

Welcome to Ward

We welcome and encourage your involvement and support
If you have any questions, please just ask.

Aims and values

- We put Children and Families first as your needs and care are important to us
- We focus on getting the best outcomes for Children and Families
- We want to know "What Matters to You?" this will help us look after your individual needs
- We want the best for our patients and always try to do things better
- We work as one team when delivering care
- We treat everybody with dignity and respect

Information about visiting



We have no set visiting times. We welcome and encourage parents, siblings and carers to be part of their child's care at any time. We actively welcome parents/carers during ward rounds. Please talk to ward staff about your plan.



Please be considerate and respectful of the needs and preferences of everyone on this ward. Sometimes we may ask you to leave the ward temporarily, to ensure privacy, safety, space and rest for people in our care.



Ward iPads are available to support people to stay in touch with friends and family virtually, for further information please just ask.



Please speak to the nurse in charge for any specific guidance or queries you may have for the ward you are visiting.

Scan for more information:



Parents/Carers, Children and Young People - It's Ok to Ask...

When you understand what's going on, you can make better decisions about care and treatment. That's why it's important to ask the healthcare team the right questions.

Who?

What?

Why?

Where?



Help prevent the spread of infection

For your safety and the safety of others, please use the hand hygiene gel provided when coming into and leaving the ward.



Visiting may take place at a bedside or in a communal area. In all instances chairs provided for visiting should be used. If visiting at a bedside, you should avoid sitting on the bed as this can spread infection.

If your child is being isolated or if the ward is temporarily closed, please follow the advice provided by staff as there may be additional safety measures to follow.

Please do not visit if you are unwell. For example, if you have cold or flu, vomiting or diarrhoea, or an upset stomach.

There may occasionally be clinical reasons that some visitors may need to be limited e.g. when a child is very vulnerable to infection. Please speak to ward staff about this if you are unsure.

It is important for you to keep your child's room or bed space tidy and clutter free and where possible put parents beds away during the day. We encourage you to keep personal belongings to a minimum and store appropriately.



Keeping everyone as safe as possible

No-one is permitted to make unauthorised pictures, videos or audio recordings in healthcare settings that feature other service users, visitors or staff without their consent.

We are committed to a culture of mutual respect and respectfully advise that no forms of verbal or physical abuse will be tolerated within the hospital.



Sharing feedback, concerns or complaints

If you would like to share any feedback, or have any concerns, please speak to the nurse or midwife in charge – they will be happy to help. You can share your feedback on Care Opinion using the ward iPad or on your own smart device.

To make a formal complaint:



call us on
0141 201 4500



email
complaints@ggc.scot.nhs.uk

Scan for more information:



Mealtimes (Routine Mealtimes where applicable)

Eating is a social occasion – we welcome you to be involved at mealtimes whenever possible to offer support and encouragement. Please discuss with staff.



Breakfast	7:30am – 8:30am
Lunch	12:00 – 1:00pm
Evening meal	5:00pm – 6:00pm

