Arts Programme offers children and young people the opportunity to join in with fun arts activities as a creative outlet, a welcome distraction and to support their wellbeing and recovery. Activities are run on most days and include dance, music, magic workshops and work in partnership with a wide range of arts organisations, music therapists and art therapists. Edinburgh Children's Hospital Charity are committed to providing the best arts experience children and young people can have whilst staying in hospital.

If you feel this is something your child would benefit from, speak to your play specialist who will refer your child for a visit. A schedule will be on the activities calendar on the bedside televisions, and displayed in the ward playrooms.

📞 **0131 312 0364**

## **The Hub**

At the hub services range from, therapeutic massage, issues specific group work, 1:1 support, closed groups and an open access drop in service. Children, young people and their families can make use of the support offered by Child Learning Development practitioners, at times of distress, anxiety, worry or bereavement. The service also offers a distraction from hospital treatments offering a fun engaging environment where children can be child first patient second.

### **Opening times**

Monday – Thursday **09.00 – 19.30**

Friday **10.00 - 19.30**

Saturday **10.00 - 14.00**

*(Some times will be protected for closed groups and 1to1 support (see a Hub leaflet/program for further information)*

› 0131 668 0887

### **Patient / Visitor WiFi on the wards**

Secure, free internet access for patients is available on the wards. It permits children to stay in touch with family, friends, schoolwork, or just for entertainment. This can be accessed via hospital laptops / tablets in the playroom or bedrooms. Please contact the play specialist on your ward if you would like further information.

Patients and families can also access free WiFi on their own devices by taking a form from the ward to the shop to get an access code.

### **The wards**

For the safety of all the children, ward doors are locked. To enter, press the buzzer outside the doors and wait for a reply. Staff may be unable to answer the buzzer immediately, so please be patient. For security reasons please do not hold the door open for any other visitors as they may not have authorisation to enter or leave the ward.

### **Visiting and telephone enquiries**

#### **Visiting**

There are normally no restrictions on visiting hours for parents/carers in the wards. If you are unable to visit on a regular basis you may like to arrange for a close relative or friend to spend time with your child. We do ask that other visitors, except in exceptional circumstances, leave by 8pm to allow children to settle for the night. At any one time we ask that there be no more than two visitors at the bedside.

Some wards operate a 'quiet time' in the early afternoon, when patients are encouraged to sleep or rest, which aids their recovery. This is a good time for parents/carers to have a rest themselves, and take a break from the ward.

Parents/carers who are feeling unwell should advise the nurse in charge. Visitors with colds or an infectious disease should not visit. Brothers and sisters are encouraged to visit, but must be supervised by an adult at all times. Due to infection control precautions, visiting is restricted to a maximum of two visitors at the bedside, with no visitors under the age of five years. If you have any questions or concerns regarding this please speak to the charge nurse or the nurse in charge.



## Telephone enquiries

Parents/carers are welcome to telephone at any time of the day or night to enquire about their child. We ask that your relatives and friends do not call the hospital unless strictly necessary, as only limited information can be given to them.

You may find it helpful to arrange a 'contact relative/friend' who can pass on information from yourself to other family members and friends.

## Children's meal times

|   |            |                      |
|---|------------|----------------------|
| 🕒 | Breakfast: | <b>8.00 - 8.30am</b> |
|   | Lunch:     | <b>12.00 - 12.30</b> |
|   | Tea time:  | <b>5.00 - 5.30pm</b> |

## Snacks

If you want to bring snacks for your child please inform the nurse, as other children on the ward may be on special diets or may not be allowed anything to eat or drink for a period of time, so it is important that staff are aware of food or drinks on the ward.

There is a fridge in the ward kitchen where you may store a small amount of food and drink for your child. This must be in the original packaging and clearly labelled with the patient name and use by date. Items will be removed on discharge or after the use by date.

## Baby feeds

If you are breastfeeding we encourage you to continue. If you prefer to breastfeed your child in a quiet area, please let staff know and they will do their utmost to accommodate this. Pumps and equipment for expressing breast milk are available to borrow free of charge and there are breastfeeding rooms throughout the hospital. Help and support for breastfeeding and expressing is available from Family Support and nursing staff.

The hospital supplies some pre-packed feeds, although they may not be the same brand as you use at home. If your child has a known allergy and drinks special milk, please bring in a sealed container with you to give us time to arrange for this to be made up. The hospital also provides a limited selection of brand name infant foods if food on the meal trolley is not suited to your child's needs.

