Welcome To Paediatric Intensive Care Unit (PICU)

This is an information leaflet for parents and families to refer to whilst your child is in the Paediatric Intensive Care Unit (PICU) at the Royal Manchester Children’s Hospital. You are most likely reading this leaflet because your child or a child very close to you has been admitted to the Paediatric Intensive Care Unit.

The PICU at the Royal Manchester Children’s Hospital is a 17 bedded regional unit. We care for babies and children from a few hours old up to 16 years of age. We understand that this is a very stressful time for you, your family and the people close to you. The nurses, doctors and other professionals on the unit will help and support you in any way they can.

Children require admission to the unit usually because they are acutely ill. This may be following surgery, due to sudden serious illness or because of an accident. Whilst your child requires Intensive Care they will receive a minimum of one to one nursing at all times. There is always a Senior Nurse in charge of PICU.

Your child will have a named Intensive Care Consultant, who is known as an intensivist. They may also have a named Consultant from another Paediatric Speciality, along with the support of our junior doctors and advanced practitioners.

The Team

Details of our team are available on our photo boards, which are located in the corridor.
## PICU Staff Uniform Colours

<table>
<thead>
<tr>
<th>Position</th>
<th>Uniform Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultants</td>
<td>No Uniform</td>
</tr>
<tr>
<td>Registrars</td>
<td>No Uniform</td>
</tr>
<tr>
<td>Modern Matron</td>
<td>Navy Blue Uniform/White Piping</td>
</tr>
<tr>
<td>Senior Sister</td>
<td>Navy Blue Uniform</td>
</tr>
<tr>
<td>Senior Charge Nurse</td>
<td>Navy Blue Uniform</td>
</tr>
<tr>
<td>Junior Sister</td>
<td>Royal Blue Uniform</td>
</tr>
<tr>
<td>Staff Nurse</td>
<td>Light Blue Uniform</td>
</tr>
<tr>
<td>Advanced Practitioners</td>
<td>Navy Blue Uniform/Green Piping</td>
</tr>
<tr>
<td>Physiotherapists</td>
<td>White Uniform/Blue Piping</td>
</tr>
<tr>
<td>Education Research and Audit</td>
<td>Blue Uniform</td>
</tr>
<tr>
<td>Occupational Therapist</td>
<td>White Uniform/Pale Green Piping</td>
</tr>
<tr>
<td>Dietitians</td>
<td>Usually White</td>
</tr>
<tr>
<td>Student Nurses</td>
<td>White Uniform</td>
</tr>
<tr>
<td>Pharmacists</td>
<td>No Uniform</td>
</tr>
<tr>
<td>PICU Technologists</td>
<td>Navy Blue Uniform</td>
</tr>
<tr>
<td>PICU Technical Assistants</td>
<td>Pale Green Uniform</td>
</tr>
<tr>
<td>Ward Clerks</td>
<td>No Uniform</td>
</tr>
<tr>
<td>Domestics</td>
<td>Blue/Red Uniform</td>
</tr>
</tbody>
</table>
Research – Can you help us?
Research is an important part of the work we provide and helps us to improve the care of all children in paediatric intensive care units.

Whilst your child is a patient on PICU you may be asked for them to take part in research studies. This is entirely voluntary and your decision will not affect your child’s treatment.

Identification
All our members of staff wear an identity badge at all times. If someone not wearing an identity badge approaches you or your child at any time, please check with the staff.

Security
There is always a security team on duty within the hospital. They are here to protect all staff, patients and visitors to the hospital. If you see anything that looks out of the ordinary or any suspicious activity, please ask a member of staff to contact security.

The entrance to the Critical Care Area (PICU, Paediatric High Dependency Unit and the Burns Service) is via locked doors off the main hospital corridor. This then leads to the Critical Care Corridor which you can access PICU via another set of locked doors. Both sets of doors are locked 24 hours a day.

You must ring the bell at the entrance to access the PICU and wait for a member of staff to respond to ensure it is safe for you to enter. We do ask that you do not let other visitors in. The lock is there for security reasons to protect the children, their families and all staff.
Fire safety
The hospital has a very sensitive fire alarm system. If you are on PICU when a continuous alarm sounds, please remain calm and follow instructions from the nurse in charge. If you are elsewhere in the hospital, please follow instructions from the fire team or other hospital personnel.

Drugs and Alcohol Policy
The consumption of alcohol and the use of drugs are strictly prohibited on hospital premises.

The PICU Philosophy of Care
Whilst on PICU your child will receive care provided by a registered children’s nurse trained in Intensive Care Nursing.

- We will provide continuing, comprehensive physical care and supportive treatment to maintain life and promote recovery of an acutely sick child.
- We will offer you, your child and your family emotional and empathetic support.
- We will do our best to prevent your child being deprived of parental and family love by providing an environment conducive to visiting and facilities for residency.
- We will encourage, teach and help parental participation in care.
- We will act as the child’s advocate by ensuring basic human needs and rights are respected and provided.
- We will act as an important member of the health care team by anticipating and assessing patient’s needs, planning and providing patient care based on research, and evaluating its effectiveness.
- We will liaise with other health care professionals to give a quality service.
• We will ensure the sick child is free from anxieties caused by both sensory deprivation and/or the noisy fearful environment of the intensive care unit.

