



## Children's Services During Your Child's Stay



**The Portland Hospital**  
for Women and Children

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# Welcome to The Portland Hospital for Women and Children

Thank you for choosing The Portland Hospital for Women and Children for your healthcare needs. We are confident that with our expert team of medical, nursing and support staff, your child will receive the highest standards of care and attention.

We aim to create a 'home from home' environment, and to ensure our patients are treated with trust, friendliness, respect and concern.



The aim of this booklet is to provide information and an understanding of your child's care, the services and amenities available and the people who will care for your child during their stay at The Portland Hospital. We work as a multidisciplinary team that includes Nurses, Consultants, Nursery Nurses, Clinical Nurse Specialists, Health Care Assistants and Physiotherapists. Your child's care plan is formulated by you and your child's team to meet your individual needs.

If you have any concerns during your stay please discuss these with either the Ward Sister or ask to see the Paediatric Unit Manager. It is through your comments and suggestions that we are able to measure our patient care and strive to make improvements. I hope you find the time to complete our patient critique at the end of your stay, and participate in our confidential survey which is explained within the enclosed Patient Feedback leaflet.

We are pleased to have your child as a patient and guest of The Portland Hospital and we hope their stay is a pleasant one.

Yours sincerely

A handwritten signature in black ink that reads "Peter J. Curtis". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Peter J. Curtis  
Chief Executive Officer





Your child will receive the highest standards of care and attention. We aim to create a 'home from home' environment.

## Facilities

### All our bedrooms have:

- En-suite bathroom
- Telephone with direct dial facilities
- Nurse call system
- Remote control television
- Air conditioning

### Channels available in your child's room

A variety of quality, local and international TV channels are available, including:

- Channels
- BBC 1
- BBC 2
- ITV
- Channel 4
- Sports channels
- Children's channels
- Movie channels
- Arabic channels
- Selected Radio channels

The TV system is being upgraded to provide a broader range of channels and programs. 'Trickplay' will also be available, allowing you to pause, rewind and fast forward in-house movies, ensuring you don't miss any key moments when your child's doctor or nurse calls.

An information leaflet listing all channels and TV usage instructions will be available in the back pocket of this brochure when the new service is available.

## Noise

We try to keep noise levels to a minimum. We would ask, as a courtesy to other users of hospital facilities, that the volume of the radio and television in your child's room be kept at a moderate level.

## Air Conditioning

Please remember if you use the air conditioning you must close the window for maximum benefit.

## Telephone Information

### Personal calls

Calls will come directly to you via an automated attendant requesting the caller to dial a number as provided.

If you do not wish to receive external calls, please call switchboard on '0' and ask for incoming calls to be barred. To cancel this, please call switchboard on '0' and ask for the bar to be removed.

For external calls, please dial '9' followed by the number you wish to dial. For international calls please dial '9' followed by the international dialling code and the number you wish to dial.

### Telephone Charges

All outgoing calls from your child's room telephone are chargeable with a few exceptions. Please see the enclosed sheet for charges.

### Useful Telephone Numbers

- Main Hospital Number 020 7580 4400
- Switchboard (24 hours) 0
- Housekeeping/ Reception (24 hours) 16001
- Room Service 16140
- Pharmacy 16121/16122
- Physiotherapy 16553
- Play Specialists 10525
- Paediatric Outpatient Department 16504
- Paediatric Unit Manager 16304  
Mrs Angela Drennan
- PA to Mrs Sabi Khan 16054  
Chief Nursing Officer
- PA to Mr Peter Curtis, 16051  
Chief Executive Officer



## Hotel Services

### Front of House

#### On Admission

After admission procedures have been completed, a Hospital Assistant will escort you to your child's room and explain key room features to you.

#### Newspapers

Reception will call your child's room in the evening to ascertain if you require a newspaper for the following day. The Times newspaper is complimentary on request. Other newspapers can be requested but will be charged to your account.

#### Discharge

If you require help with your baggage please call reception on **16001**.

