

# 2A/2B reopening

## FAQs for Parents and Carers



## When will my child be moving?

Work on Ward 2A/2B is in its final stages now. The contractors have finished their work and we are making final preparations so the ward is ready for you and your child/young person.

We're planning to move at the beginning of March, and in the next week or so we'll give you detailed information so that you're fully aware of what's involved.

But remember, if you have any questions at all, please just ask one of the team on the ward and we'll do our best to help you.

## What will that involve?

You and your child/young person will be fully supported through all stages of the moving process.

Each of our young patients will be moved at a specific time, and will follow a set pathway to make everything run as smoothly as possible.

In the week before the move, we will give each family detailed information on the date and time of their move. You will be able to accompany your child throughout the move.

We would ask that, in the days before your scheduled move, you pack up your child's and your belongings so that they can be moved easily.

And remember, if you have any questions at all, please just ask one of the team on the ward and we'll do our best to help you.

## How will you keep patients safe?

The nurse looking after you will ensure that you are safe during the move, a designated lift for only Schiehallion patients will be provided. Your nurse will then stay until you are settled in your new room and help you in any way that they can.

# Will we get to see the ward before it opens?

## Inpatients:

Yes, that's the plan. As you can imagine, COVID restrictions continue to affect the number of people we can accommodate in one place at any one time, but we hope to hold a number of visits for families of children who are inpatients.

Unfortunately, because of the restrictions, it might not be possible to accommodate everyone who would wish to visit, so we may need to suggest that only one member of each family attends. We will keep you posted about that.

If any of our young patients – especially our older teenagers – wish to attend a tour with their family, we'll do our best to accommodate. As I'm sure you'll understand, that will ultimately depend on whether a visit would be medically safe for your child/young person, and that will be a decision entirely for your consultant.

Once more details are finalised, we'll be asking you for your preferences for tours of the new ward.

We know that you will want to let your child see the new ward, or that you will want to show other members of your family, so we are preparing a video that will walk you through the new facilities, and you'll be given your own copy to share with those most important to you.

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## Outpatients:

Yes, that's the plan.

We are preparing a video that walks you through the new facilities, and you will be given your own copy which you will be able to show your child and share with your relatives, so they will be able to see first-hand what the ward is like.

There will also be an opportunity for you to ask questions about the new facilities.

Use this QR code or visit:  
[nhsggc.scot/schiehallion](https://nhsggc.scot/schiehallion)  
for your own virtual tour of  
the wards.



## What work has been done?

The project has involved an £8.9 million investment in significant upgrade work, including replacement of the ventilation systems, and once open the ward will provide the highest-quality environment that is fully suited to the needs of our young patients and their families.

We have carried out of a considerable amount of work throughout the ward, including a full refurbishment of all ensuites to provide a safe, high-quality environment for you and your child.

We would like to give special thanks for the tremendous fund-raising efforts of former patients Molly Cuddihy and Sara Millar, who have raised hundreds of thousands of pounds for the hospital and enabled the creation of a new, purpose-built chill-out area for children aged 8-12 years, to go alongside spaces for younger children and teenagers.

Ward 2A's parents' kitchen has also been included in the renovation. It is a light, comfortable space where you will be able to store and prepare food, make a cup of tea, or just take five minutes to chat with other parents. In single bedrooms, there will be built-in, fold-down beds so that your stay with your child will be more comfortable, and more straightforward.



# What facilities will there be for my child or young person?

Ward 2A is the inpatient part of the ward and it comprises 24 patient rooms, play and social areas for all age groups, and a parent kitchen and sitting area.

Ward 2B is the Schiehallion day care unit and houses five treatment rooms and two, four-bed bay areas. Most of the treatment given to your child or young person will be in the shared bed bays.

From the moment you arrive at the ward, you'll see the bright, colourful 'Schiehallion' logo at the door, and inside the decor is much more suited to young people. We're aware that any stay with us is a scary experience for children, so we've tried to make the surroundings as welcoming as possible.

As with all other paediatric services, the new ward will provide holistic care, looking after their mental wellbeing as well as their physical needs.

Schiehallion Ward is supported by a Health Play Assistant and a Health Play Support Worker. Our dedicated Play Team are here to interact with all our babies, children and young people, providing daily normalising play activities that are free from any aspect of medical intervention, as well as developmental play for our children that are in hospital for a long time. In addition, we have two Health Play Specialists who will work with children and young people to understand aspects of their clinical care through the use of play and role play, as well as provide specific distraction during treatments and procedures.

In every room, we have installed new iPads complete with a new entertainment system that allows them access to TV, films, games and other interactive services.