• We will enable the dying child to be pain free and die with dignity, love and without fear.

• We will give support and advice and respect the needs of the bereaved family.

• We will provide an environment conducive to the recovery of your child and be aware of the developmental needs of each individual child and instigate appropriate expression and play therapy.

Making it Easier

Whilst your child is on PICU we want you to be able to continue to look after your child as much as possible and as much as you feel able.

For example, we will help you to change nappies, wash your child and help you to be involved in care as much as possible. You may wish to bring your child’s favourite toy or blanket.

Visiting

When visiting your child please ring the bell at the entrance to the Critical Care Area and then to access the PICU and wait for a member of staff to attend to ensure that it is safe for you to enter. Many different procedures and interventions are carried out in PICU at all times of the day including X-rays and new children being admitted. Controlled access is for your safety, the safety of the children and to maintain privacy and dignity.

PICU has an open visiting policy for parents only. This means that parents can visit their child at any time. In order to aid rest for the children on the unit, we ask that only parents/guardians visit after 8.00 pm unless discussed in advance with the nurse in charge.
If siblings and other family members are visiting, only two people at any one time should be at the bed space. This is to ensure easy access to your child in an emergency. An adult must accompany all children under 16 years of age at all times. We recommend that babies are not brought onto PICU as they may be susceptible to infection. However, we recognise that a hospital admission is a stressful time for all the family and we aim to support all families in the most appropriate way. Please do not hesitate to speak to your child’s nurse or the nurse in charge if you have any special requirements or needs.

**Hand-washing**

Whilst your child is in hospital you will notice all staff washing their hands or using alcohol gel. This is to prevent the spread of germs and infection. Please take just a couple of minutes to wash your hands with hot water and soap provided at the sinks on the unit when you enter. If your child is in a cubicle you may be asked to wear an apron and other forms of personal protective equipment.

**Accommodation**

PICU has shared accommodation facilities with the Paediatric High Dependency Unit (PHDU). Accommodation for up to two parents/guardians for the duration of your child’s stay in PICU/PHDU may be arranged by the family care workers or the nursing staff. Other family members and friends are prohibited from entering the parent’s accommodation, this helps to provide a quiet area and privacy for all families. Unfortunately sleeping facilities cannot be provided at your child’s bedside, as this could hinder access to your child in an emergency.

Please try to make sure that you and your family take regular breaks and get some much needed rest away from the unit. This will help you support your child and each other.

Be assured that you will be contacted during the day or night if needed or requested for by your child. You will need to bring
with you your own toiletries, eg, soap, shampoo, shower gel, towel, toothpaste, hair brush etc. (Although PICU is usually able to provide you with a small supply if you have forgotten anything). Shower and washing facilities are available in the accommodation.

(Facilities are shared please remember not to leave your belongings behind).

You will need to bring in your own tea and coffee as there is only a limited supply. A microwave is available in the PICU/PHDU accommodation. No eating is permitted at the bedside.

**Ronald McDonald House**

If you wish to stay overnight at Ronald McDonald House, you should speak to the ward staff and ask them to complete an accommodation request form on your behalf, which will be faxed over to the house on your behalf. If there is a room available, you will be notified accordingly either by the ward staff or directly if you have provided a mobile telephone number. To stay in the house there is a minimum 3 night stay required. You will be charged a deposit of £20 which is refundable when you depart.

You can obtain day passes if you wish to use the facilities. You will need a referral form from the ward which you should take over to the house and you will be issued with a day pass. There is a microwave and fridge available but no cooking facilities.

**Telephone Number**

PICU: 0161 701 8000

This number should be used for parents to contact PICU. However to maintain confidentiality we may not be able to discuss some issues over the phone. We will not give information over the telephone to extended family or friends making enquiries about your child. Although we understand that this may be an anxious time, we suggest that one member of the family keep family and friends updated.
Occasionally we may need to discuss some issues regarding your child’s progress with other professionals including the police, social workers and health visitors.

**Restaurant and Shop Opening Times**

The following facilities can be found on the ground floor of the Childrens Hospital:

<table>
<thead>
<tr>
<th>Facility</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yoo Restaurant</td>
<td>Open 24 hours.</td>
</tr>
<tr>
<td>Breakfast</td>
<td>7.30 am - 11.00 am</td>
</tr>
<tr>
<td>Lunch</td>
<td>12.00 am - 2.00 pm</td>
</tr>
<tr>
<td>Snack service</td>
<td>2.00 pm - 5.00 pm</td>
</tr>
<tr>
<td>Evening meal</td>
<td>5.00 pm - 7.00 pm</td>
</tr>
<tr>
<td>Snack service</td>
<td>7.00 pm - 11.00 pm</td>
</tr>
<tr>
<td>Call order service</td>
<td>10.00 pm - 6.00 am</td>
</tr>
<tr>
<td>Snack service</td>
<td>6.00 am - 7.30 am</td>
</tr>
<tr>
<td>Yoo coffee shop</td>
<td>7.00 am - 8.30 pm</td>
</tr>
<tr>
<td>Yoo Shop</td>
<td>7.00 am - 8.30 pm</td>
</tr>
</tbody>
</table>

Both the Yoo shop and coffee shop are closed on bank holidays. There is also a selection of shops and banks on Oxford Road.