### Room Service

#### Meal Times

Continental breakfast served from 7:00am – 9:00am  
Cooked Breakfast served from 7:30am – 9:00am  
(on request)

Lunch served from 12:00 noon – 1:30pm

Dinner served from 5:00pm – 7:30pm

Between meal times a room service menu is available serving hot food dishes until 8:30pm. However, a limited service consisting of cold items is available from 8:30pm until 7am.

#### Children's Menus

Our children's menus have been designed following consultation with expert dieticians. To ensure that meal services run smoothly, we request that your child's menu has been completed and returned at least 1 hour before the meal service starts. Please call Room Service on **16140** for collection of your child's menu.

Orders placed during the meal service will generally be prepared and delivered after other patients have been served.





## Visitors and Security

### Visitors

Parents may visit at any time. We can accommodate for you or your partner to stay with your child in their room.

Other visitors are welcome and there is an open visiting policy. However, we recommend that they arrive after **10am** and leave before **10pm** for the safety and peace of all our patients.

For security reasons, please ask visitors to report to the Main Reception to sign in and collect the security passes needed to gain access to the lifts and floors. Visitors are also requested to report to the ward staff at the Reception on your floor before entering your child's room.

Should you not wish to receive visitors, please inform the nursing staff who will make the necessary arrangements.

### Infection Control

There are hand cleansing gel dispensers both inside and outside all rooms. Visitors should wash their hands on entering your child's room and then use the hand cleansing gel provided. It is also advisable for visitors to again wash their hands and use hand cleansing gel when they leave your child's room.

### Security

The Portland Hospital pays vigorous attention to the safety and security of our patients and staff.

Whilst we do not envisage that your child is at risk, there are many measures in place to keep you and your child safe and secure.

#### These include:

- Video cameras are placed in strategic areas to allow monitoring and recording of movements within the hospital.
- Personal electronic security tags are issued to all staff and Doctors at the hospital.
- Visitors are required to register at the Front Reception at every visit.
- Visitors are asked to identify themselves to the ward staff on the floor.
- It is mandatory that staff identification badges are worn.

### Your Valuables and Personal Belongings

Your child only needs a few belongings during their stay, such as toiletries, nightwear, a dressing gown and slippers. If you bring any electrical appliances with you, please ask your child's nurse to have them checked by the hospital engineer prior to use.

There is a lock box in your child's room but please do not use this to store an excessive amount of money or valuables as the hospital cannot accept responsibility for loss or damage to your possessions.





There are hand cleansing gel dispensers both inside and outside all rooms.



Activities are available for children of all ages including games, soft play, books, painting and videos.

## Play Room

Our bright, cheerful playroom on the 5<sup>th</sup> floor helps to keep your child's spirits as high as possible during their recovery. Play Specialists can help to explain and prepare children for medical procedures, keep them relaxed, and help them to communicate their feelings through play. Activities are available for children of all ages including games, soft play, books, painting and videos that can be taken to your child's room.

## Sensory Room

Based in the Playroom, our recently opened sensory room, The Portland Paradise, is a calming and relaxing environment for children. It includes soft furniture, various lighting equipment, a variety of textures and smells and an audio system to produce music and sound effects.

## Neonatal and Paediatric Intensive Care Units (NICU & PICU)

We have 3 Paediatric Intensive Care Unit (PICU) beds with step down facilities for high dependency care, however we can ventilate in all rooms on the 6<sup>th</sup> floor where needed. PICU can provide the special care that some children may require. We also have 4 Neonatal Intensive Care Unit (NICU) and 4 Special Care Baby Unit (SCBU) cots to look after babies with complications during the Neonatal period. These areas are managed by specialist PICU and NICU trained nurses.

## Portly Panda Club

Your child has the opportunity to join the renowned Portly Panda Club. This complimentary club is exclusive to babies and children who are born and treated at The Portland Hospital. The club offers newsletters, an invitation to the annual party, birthday and New Year cards and a panda bear toy.



## Who's Who



### Sister

(wears navy with white spots)

- Carries out the same duties as the Staff Nurse but is also the Ward Manager.



