

Tom's Ward

**Information for inpatients
and their parents / carers**



The Children's Hospital

Welcome to Tom's Ward

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

Tom's Ward

Level 1, Children's Hospital

Oxford University Hospital

Nurses' station: 01865 234 111 / 01865 234 110

Accommodation on the ward

Tom's ward is a 20 bedded surgical ward caring for babies, children and adolescents (0-16 years of age). The ward runs a 2 shift pattern: day shift starts at 7.30am and the night shift starts at 19.30pm.

Our side rooms are allocated according to clinical need, so even if your child has a private room, they may not be there for the full duration of their stay.

Each patient bed has a sofa bed alongside so 1 parent or carer can stay over night. There is also free family accommodation within the hospital grounds provided by Ronald McDonald House Charities. Families who live furthest from the hospital, or whose child is expected to stay for an extended period, have to be considered first as demand is high. Please ask your child's nurse if you would like a referral made for a room.

If you are sleeping on the ward, but would like to make use of the other facilities in Ronald McDonald House, you can use the 'Ronald McDonald House Day Pass', which is available from your child's nurse.

Facilities on the ward

There is a toilet for parent to use on the ward and other toilets are just outside the entrance to the ward. There is also a shower for parents to use on the ward and further showers in Ronald McDonald House.

We have a room with a fridge 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. Patients will be provided with food throughout the day. Breakfast is served between 7.30 and 8.30am, lunch around midday and the dinner between 5pm and 6pm. A lite bite and snack box menu is available anytime day and night.

If your baby is on a formula feed, please bring in an unopened tin for staff to make up the feed in the milk kitchen. There is a bottle warmer available to parents in the beverage room.

There is also a parents' room off the ward with tea and coffee facilities, a fridge and a microwave.

The ward has its own playroom and school room on the ward. During the week we have play specialists on the ward from 7.30am-15.30pm. The school teachers work with patients who stay on the ward for more than 5 days. We have a music therapist who comes to the children's hospital for individual sessions with patients.

Our ward rules

Please only bring hot drinks onto the ward in screw top lids for the safety of all patients.

Please bring with you any clothes, nappies and wipes and toiletries that your child will need during their stay.

Please, do not film or take any photographs on the ward.

Visiting

Parents/carers are welcome to visit at any time during the day, but we do ask that visitors leave by **8.00pm**.

Infection control

Please wash your hands and use the alcohol hand gel provided when entering the ward. If your child is in isolation, please keep the door closed and make sure your child stays in their room at all times.

Parking

If your child is in hospital for longer than 24 hours, a one-week permit is available free of charge. Please ask your child's nurse to complete a form which you can then take to the parking office on level 2 of the main hospital to collect your parking permit.

Shops, restaurants and cashpoints

There are restaurants, League of Friends cafeterias, shops and vending machines and cashpoints throughout the hospital.

How to give feedback about your experience:

We would like to hear about your experience with our Childrens' Services. There are different ways to feedback to us:

Online: www.ouh.nhs.uk/childrens-feedback

Email: childrens.patientexperience@ouh.nhs.uk

Or ask for a paper survey to fill in.

You can also contact the Patient Advice and Liason Service on: 01865 221473 or email: PALS@ouh.nhs.uk

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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June 2023

Review: June 2026

Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



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