



A Patient's guide to the

Preparation for your stay with us



Welcome to the Royal National Orthopaedic Hospital. We hope this leaflet will provide you with some useful information in preparation for your stay with us.

Hospital address

RNOH has two hospital sites. Your surgery will be at the main hospital.

Brockley Hill, Stanmore, Middlesex, HA7 4LP

There is also an outpatient clinic in central London where some clinic appointments take place.

45 Bolsover Street, London, W1W 5AQ

Useful telephone numbers

Parents accommodation 📞 **0208 909 5872**

Clinic appointments 📞 **0208 909 5603**

Clinical Nurse Specialist 📞 **0208 909 5679**

Coxen and ADU ward 📞 **0208 909 5487**

Main Switchboard 📞 **0208 954 2300**

General Information

As patients are admitted to the Unit because of their age rather than condition the nursing staff are proficient in caring for patients with varying orthopaedic conditions and many patients with special needs and rare syndromes.

The majority of the nursing staff on the unit are registered children's nurses and all our staff are experienced in caring for children/teenagers and their families.

The unit practices family centred care which allows us to include the complete family in the patient's care and how their admission may impact on other family members. Siblings are welcome on the unit but must be accompanied by a parent, nursing staff are not able to care for siblings. You are allocated a nurse to care for you on a daily basis, they will introduce themselves to you and go through the plan of your day with you.

Visiting Times & Parent Accommodation

We allow parents to stay with their child throughout the day and get as involved in their care as the patient and parent wants. We ask that you don't have more than two visitors at a time and arrange for them to visit after 15:00 when school finishes. Visiting time finishes at 20:00 but parents can stay until their child is settled. We don't have room on the unit to accommodate parents by every bed space but we do have parental accommodation across the road from the unit.

One parent of very young children/ babies may stay overnight on the unit in a chair by the cot/bed or in a side room if one is available. Siblings cannot stay overnight on the unit unless in certain circumstances which will be agreed prior to admission. Visitors may be asked to wait in the day room should you require any nursing interventions and we ask for their cooperation in this.

Meal Times

Meal times are 'protected times' and are not to be interrupted if at all possible.

- Breakfast is from 08:00
- Lunch is from 12:00
- Dinner is from 17:00

A menu will be available for you to choose from and snack boxes and

toast are available outside of these hours. A trolley selling snacks and papers visits daily.

Ward Facilities

Day Room & Play Facilities

There is a large day room for patients and visitors to use. This room includes a 50" TV, a pool table, Xbox and two PC terminals for Internet access, though restrictions do apply. All patients have access to the Internet via free WiFi throughout the unit. You are welcome to bring your own laptops and tablets but the hospital does not take responsibility for loss or damage.

Mobile phones are allowed on the unit as we realise how important social networking is to this age group but we request you keep them on silent please.

The Play Team regularly undertake play sessions with groups of patients and work individually with the less mobile. They spend time with you going through what to expect should you be going to theatre and they have many distraction toys and games. They will also include siblings in their play sessions.

Parents Kitchen

We have a small room available for parents to make themselves hot drinks and snacks. The room includes a fridge freezer, microwave and kettle. You must bring your own food and drink and label it with your

name and date. Anything not labelled and out of date will be thrown out. Crockery and cutlery is available in the parent accommodation but not on the unit so bring your own please.

We allow hot drinks on the unit but you must take responsibility for them.

Please do not access the main kitchen during meal times.

Just Eat canteen

Open for hot meals, drinks, snacks etc

Monday - Friday 7.30am - 7pm

Saturday - Sunday 7.30am - 3pm

Cash points

There are NO cash points on site.

Shop

There is a small shop located in the Out Patients department selling newspapers, drinks, sweets and magazines etc.

Supermarkets

There is a Tesco express and 2 petrol station's at either side of Brockley Hill. They are only a 5 minute drive away, but a good 20 minute up hill walk!!

Parking

Free parking is available on site on a first come first serve basis.

Bus service

The hospital is accessible by the 107 bus. There is a free shuttle bus service that stops at Outpatients, Main Gate and Stanmore underground station. Timetable available on ward.

School

Schooling in hospital is a legal requirement. We have a school on the ward, teachers will meet with you on arrival and go through what school work you need to undertake. Many patients bring in work from their own schools and our teachers offer support with this. We have laptops available to assist with this.

Staff you might meet

Doctors

You will have different doctors looking after different aspects of your care. You will have the surgical team, who will take consent and see you before and after surgery. You will also have the paediatric doctors on the ward,

who do a ward round every day and take care of things like monitoring your blood counts. There are also the anaesthetic team who will see you before surgery and will manage your pain medicines afterwards.

Nurses

The staff nurses looking after you will wear pale blue uniforms. There are also sometimes student nurses on the ward who will wear a different uniform depending on what university they are from.

Physiotherapist

The physiotherapists wear white uniforms with a blue trim. They work on the wards and will help you after surgery to improve your mobility and increase your strength. They will also give you exercises to do at home and tell you if there are any things you shouldn't do after your operation.

Occupational therapists

The occupational therapists wear white uniforms with a green trim. They will make sure that you have any extra equipment you may need after your operation and can help with home adaptations if needed.

Play specialists and teachers

The ward has play specialists who wear a red polo neck T-shirt, and also school teachers. The play specialists can find you toys or activities that you enjoy, and things to do so you don't get bored while in hospital. There are

teachers on the ward and even a hospital school to help keep up with school work.

The ward has a [dietician](#) who may be involved if your child has a feeding tube or needs any help with their nutrition.

There is also a [Speech and Language therapists](#) and [Social workers](#) who are available if needed.

You may see [domestic staff](#) looking after the ward in grey uniforms, and [health care assistants](#) are in pink uniforms.

The hospital also has an [orthotics](#) department who provide things like splints and braces if needed.

The [ward manager](#) is in a navy blue uniform, and there are also [ward sisters](#) in the royal blue nurses uniform who help run the ward.

If you have any comments about this leaflet or would like it translated into another language/large print, please contact the Clinical Governance Department on 020 8909 5439/5717.

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