### Staff Nurse

(wears sky blue with dark blue spots)

- Will introduce herself to you at the beginning of her shift.
- Regularly visits you, however do not hesitate to call your Staff Nurse at any time.
- Provides care for your child.
- Dispenses medication.
- Deals with any problems and queries you may have.



### Clinical Nurse Specialist (CNS)

(wears plain blue)

- Is qualified to run clinics and treat their own patients.
- Acts as a strong support for the Consultants, providing aid in the diagnosis and treatment of children.
- We have CNS for Paediatric Orthopaedics, Paediatric Urology and Incontinence and Paediatric Oncology.



### Nursery Nurse

(wears mint green with navy spots)

- Is based in the Special Care Baby Unit (SCBU).
- Advises on baby care and feeding, including nappy changing, top and tailing, bathing and making up feeds.
- Carries out blood tests on your baby, for example blood sugar, Bilirubin for jaundice and the Guthrie test when requested by your Consultant.



### Health Care Assistant (HCA)

(wears lilac/white stripes)

- Visits whenever needed.
- Assists all Nursing staff with their duties.

### Student Nurses, and Nursery Nurses

- We regularly have students at the hospital to observe the Nurses and Nursery Nurses performing their duties.
- We will always ask for your consent before the students observe any of your child's care.



### Physiotherapist

(wears white shirt with a navy trim)

- Our team of specialist Paediatric Physiotherapists work closely with you to maximise your child's independence, health, function and well-being.
- They provide treatment seven days a week for all inpatient children suffering from respiratory, orthopaedic and neurological conditions. For our respiratory patients there is also a 24 hour on-call service available.

### Consultant Paediatrician

- If they are unfamiliar to you, they will introduce themselves to you and your child.
- Usually visits daily to diagnose, check and treat your child's condition.
- Answers any questions or queries you may have.

### Consultant Paediatric Anaesthetist

- Our Consultant Anaesthetists are specifically trained and experienced in anaesthetising children.
- If your child's Nurse feels that the Anaesthetist needs to review your child, she will arrange this.
- There is a Consultant Anaesthetist in the hospital 24 hours a day.

### Consultant Paediatric Intensivist

- Our Consultant Intensivists are specifically trained and experienced in the care of critically ill children in NICU and PICU.
- Our Consultant Intensivists are on call 24 hours a day.



### Ward Receptionist

(wears navy suit)

- Visits as required.
- Delivers your mail and any phone messages to you.
- Assists the Nurses in the administration of the Ward.

### Hospital Play Specialist

- Provides play activities to prepare children for medical procedures including surgery.
- Facilitates relaxation, distraction and an opportunity for children to express feelings through normal play.
- Demonstrates new skills to parents of infants that can be used to comfort a baby more effectively and support ongoing development.



### Admission Officer

(wears burgundy suit)

- You will have been assigned an Admission Officer prior to your child's admission who will have discussed your child's admission and your financial arrangements.
- Your allocated Admission Officer is available for you to talk to during your child's stay.



### Hospital Assistant (Porter)

(wears red shirt and black striped waistcoat)

- Delivers flowers or gifts sent to the hospital for your child.
- Helps with your luggage on admission and departure.



### Housekeeping

(wears pale blue)

- Visits twice daily, once in the morning to clean your child's room and empty the bins.
- Your child's room is not cleaned on their discharge day as the checkout time is 10am.



### Catering

(wears black and white with burgundy bow tie)

- Visits many times per day.
- Delivers your child's meals and drinks.
- Collects your child's trays and menus.

## Others

### Resident Medical Officers (RMOs)

- Senior Doctors are available to see your child if medical attention is required and the Consultant is unable to visit. Your child's Nurse will arrange this if necessary.
- RMOs for both Paediatrics and Obstetrics are present in the hospital 24 hours per day.

### Agency Staff

- Agency staff may be dressed in slightly different uniform but maintain the standards and behaviour of the permanent staff. If you have concerns or queries, please raise them with your child's Nurse.

