

Ronald McDonald Family Room

A warm and welcoming 'home within-the-hospital', away from the clinical environment of the ward. The Ronald McDonald Family Room volunteers are known to bake regularly and pancakes are often available in the mornings.

Facilities available include:

- Laundry facilities
- Cooking facilities
- Bathroom and shower
- Nap room (criteria for use)
- Lounge, TV, games, books and an indoor and outdoor play space.

To help stop the spread of infection, please ensure your child is not infectious prior to using this space. Ask your nurse before using the room if you are unsure.

The Ronald McDonald Family Room is volunteer run and open from 8am - 8pm, seven days a week.



Other services

A range of other services are available during your stay on the ward including a hospital school and breastfeeding support and facilities.

Pastoral care is also available to all carers and their families. The Townsville University Hospital Chapel is available on Level 2. Please ask one of friendly staff for more information.

Feedback forms

We would love to hear your feedback regarding your stay on the ward. The forms are available at the reception desk.

Parking

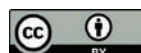
There are 2 public car parks and drop off zones available. Please see the Parking at Townsville University Hospital brochure for more information.

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This patient information brochure supports National Safety and Quality Health Service Standard 2 - Partnering with Consumers



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Welcome to the Children's Ward

A guide for patients and families of the
Townsville Hospital and Health Service



Queensland
Government

Welcome to our ward

The Children's ward practices family-centered care which means we work with you and your child to provide individualised care. We recognise and respect cultural and religious beliefs.

Visiting the ward

We are located on the ground floor of Townsville University Hospital. The ward is secure, with the entrance door locked at all times. We ask that you do not let people follow you into the ward.

Family members are able to visit the ward at any time. Non-family members can visit the ward between 8am and 8pm.

Sick visitors are discouraged from entering the ward to prevent the spread of illness.

General safety

- Hot drinks must have secured lid
- No children in the kitchenette areas
- One carer is encouraged to stay overnight
- Curtains must be kept open at all times, except during personal cares or procedures
- Cot sides and bed rails must be up when a child is in bed
- Footwear should be worn at ALL times when moving around the ward.

Ward routine

Nursing handover happens three times a day:
7-7:30am 3-3:30pm 10:45-11:00pm

It is recommended you are present during handover so we can include you in the plan of

care. Your child's medications, observations and personal cares will happen at different times of the day, the nurse looking after you will be able to advise you of these times.

Quiet time is encouraged from 1pm - 2pm. The hallway lights will be turned off at this time. Bedtime routine commences from 7.30pm.

Meals

Children admitted to the ward will receive meals and snacks. Please advise staff if your child has any special dietary requirements.

Parents are not provided with meals as a routine and you are required to bring snacks and other food. Parent facilities are available for storing and heating.

Breast feeding mothers of children aged 24 months or younger will be provided meals.

Kitchenettes

We have two kitchenettes on the ward for food preparation and storage. Hot drinks (with lid) may be consumed while seated at the bedside. We have two kitchenettes on the ward for food preparation and storage.

Label and date all food placed in the fridges and remember to take home any leftovers when you are discharged.

Toilets and baby changing facilities

Toilets are available throughout the ward as well as a baby changing room. Staff will be able to assist you with locating these.

Sleeping/Overnight

We encourage one carer/parent to remain with the patient overnight on a pull out sofa bed.

- Co-sleeping is not permitted on the ward for patient safety, as recommended by SIDS guidelines
- Pull out beds should be packed away by 8am
- Linen is available from the linen trolleys, ask your nurse where you can find these
- Cot sides and bed rails are to be up when your child is in bed.

Nappies and formula are not supplied so please ensure you bring these with you on to the ward.

Entertainment

TVs are at each bed to ease your stay with us. They are controlled by the bedside handset.

Wi-Fi is available via QH-Free WIFI and following the instructions. A charge station is available that is compatible with multiple devices.

An iChill room is available for teenagers which has a PlayStation, Wii, DVDs and a stereo.

Portable entertainment may be available for your child if they are unable to move from their bed.

Children can use the indoor and outdoor play areas but must be supervised at ALL times.

If you have any questions about entertainment options for your child please speak to your nurse.