## **Caring for your child in hospital**

During your child's stay in hospital you should feel welcome at all times to care for your child.

Due to limited space, it is usually only possible for two parents/carers to go through to the anaesthetic room if your child is having an operation. When your child is in the recovery area, the ward will be notified and up to two parents/carers are then welcome to be with their child.

If you wish to accompany your child to have tests performed either within this hospital or elsewhere, please discuss this with the nurse in charge.

## **Support for families**

The following services are available within the hospital to make your visit more comfortable and to provide you with information. Please see the map of the ground floor of the hospital to find the services listed below.

### **Family Support**

The staff in the Family Support service are there to welcome families to the hospital, provide information on the facilities available and to cater to the particular needs of parents/carers (for example, breastfeeding mothers). Speak to staff on the ward if you wish to contact someone from Family Support. Family Support also undertake daily ward rounds to chat to families.

### **Parent/carer accommodation**

Every patient bed space within the RHCYP acute wards has an integrated fold down parent/carer bed. Within Critical Care it is not possible to sleep at the bedside, except in the cubicle for surgical neonatal families preparing for home. Critical Care also has a family sitting room, and two parent/carer bedrooms are available for short term stays on the ward.

Ronald McDonald House Edinburgh provides free accommodation for families with children being treated at the Royal Hospital for Children & Young People. The house is a 25 bedroom home from home close to the wards. It has cooking, dining and recreation spaces for residents as well as a day room where families staying on the wards can access tea/coffee making facilities, and a laundry. The accommodation is free of charge and rooms are allocated by referral from the child's ward. Please speak to a member of hospital staff about being referred to the Ronald McDonald House.

## **Catering Facilities**

### **Restaurant**

The Restaurant on the fourth floor has seating for 76 and an outside terrace. It is open for visitors, families and staff and serves meals seven days a week, 07.30 – 19.30hrs Monday to Friday and 08.00 – 14.00hrs at weekends.

### **Coffee bar**

Located on the 4th floor, within the Restaurant area, this is open weekdays 08.30-15.30 serving coffee, cakes and snacks.

### **Café**

The Cafe on the ground floor provides a selection of hot and cold drinks and snacks between 07.30-16.00hrs.

### **Vending**

Vending machines are available 24/7 in the following locations:

- Ground Floor near the DCN entrance: hot and cold drinks
- Ground floor near the RHCYP entrance: cold drinks
- 2nd floor Vending Bay: hot and cold drinks, snacks

### **Drinking Water**

Chilled drinking fountains are located throughout the building, and the water from all cold water taps is safe to drink.

### **Shop**

Edinburgh Children's Hospital Charity (ECHC) Shop Located within the Atrium on the ground floor, open between 07.30-18.30 Monday to Friday and 10.00-15.30 Saturday and Sunday. The shop provides a selection of healthy snacks, gifts, cards and a limited selection of groceries and toiletries, magazines and newspapers. For further information on what the charity does please visit their website for further information [www.echcharity.org](http://www.echcharity.org)

### **Spiritual care**

Hospital chaplains offer confidential, open and inclusive support to patients and their families whatever their beliefs or life situation. Hospital chaplains are here to listen and to support you throughout your time in hospital. If you wish a chaplain to visit you while you are in hospital please contact them on the number below. If you wish to be visited by someone from your own faith or belief group, we will be glad to help make arrangements. The Hospital Sanctuary near to main reception is a quiet room that is open to everyone 24/7 for reflection, prayer and meditation.

To contact a hospital chaplain 24/7 please call switchboard and ask the operator to radio page the on call chaplain.

📞 Switchboard **0131 536 1000** (or dial 0 from an internal phone)

### **Edinburgh Children's Hospital Charity**

Edinburgh Children's Hospital Charity supports children, young people and their families using the hospital and other healthcare settings in the wider community. The charity exists to transform the experiences of children in hospital by providing grants to fund projects or items that help to make time spent in hospital more positive. Our aim is to ensure children and young peoples' lives are less interrupted by illness and their families are supported.

📞 **0131 6684949**

✉️ [hello@echcharity.org](mailto:hello@echcharity.org)

🌐 [www.echcharity.org](http://www.echcharity.org)

f [/echcharity](https://www.facebook.com/echcharity)

t [@echcharity](https://twitter.com/echcharity)



### **Kindred**

Kindred provides information and help with attending meetings, writing letters and filling in forms (such as trust grant applications for travel costs). The staff can give you information on benefits, support groups and services you may need once your child returns home. If you have questions about your child's condition or treatment, the staff will try to find answers for you, and can speak to your child's consultant on your behalf. You can call our helpline using the phone number below.