### Senior Clinical Managers

- Chief Nursing Officer (CNO) – Ms Sabi Khan.
- Head of Clinical Services – Ms Joyce Woolford.
- Paediatric Unit Manager – Ms Angie Drennan.
- Paediatric Unit Deputy Manager – Ms Mary Spencer.
- These are Senior Clinical Managers, one of whom should visit you briefly every day. If *any* issues, either clinical or non-clinical, are causing you concern, please do not hesitate to bring them to their attention.

### Night Staff

- Our wards are fully staffed during the night to ensure consistent standards of care.



The Physiotherapy department offers a wide range of services by specialist paediatric Physiotherapists.

# Additional Hospital Services

## Pharmacy

The Pharmacy Department is staffed by a fully qualified team of pharmacists and is located on the ground floor of the hospital.

Opening hours are:

Monday to Friday	8:30am to 7pm
Saturday	9am to 1pm
Sunday	9am to 12pm

To speak to a pharmacist dial [16121/16122](tel:1612116122) from your child's room.

## Physiotherapy

The Physiotherapy Department offers a wide range of in and outpatient services by specialist Paediatric Physiotherapists. Children that are referred for physiotherapy will have an initial assessment which will ascertain the individual needs of the child.

The department is based on the 5<sup>th</sup> floor at 234 Great Portland Street, however the Physiotherapists are available to visit your child on the ward during their stay. Inpatients can then receive follow-up in the Outpatient department for treatment progression.

Please ask your child's Consultant or Nurse for further information or call the department on extension [16553](tel:16553).

## Children's Outpatient Clinics

Our Children's Outpatient department is open 6 days a week for appointments with Consultants from all specialties and our enthusiastic nursing team will offer dedicated help and advice. Our urgent referral service means that same day appointments can often be accommodated with a Paediatrician when time is of the essence. Contact the nurses directly on extension [16504](tel:16504) internally or [020 7390 6504](tel:02073906504) externally for further information.





Your child's Consultant,  
together with their  
Nurse, will advise you  
when your child is  
ready to go home.

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## Checklist

- Check the wardrobe, bedside furniture and bathroom for personal items.
- Withdraw personal items deposited for safekeeping in a safety deposit box.
- Obtain prescriptions from your child's Doctor, ensuring you understand the instructions concerning medicines or diet to be followed at home.
- Allow time to collect medicines from the hospital Pharmacy if required.
- Book a follow-up appointment with your child's Doctor or Consultant.
- Collect discharge letters to appropriate Healthcare professionals.

## Luggage

If you need help with your luggage, a Hospital Assistant is available. Please contact your child's Nurse or Front Reception on 16001.

## Accounts

If you hold a credit card, we will have already obtained your authorisation to debit your account for any outstanding balances. All other methods of payment will have been agreed prior to, or on admission. Your Admission Officer will be aware of the agreed method of payment and will call you in your room to finalise the settlement. For credit card payments, receipts will be sent to your home address. Receipts for cash or cheque payments will be given to you before your child leaves.



## Hospital Policies

### Mobile Phones

It is important that you and your visitors refrain from using mobile phones on the premises, as this may cause problems with hospital equipment.

### Smoking

The hospital operates a non smoking policy in the best interest of babies and other patients.

### Gratuities

It is our aim to provide your child with the highest standards of care in all aspects. Employees are rewarded by knowing that they have helped in your child's recovery. They do not expect to receive tips or gratuities for carrying out their jobs to your satisfaction. Our policy expressly states that staff may not accept extra payment for services performed and we courteously ask you to assist us in implementing this policy.

### Clergy

Your own religious advisor is welcome to visit your child in hospital. Ministers of most denominations may be contacted through the hospital and the nursing staff can arrange this should you wish.

### Fire Instructions

For you and your child's safety the hospital is protected by an automatic fire alarm system. On the floor where the fire is detected and the alarm is raised, there will be a continuous loud ringing bell. The other floors will have a loud intermittent bell.

### On Hearing the Alarm

Please stay in your child's room, or return to it and await instructions from the nursing staff.

- Do not use the telephone or nurse call system to enquire about the alarm.
- When the fire alarm sounds, nursing staff remain in the building to ensure patients' safety and to check that all doors and windows are shut.
- On no account should the lifts be used until the all clear is given.

