Welcome to the children’s intensive care unit. This booklet aims to provide information about the children’s intensive care. Having a child in this unit can be very stressful for you and your family. The unit promotes a family centred approach within its care – this means that we wish to help the whole family during the stay in hospital.
ALL ABOUT THE UNIT

The children’s intensive care is the first and only children’s intensive care in Wales. Children of all ages are nursed here when they need this specialised care. You will meet many different health care professionals during your child’s stay on the unit however your child will be allocated a Consultant Paediatrician when being cared for on the unit. A paediatrician is a doctor who is in charge of caring for children.

Each child will be looked after by one nurse each shift. There are two main shifts - day duty and night duty. You will meet many nurses and doctors during your child’s stay on the unit, please ask who people are if you cannot remember or if you have not been introduced.
USEFUL INFORMATION

Every day there are a number of ward round led by the medical staff and there are two main nursing shift handovers. The nursing handovers take place at eight o’clock in the evening and eight o’clock in the morning, they usually take about half an hour. During this time we ask parents to leave the unit and wait in the relatives room or use this opportunity to take a break. This ensures the privacy of all the children within the unit.

Every day a consultant is in charge of the care of your child, this is a doctor that specialises in either intensive care, children or both. Your child will always be allocated a specialised childrens doctor during their stay in hospital. You can request to see your child’s consultant and arrangements will be made for you to speak with them.

Each day you will be able to speak to the team of doctors caring for your child. There is a doctor on duty 24 hours of the day.
VISITING TIMES

There are no restrictions for visiting but we will ask you to leave the unit during ward rounds and nursing handover times.

Please keep to two visitors per bed when you come into the unit. We encourage brothers, sisters or close children to visit, please ask the nurse caring for your child before bringing in children so that they can advise you.

When you come into the unit please can you ring the door bell before entering the main unit. Someone will respond to you but please be patient as we may be busy.
YOUR CHILD

When a child is being cared for on the intensive care they will have lots of tubes and wires attached to them. This will help give important information to the nurse and doctors, this is very normal when a child is being nursed on the intensive care.

The nurse and doctors can give you a brief explanation of what the equipment does and why it is needed. The most important thing is your child and we will encourage you to help care for your child while on the unit.

The amount of care you give depends upon you. Many parents wish to be involved with all cares such as washing and nappy changes, while others are happy to watch until the amount of equipment being used is reduced. The nurse at the bedside will plan daily cares with you.
HOW ELSE COULD YOU HELP?

You know your child the best, you can therefore advise us about their needs and routines. Do they sleep in a certain way? Do they have music, or a special toy when they sleep. You can bring in a special toy if you wish.

TALKING TO YOUR CHILD

Your child will probably be able to hear you even if they are sedated. It may be comforting for them to hear your voice from time to time, read a story if that is what they are used too or tell them who will be visiting etc.

Remember that your child will not be able to speak to you while they have a tube in which is attached to the breathing machine.

TAKING BREAKS

Sitting around is very tiring, it may be a good idea to take many short breaks during the day. Try to remember that you need to eat and drink yourself. Looking after yourself is also very important.
STAYING IN HOSPITAL

If you choose to stay in the hospital we can arrange for you to have accommodation. Please tell the nurses and they can arrange for a room.

CHRISTENING/BLESSING

We can arrange at any time for your child to be christened or blessed. We can arrange for the religious leader of your choice to come to the unit.

SUPPORT

There are other people within the hospital that can help you if you need any other support, for example the hospital social workers or the parents support sister. Please ask if you need any other service the staff will do their best to help you.

It is difficult to tell you how long your child will need to stay on the unit. However you can expect to be frequently updated on your child's condition. Please feel free to ask questions. During your child’s illness this time is very stressful for you and your family and you may find you will forget information that has been given to you. This is very normal for anyone suffering from stress, please write down any questions you may have and give them to nurses or doctors to answer.

COMPLAINTS

If you feel you have any cause for complaint please discuss this with the nurse in charge, who will make every effort to deal with the problem. Should you wish to make a formal complaint the nurse will explain the hospital's complaint procedure to you and give you an explanatory leaflet.
PHONING THE UNIT

You can phone the unit at any time for more information. However we can only give information to the main carers as any information about your child is strictly private. Please turn off mobile phones.

TEL 029 20 743282 This is the direct line to the unit.
TEL 029 20 747747 This is the direct line to the hospital.
HOSPITAL FACILITIES

PARKING

Parents are entitled to a special parking permit, the ALPHA pass and lasts for 24 hours. Please buy from the Vinci office on the ground floor of the multi-storey car park.

TELEPHONES

There are public telephones located in concourse, the intensive care waiting room and near the B Block elevators.

TRANSPORT

There is a regular bus service between Cardiff City Centre and the Hospital, the bus stops are located outside concourse.

SHOPS

The hospital canteen is located on upper ground floor. The concourse has a small retail area providing various shops, a bank, a post office, a chemist, and a newsagent. Most of these are open from 9am to 7pm.
YOUR NOTES AND QUESTIONS
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