**Car park**

Car parking is available in the Hathersage Road multi-storey car park. Car parking is free for parents of children in PICU, please ask your child’s nurse for an exemption form. In most instances for all other visitors there is a charge for the car park and the details are shown at the pay booths.

Dedicated car parking spaces are available for disabled access and disabled parking is free of charge where the appropriate badge is clearly displayed.

**Family Advice and Support Team**

The family advice and support team are here to offer support to you and your family during this very stressful and anxious time. They offer advice and support regarding financial worries, accommodation and other hospital facilities. Family advice and
support team visit the unit Monday to Friday. They have an office on the ground floor if you wish to visit them.

**Breast feeding**

There are breast feeding facilities available. Bottles and a breast pump are available for you to use. The milk can then be frozen until required. Labels will be provided to write on your baby’s name, date of birth and the date. Please ask your child’s nurse for further information. Breast feeding mums are entitled to free meals whilst they are resident with their baby. Please ask a member of staff for a voucher to use in the restaurant.

**Valuables**

We accept no responsibility for items lost or stolen on the premises during your child’s stay. All stolen items should be reported.

You are solely responsible for all valuables that you bring to the hospital. Any electrical items such as DVD players which require an electric supply need to be checked by us to check for faults before they can be used. This is hospital policy and is for your safety and the safety of the staff and children.

**Toilets - Parents and Visitors**

Toilets can be located on the critical care corridor. Additional toilets are located on the ground floor of the hospital and are signposted.

**Waiting Room - Parents and Visitors**

The waiting room is located on the main Critical Care corridor. This room is used by parents and visitors to PICU and PHDU. Please be considerate to other users by keeping the room tidy. Parents and visitors are requested not to eat in this room. An area is available in the restaurants on the ground floor of the Childrens Hospital where you can eat your own food.
Multi-faith Prayer Rooms
There are Multi-Faith prayer Rooms available, one on the ground floor and one on the first floor. There is also a Multi-faith Centre in Manchester Royal Infirmary. We have Multi-faith Chaplains in the hospital whose role is to care for children and families.

If you wish to speak to a Chaplain or a faith leader please ask a member of staff. These services are available 24 hours per day.

Play
Play and stimulation is a very important part of any child’s recovery process. The team on intensive care encourage play and will do our best to integrate play and stimulation where appropriate. A qualified Play Specialist works within the Critical Care Area Monday to Thursday.

Local Amenities

G.P. Surgery
If you think you may require medical attention from a G.P. please let one of our nursing staff know and we will give you directions to the Walk-in centre based within Manchester Royal Infirmary open 8.30 am – 10.00 pm.

Hospital
If you think you may require emergency medical attention. The nearest emergency department for children is based on the ground floor of the Childrens hospital and the Adult emergency department is based in Manchester Royal Infirmary. Please ask a member of staff and they will be able to help you.

Shops and Banks
There are a selection of shops and banks on Hathersage Road and Oxford Road. Please ask a member of staff and they will give you directions. A cash point is available on the ground floor of the hospital. Please ask a member of staff for directions.
No Smoking Policy

The NHS has a responsibility for the nation’s health.

Protect yourself, patients, visitors and staff by adhering to our no smoking policy. Smoking is not permitted within any of our hospital buildings or grounds.

The Manchester Stop Smoking Service can be contacted on Tel: (0161) 205 5998 (www.stopsmokingmanchester.co.uk).

Translation and Interpretation Service

These translations say "If you require an interpreter, or translation, please ask a member of our staff to arrange it for you." The languages translated, in order, are: Arabic, Urdu, Bengali, Polish, Somali and simplified Chinese.

اگر آپ کو ایک ترجمہ یا ترجمہ کی ضرورت ہے، تو بارہ کر کے سارے عملے کے کسی زبان سے کہ سکیں کہ اپنے انتظام کریں।

أنت ضرورة مترجم مترجم أو ترجمة من فضلك أسأل موظفًا من فريقنا أن يوفره لك.

Jeśli Pan/Pani potrzebuje tłumacza lub tłumaczenie prosimy w tym celu zwrócić się do członka personelu.

Haddii aad u baahantahay tarjubaan, fadlan waydii qof ka mid ah shaqaalahayga si uu kuugu.

如果你需要翻译或翻译员, 请要求我们的员工为你安排

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