### If You Should Discover a Fire

Raise the alarm, either via a nurse call system in your child's room or by activating the call point by the nearest fire exit.

### Please Note

- The fire exits are located at the front and rear of each floor and are well signposted.
- The fire doors in the corridors are on magnetic holders and will close automatically when the alarm sounds.
- The building is designed with fire compartments to help reduce spread of fire and smoke. This gives time to move patients to safe areas.
- The fire brigade is called immediately when the alarm sounds.
- Should evacuation be necessary, the fire brigade officers and hospital staff will conduct this.

### Weekly Test

A weekly fire alarm test is carried out every Tuesday morning around 11am. The test sequence will ring intermittently for a short period.





It is our aim to provide your child with the highest standards of care in all aspects.

## Statement of Purpose

Our vision is to become the UK's leading independent healthcare sector facility for the care of women and children with an international reputation for excellence.

We will:

- Continue to preserve the rights and dignity of our patients.
- Develop, involve and nurture the loyalty of our staff, our doctors and other professional colleagues in the growth of the hospital.
- Encourage a culture of safe and evidence-based practice that is monitored to meet both the expectations of our patients and compliance with regulators and accrediting bodies.

### Services

Internationally renowned for clinical excellence, The Portland Hospital is the only private hospital in London entirely dedicated to women and children. Our specialities reflect this, providing expertise in Paediatrics, Obstetrics (Maternity Care) and Women's Health.

Additional clinical services provided are Outpatient departments for both adults and children, Physiotherapy, Audiology, Imaging (x-ray, ultrasound and MRI scanning), Pharmacy and a Theatre suite.

### Treatment and Care

Our staff are often commended on their professional yet friendly approach. We will do everything we can to make your child's visit as comfortable as possible.

We ensure a high ratio of nursing staff per patient with an average of three to four patients to one Nurse/Midwife. This ratio is increased to one-to-one care in critical areas such as the Neonatal Intensive Care Unit (NICU) and Labour Ward.

### Patient Safety and Emergency Care - RMOs

Patient safety is our main concern. The Portland Hospital has specialists and facilities on hand should an emergency arise. In these circumstances your child will be cared for by senior doctors such as Paediatricians, Resident Consultant Anaesthetists, Resident Medical Officers (RMOs) and experienced nursing staff in the facility appropriate to the care required.

These facilities include NICU and a Special Care Baby Unit (SCBU).

All staff have training in emergency procedures. All clinical staff have been trained in basic life support skills. Many also have skills in intermediate and advanced life support, paediatric advanced life support and newborn life support.

## You Have the Right:

- To expect that your confidentiality is respected by all The Portland Hospital staff.
- To be addressed by your preferred name/title.
- To personal dignity and privacy.
- To be treated with equality regarding your cultural and religious traditions, this also applies to your family.
- To have a chaperone present during an intimate examination.
- To seek a second opinion on diagnosis and treatment options, in agreement with your Consultant or GP.
- To be given a clear explanation of your condition and any treatment, investigations or procedures proposed, including risks and alternatives, before agreeing on a course of action to be taken and signing your consent form, if applicable.
- To have your decisions about your treatment and care respected.
- To be informed in advance, where possible, of any change of the date and time of treatment/operation.
- To have access to your medical records (under the Data Protection Act 1998) and be sure that the information recorded in your health record will remain confidential to those caring for you.
- To give your consent to take part in research. If you decide not to take part, this will in no way affect your treatment or care.
- To choose whether or not you wish to be cared for by staff undertaking clinical training.
- To an investigation of any complaints, both clinical and non-clinical under the HCA Complaints policy.

This hospital believes that research and clinical training are important for the continuing development of high quality healthcare.

Our staff have the right to expect that you, your family and your visitors will treat them with the respect, courtesy and consideration that you would expect yourself.

If you have any questions regarding your rights, please speak to the Sister in charge of your ward or the Paediatrics Manager.

## Data Protection

### Data Protection Act 1998

We are committed to meeting the provision of the Data Protection Act 1998.

Everyone working in this hospital has a legal duty to keep information about your child confidential.