Children and young people have played an important role in making sure that the offering on the iPads is not only age-appropriate, but also what our young patients need and want. Our Play Team recently surveyed more than 70 young people to gauge their opinion on the service we provide, and the results have helped shape our TV and digital service throughout the RHC.

Ward 2A provides play and socialising spaces for all our patients, no matter what their age – though it's important to remember that your child may not be able to use them because of their condition or the treatment they are undergoing.

As you would expect, we are taking every precaution to safeguard your child from COVID so, to ensure physical distancing rules are adhered to, access to the play and social spaces may be subject to limited restrictions when we first move into the new ward. As time goes by and the risk to your child eases, we will do all we can within national guidance to open up access to these spaces.

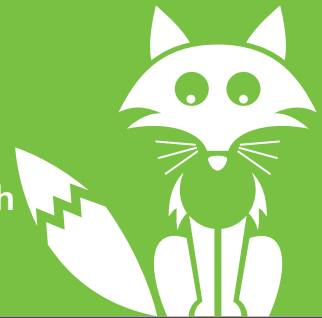
## Under 8 years

There is a dedicated play room for patients aged under 8 which has a range of age appropriate toys, games and arts and crafts for the children to choose from. If we don't have a toy or game, please ask and we will do our best to get it for you.



## 8-12 years

Two of our former patients, Molly Cuddihy and Sara Millar, have raised hundreds of thousands of pounds for the hospital, and some of that money has been used to create a new space for children aged 8-12. We didn't have one before we moved to Ward 6A, so this will be a new, purpose-built place for your child to go and relax, watch TV, and chat with other people their age, when they are able.



## Teenagers

The Teenage Cancer Trust (TCT) has been a fantastic support throughout the ward, including providing a proper chill-out space so our older patients have somewhere to go and relax, watch TV, and chat with other people their age, when they are able.

Our TCT facilities are supported by a dedicated Youth Co-ordinator (also funded by TCT) who is on hand to provide age and need appropriate engagement, as well as being a vital resource in facilitating introductions between teenagers undergoing similar journeys.



## What catering arrangements will there be for my child/young person?

We will be offering a new menu for our young patients, to ensure your child/young person has access to tasty, nutritious, varied meals.

Vegetarian options are always available, along with soft easy to chew choices. We have a vegan menu on request and we will, of course, cater for a range of special diets, including low potassium/ no added salt, low fibre/low residue, food allergies and texture modified, as well as Kosher and Halal. If your child/young person has any particular dietary needs we will continue to cater for them.

In addition, for some of our young patients on Ward 2A, we know how important it is that they can have something to eat whenever they feel able, and to help cater for that there will now be an out-of-hours snack menu until 10pm each evening, offering a range of favourite items including Burgers, Chicken nuggets and Toasties. This extra service will be up and running in the days following the move to the new ward.

## Will there be facilities for parents/carers?

There will be a kitchen for parents/carers, so that you can store and prepare food, make a cup of tea, or just take five minutes to chat with other parents. All single bedrooms will have built-in, fold-down beds, so that your stay with your child/young person will be more comfortable, and more straightforward.

As you would expect, we are taking every precaution to safeguard your child from COVID so, to ensure physical distancing rules are adhered to, access to the kitchen may be subject to limited restrictions when we first move into the new ward. We will work with parents and carers to make this run as smoothly as possible, and we would ask for your co-operation and understanding. As time goes on and the risk to your child eases, we will do all we can within national guidance to open up access to this space.

## Will there be showers for parents/carers?

Please use the shower in the ensuite in your child's room. Staff will be happy to provide you with towels, so please do not use your own towels from home.

## Will the staff on Ward 6A/4B be moving too?

Yes. Everybody you see on the ward now will be moving to the new ward. This includes consultants, nurses, the Play Team, health care support workers and so on, which means the care your child is receiving will continue exactly as it is now.

## Will the move mean my child/young person can get more visitors?

Unfortunately, visiting has been badly affected by COVID regulations over the past couple of years, but things are improving, and we can't wait to return to a time when your child gets the chance to see everyone they care about.





## Will there be a chance for us to make suggestions?

Your feedback is important and we encourage you to complete the feedback forms. We then share the comments and suggestions on the Care Experience Feedback poster which is visible in the ward. We also update our closed Facebook group.

## We've heard about the water – is it all fixed?

As is the case throughout the hospital, our water meets all national standards and is safe to drink.

In addition, as is the case in all areas of the hospital, the water undergoes a process of filtration and regular dosing with Chlorine Dioxide.

Where our most vulnerable patients are cared for, such as Ward 2A/2B, you'll see additional filters on the taps. This is an extra level of protection for your child or young person and is part of a rigorous system of care and regular maintenance for our taps, as well as the water system as a whole.

As is currently the case, a regular supply of filtered tap water for drinking will be available in the jugs handed round by staff.