📞 Helpline: **0131 312 0360** (open 10am – 4pm, Monday to Friday).

🌐 [www.kindred-scotland.org](http://www.kindred-scotland.org)

### **Family Council**

The Family Council is a forum where parents/carers and staff come together to explore the ways in which services can improve. Our motto 'Listening to Families' captures our ambition that parents/carers and families should have a voice in the running of the hospital. New members are always welcome.

If you would like to raise a matter with the Family Council or volunteer to get involved, please contact our Voluntary Services Department.

› **0131 312 0353**

## **Data protection and privacy**

NHS Lothian take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential.

In order to find out more about current data protection legislation and how we process your information, please visit the Data Protection Notice on our website at:

 [www.nhslothian.scot.nhs.uk/yourrights/dataprotection](http://www.nhslothian.scot.nhs.uk/yourrights/dataprotection)

or ask a member of staff for a copy of our Data Protection Notice.

## **Code of conduct**

Please abide by the following code of conduct for the safety and wellbeing of children, families and staff:

- ✓ Smoking or vaping is not allowed in the hospital building or in hospital grounds. When smoking or vaping out with the hospital grounds please respect our local neighbours.
- ✓ Consumption of alcohol or illegal drugs is forbidden in the hospital or within the hospital grounds.
- ✓ Anyone found to be under the influence of drugs or alcohol, or who is posing a hazard to children, staff or themselves, will be asked to leave.
- ✓ The hospital will not tolerate any verbal or physical abuse against children, visitors or staff, and will take all reasonable measures to provide a safe environment.
- ✓ Help prevent the spread of infections by washing your hands thoroughly and regularly, and use the alcohol hand gels provided at the ward entrance. Please challenge any member of staff who does not gel or wash their hands before or after caring for your child
- ✓ Mobile phones may be used in some areas of the hospital at the discretion of the ward or area manager. Mobile phones must not be placed on or near medical equipment, and cannot be used in areas where there is a risk to critical medical equipment. Please consider others if you do use a mobile phone, and set it to ring in silent or discreet mode. To protect your child's and staff's right to privacy, camera's / camera phones may not be used in the hospital to take photos of staff or children without written consent

- ✓ In the event of the fire alarm sounding, please follow the advice of staff. For your own safety, do not use the lifts at this time. Please remain where you are during the fire alarm unless directed elsewhere by a member of staff.

## Useful contacts

**Contact a Family** for families with disabled children

📞 Free helpline: **0808 808 3555**

✉ helpline@cafamily.org.uk

🌐 [www.cafamily.org.uk](http://www.cafamily.org.uk)

**Action for Sick Children (Scotland)** informing, campaigning and promoting on behalf of all sick children and young people

📞 **0131 5536553**

🌐 [www.ascscotland.org.uk](http://www.ascscotland.org.uk)

**Signpost** information and support for young people with additional support needs and their families in West Lothian

📞 **01506 43112**

✉ enquiries@signpost-online.co.uk

🌐 [www.signpost-online.co.uk](http://www.signpost-online.co.uk)

**CHIP+ Children in the Highlands Information Point** a charity covering the Scottish Highlands, providing free information, support and advice for children with additional needs.

📞 **01463 711189**

✉ info@chipplus.org.uk

🌐 [www.chipplus.org.uk](http://www.chipplus.org.uk)

## Interpretation and translation services

NHS Lothian provides a range of communication supports including:

- ✓ Interpreters
- ✓ Translations
- ✓ Specialist staff

Your GP will inform us of any interpreting requirements before you bring your child/ young person to hospital and we will provide an appropriate interpreter.

If your child is having a procedure as an existing inpatient, staff will arrange interpreting support in advance of this procedure.

A copy of the Interpreting and Translation policy can be downloaded at:

 [www.nhslothian.scot.nhs.uk](http://www.nhslothian.scot.nhs.uk)

This leaflet may be made available in larger print, Braille or your community language.

# Hospital map

- Parking
- Accessible Parking
- Cycle Parking
- Motor Cycle Parking
- Bus Stop
- Taxis
- Service Yard
- Emergency Department
- Entrance