In summary, this means that:

- We will ask for information about your child so that they can receive the proper care and treatment required.
- We keep this information securely with details of your child's care because it may be needed when we see them again.
- We will use some of this information for other reasons, for example, to plan for the future, to see that the hospital runs legally and effectively and can account for its actions, and to make sure we can pay the staff who look after you and for the facilities needed for your care.

Sometimes the law requires us to pass on information, for example to notify a birth.

You have a right of access to your child's health records.

Your child may be receiving care from other people as well as employees of this hospital. So that we can all work together for your child's benefit, we may need to share some information about your child with those people. This may include using that information for clinical audit and quality monitoring purposes.

Whenever we can, we shall remove details that identify your child. The sharing of some types of very sensitive personal information is strictly controlled by law.

## Patient Feedback

### Our Concern is Quality Care

The Portland Hospital takes your opinions and feelings very seriously. We are continuously striving to improve the service we provide for our patients. We understand that in order to achieve this, the feedback from our patients is essential.

We are keen to listen to any dissatisfaction you may have experienced when your expectations have not been met at The Portland Hospital. We can then make the necessary changes to ensure our services and care are improved.

In the first instance please bring your dissatisfaction immediately to the attention of the Sister or Paediatric Unit Manager responsible for your child's care. It is easier to resolve issues at the time they occur. If the matter is not resolved to your complete satisfaction within a reasonable time period, please refer your complaint to the Chief Nursing Officer who will ensure your complaint receives immediate attention.

As previously mentioned, a Senior Clinical Manager will visit your child *daily* during their stay. This could be the Chief Nursing Officer (CNO), Head of Clinical Services, Paediatric Unit Manager or Deputy Manager. Please share with them any concerns or queries that you may have regarding your child's stay and care. If matters still remain unresolved or you wish to put your concerns down in writing, then please address your correspondence to The Chief Executive Officer at the address shown here.

The Chief Executive Officer  
 The Portland Hospital  
 205-209 Great Portland Street  
 London W1W 5AH  
 Email: [info@portland.hcahealthcare.co.uk](mailto:info@portland.hcahealthcare.co.uk)  
 (for the attention of the CEO)  
 PA to the Chief Executive Officer  
 020 7390 6051  
 PA to the Chief Nursing Officer  
 020 7390 6054

If your complaint is verbal, we try to respond immediately or at least within 1 working day if your child is still in the hospital. If your child has been discharged or your complaint is in writing, the CEO will send you an acknowledgement receipt within 2 working days.

### **Patient Feedback**

We have a Patient Feedback Form available in all patient rooms. All patient feedback is analysed and any issues immediately addressed.

If we need to undertake an in-depth investigation our aim is to reply in 7 days with a maximum response time of 20 days. It can take time to establish the facts and circumstances. It is important that we obtain all the relevant information to make the best response.

If you are not fully satisfied with our handling of your complaint you may refer it to the Healthcare Commission, our regulating body.

### **If You Feel Dissatisfied With the Response**

Please let the CEO know you are dissatisfied with the response given and your reasons why.

If you feel your complaint is not being investigated properly, you can ask for an internal appeal. This will be undertaken by the Group CEO based at HCA International, 242 Marylebone Road, London NW1 6JL.

There are also 2 additional options for you if you still feel dissatisfied.

Independent Healthcare Advisory Service  
Centre Point  
103 New Oxford Street  
London WC1A 1DU

Healthcare Commission  
Independent Healthcare Complaints  
Finsbury Tower  
103-105 Bunhill Row  
London EC1Y 8TG



# How to find us

## Contact Details

The Portland Hospital for Women and Children  
205-209 Great Portland Street  
London  
W1W 5AH  
Switchboard: 020 7580 4400  
Fax: 020 7390 8012  
[www.theportlandhospital.com](http://www.theportlandhospital.com)

## Car Parking

The nearest NCP car park is in Carburton Street. There is also meter parking in the surrounding streets. The forecourt of the hospital is available for arrival and collection of patients only.

Please note that The Portland Hospital is inside the congestion charging zone.