You may see some of our young patients being offered sterile water. This is a recommendation for children undergoing Bone Marrow Transplant, and it is in line with policies adopted by similar units throughout the UK.

If your child or your person is undergoing Bone Marrow Transplant, you will already be aware of this recommendation. However, if you have any questions, please speak to the ward staff.

We would ask that you do not bring bottled water with you into the ward.

As is the case across the hospital, the sinks within patient rooms are clinical wash hand basins and should only be used by staff. If you, your child/young person, or any of your family need to wash your hands or face, or brush your teeth, please use the sink in the ensuite. Please do not pour anything down either of the sinks.

If you or your child or young person are unsure of what to do, please follow the advice on display at sinks.

## There was also something about the ventilation – what work has been done on that?

The work we have carried out has resulted in a system that is specially designed to keep your child safe.

There are 11 separate ventilation systems serving the ward, all of which are finely balanced to provide exactly the environment that every child needs. Every system has a back-up, meaning that ventilation will remain uninterrupted if there is an issue with a unit, or if maintenance work is required.

The air coming into Ward 2A is filtered using HEPA (high efficiency particulate air) filtration, and bedrooms achieve 10 air changes per hour to ensure continuous fresh air for your child/young person.

In addition, the system now uses a 'pressure cascade', which provides another layer of protection by ensuring that air will always flow away from vulnerable patients, out into the corridors and ultimately out of the ward.

All this means that the ventilation system is helping us to provide the highest-quality environment for your child, while at the same time giving extra peace of mind for you.

One key part of this new ventilation system that you'll notice when you arrive at Ward 2A is the double set of entrance doors you will pass through. These doors work as an 'air lock' to ensure pressure is maintained within the ward.

On entering the ward, once you have come through the first set of doors, please let them close behind you before attempting to open the second set of doors.

In addition, to make sure the ventilation system works inside Ward 2A as well as it can, a strict closed-doors policy will be in operation throughout the ward.

We realise that this isn't what some children, and parents, might want, but we ask for your understanding and co-operation, as it will ensure that the ventilation system works the way it was designed, to help to ensure the safety of your child.

Ward 2B is an outpatients / day ward and has also had upgrades made to its ventilation system as part of the project. Air is now provided to Ward 2B from a new ventilation system and is to the same HEPA (high efficiency particulate air) filtration standard as the air within Ward 2A. As a day ward there is no requirement for a pressure cascade system to be in place within Ward 2B.

## Why did the ventilation have to be changed?

You might be aware that NHSGGC is involved in a court case in relation to the design and build of the hospitals, and because of that there are some things we aren't able to talk about in any detail. We hope you understand.

## Why has it taken so long to get the ward open?

After our young patients moved to Ward 6A it was decided to do much more work than had originally been planned – and throughout we have been keen to involve parents and families in the design of the new facility.

Work in Ward 2A/2B has been extensive, with refurbishment of all rooms, creation of new facilities for patients and their families and the new chill-out area for children aged 8-12 years. In addition, the MIGB unit, a new facility providing care for children from across Scotland who need very specialist treatment, will be brought into use. Up until now, any child needing that care has had to travel to England.

In addition, the work on upgrading the ventilation included building a new plantroom on Level 4 to accommodate new air handling units, and connecting those to the ward involved building through live clinical wards and the medicinema on Level 3. We're sure you can imagine that achieving all this while working around clinical priorities and infection control requirements was a major undertaking and took a considerable time.

Unfortunately, the project didn't escape COVID-19, and the site was closed for a number of months at the beginning of the pandemic to meet Scottish Government lockdown rules. Once it was open, the speed of work was affected by the need to limit the number of people working on-site, and an outbreak last year stopped work again.

Despite all this, we are happy to say that all contractors made a full recovery, and we are very excited by the final results of their labours. We hope you will be too.

## Is the new ward safe?

Yes, our key priority is the care and wellbeing of your child/young person and, through the extensive work we have carried out, we are confident that we now have the highest-quality and safest environment in which to look after them.

We have put in place the best safeguards we can, and the ward will be monitored closely by our infection control experts and estates teams. This means that, as is the case in all wards across our hospitals, if any issues arise we will be able to put in measures quickly to make sure your child is safe.

As is the case in hospitals all over the world, it is not possible to operate in a 100% sterile clinical environment, and given the vulnerability of our young patients, there will be infections from time to time.

However, the extensive work we have done within Ward 2A/2B and the highly sophisticated systems we have put in place, alongside our continued commitment to infection prevention and control, mean we are in the best possible position to keep our young patients safe.

We are continually monitoring the unit, more than any other hospital in the UK, to provide rigorous assurance of the ongoing safety of the hospital environment.

