



Welcome to Ifor Ward

Patient & Parent's Guide

- **Ifor Ward** is located on Level 4 and has 17 bed spaces. 6 beds in a bay, 9 side rooms (3 with an ensuite bathroom) and 2 high dependency beds.
- If your child has or is suspected of having an infectious condition or is vulnerable to infections, they may be placed in a side room. The Nurse in charge might change this decision at any time, and we thank you for understanding.

What happens when we arrive on the ward?

- A nurse will show you around.
- They will check your child's details - date of birth, address, allergies and immunisations. They will also ask about your child's daily routine.
- They will check your child's weight, temperature, pulse, blood pressure, and oxygen levels.
- They will make sure you and your child are as comfortable as possible.
- A Doctor will talk to you about your child's treatment and answer any questions you have.
- If any tests or investigations are required, the ward staff will direct you to where this takes place and/or accompany you and your child.

The following professionals may be involved in the care of your child:

- Doctors, Nurses, Dieticians, Specialist Technicians, Radiographers, Physiotherapists, Speech Therapists, Play Specialists, and Teachers. If you have any queries about the involvement of these staff members in your child's care, please speak to a member of our nursing team.



- A Nurse will care for your child each day and they will introduce themselves to you at the start of their shift. You can ask your child's Nurse any questions about their care or ask them to contact one of the Doctors.
- The Consultant and their team will visit each patient every morning to make decisions about their care. This begins in the morning at 9:30am and is called a "ward round".
- Medical students and student Nurses are also part of the ward team and will look after your child under the direct supervision of a trained Doctor or a children's Nurse.
- The wards can be noisy at times (children/babies crying, equipment alarms, staff/Doctors talking). Sleep packs are available with an eye mask and ear plugs (please be aware of these being a choking hazard).

Food and drink

- Meals are brought round by a member of staff.

Breakfast at 8:30am

Lunch at 12:00 midday – 1pm

Dinner at 5pm

- You will be able to choose a meal for your child from a menu which will be brought to you in the morning. Please tell us if your child has any allergies or special requirements.
- If you are staying with your child, you will be offered a voucher that you can use in the N19 restaurant located on level 1.
- Breastfeeding mothers are given the option of a voucher or a meal from the menu. We don't provide siblings or non-resident parents with meals.
- The ward has a small supply of formula milk; please bring your own supply when possible.
- The ward does not supply baby food/jars. Pureed food is available from the hospital kitchen upon request. Specialist milks may be available on request.
- **Please note that NO FOOD is allowed in the play area.**



What to bring for your child

- Comfortable clothing and toiletries (we have a small supply of toothbrushes, toothpaste, and hair combs), nappies and any medication your child is currently taking.
- Your child's favourite toy, a dummy, and bottle.
- **Only bring essential items** as there is little storage on the wards. **Do not** bring any valuables with you as the hospital cannot accept responsibility for loss or damage to personal property.
- You are welcome to use mobiles/tablets/laptops on the ward. **Noise must be kept to a minimum after 10pm. Mobile phones must only be used in the parent's kitchen after this time.**
- **Only one parent/carer/relative can stay overnight** with their child unless there are special circumstances; a camp bed will be available for the night.

Facilities

- There is a parent's kitchen on the ward; you can help yourself with tea, coffee, milk, and biscuits. There is also a fridge where you can keep your own food: please label your food with your child's name and bed number, as well as the date.
- Two shower rooms are available on the ward as well as a parent's toilet and a nappy changing pull down table in the bathroom.
- The ward is always secured by locked doors. Entry and exit are by buzzer and camera identification from the ward reception.
- The hospital school room opens from 9:30 am to 3:15 pm during term time.
- There is a playroom with an open playground outside. A team of play specialists work with the children providing distraction and to help them prepare for medical and surgical procedures.



- On level 1 you will find:
 - The N19 restaurant (Mon-Fri: 7am - 3 pm)
 - The Muffin Break coffee shop (Mon- Fri: 7am - 6pm / weekends: 8am - 5pm)
 - The XLNT café (Mon-Fri 6am - 5.15pm / weekends: 8am - 2.15pm)
 - Vending machines can be found in the Emergency Department or by the Jenner exit.
- There is a small chapel and a multifaith room in the hospital and you can also ask for a visit from a Chaplain (priest, imam, rabbi). Ask your Nurse for details.
- There is no parking at the hospital. There are very limited pay and display spaces outside the hospital.
- An interpreting service is available, please ask your Nurse if you require one.

Visitors

- Parents and guardians are always welcome.
- Other visitors are allowed between 2pm – 8pm, and only two at a time. Please check with a member of staff as visiting hours can change.
- Children under 16 must be accompanied and siblings are not allowed to be left unsupervised on the ward.
- Children are not allowed to play or sit at the Nurses' station.

Going Home

- You will be given a discharge summary, and any medication your child will need, as well as any dates of follow up appointments.
- Staff will inform your GP of your child's admission and will make contact with the community nursing team if your child requires any support and/or further treatment at home.



Further Information

For further information or if you have any questions, please call Ifor Ward 020 7288 5442/4989.

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whh-tr.PALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please email whh-tr.patient-information@nhs.net. We will try our best to meet your needs.

[Twitter.com/WhitHealth](https://twitter.com/WhitHealth)
[Facebook.com/WhittingtonHealth](https://facebook.com/WhittingtonHealth)

Whittington Health NHS Trust
Magdala Avenue
London
N19 5NF
Phone: 020 7272 3070
www.whittington.nhs.uk

Date published: 23/10/2024
Review date: 23/10/2026
Ref: CYP/AcPaed/IforWard/02

© Whittington Health
Please recycle

