

Children's entertainment

Every patient bedside has a television and DVDs are available. There are several portable entertainment units available; please speak to a member of staff.

Nappy bags

Please ask a member of staff for the degradable plastic nappy bags to dispose of soiled nappies.

CNC visiting hours

Parents are always welcome at the child's bedside.

General visiting hours

10 am – 12 midday and 2 pm – 7.30 pm.

Rest time is between 12 midday – 2 pm.

Visitors are NOT permitted during rest times.

HDU visiting hours

Nursing staff will advise of visiting hours for HDU patients; extended rest periods may be required. No more than two visitors are permitted at the patient's bedside at any one time in the HDU room.

Telephone numbers

General enquiries can be made via the main desk on 9345 4488.

Each bedside has its own telephone, which can receive incoming calls and can dial out when used with a phone card.

Your bedside number is:

9345 _____

Code of conduct

- Our aim is to provide an environment that is safe, professional and friendly.
- We will not accept any aggressive, violent or inappropriate behavior.
- Staff, patients, families and visitors will respect each other and behave in a manner that is not threatening or intimidating.
- We will ensure equal care is given to all patients by working as a team.

Please respect

- Staff diversity
- Patient confidentiality
- Visiting hours and quiet time.

Contact details

Children's Neuroscience Centre
Telephone: 9345 4488
Fax: 9345 4464

Additional resources/information

RCH web page:
www.rch.org.au

CNC web page:
www.rch.org.au/neuroscience_unit

Kids Health Information web page:
www.rch.org.au/kidsinfo

Welcome to the Children's Neuroscience Centre





The Children's Neuroscience Centre

The Children's Neuroscience Centre (CNC) is a 32-bed unit caring for babies, children and adolescents from a variety of specialties:

- Neurology (disorders of the brain and spine)
- Neurosurgery (surgery to the brain and spine)
- Metabolic disorders
- General paediatrics
- Complex ear, nose and throat
- Ophthalmology (eye problems)
- Victorian Paediatric Rehabilitation Service

The CNC recognises the importance of family involvement to the child's well being and their sense of security whilst unwell and in hospital. We support and encourage parents and primary caregivers to participate in their child's daily care needs.

The clinical area

The CNC is located on the 8th floor in the main hospital building and can be accessed via the blue lifts.

Shared rooms accommodate two to four patients. We have eight isolation rooms for patients who have infectious conditions, are immunosuppressed or have a clinical need for a low stimulus environment.

The CNC also has a High Dependency Unit (HDU), which is a four-bed room specifically designed and staffed for children with complex clinical care needs. All patient rooms have an internal bathroom for patient use. We also have two procedure rooms.

The non-clinical area

The family retreat is located at the end of the west corridor and is an inviting and comfortable haven for family members to take a break from the bedside. The retreat has lounge, dining and kitchen facilities and allows 'time out' for parents. Children and patients are discouraged from using these facilities.

The adolescent 'chill out' room located opposite the family retreat, is designed to cater for the specific needs of adolescent patients. This room is for their use only. Please ask staff for access.

A parent/visitor bathroom with shower facilities is located adjacent to the family retreat. Public toilets are also located on the 8th Floor.

The laundry has a washing machine and dryer available for use. Please provide your own detergent, where possible. Ask a member of staff for access.

The breastfeeding and expressing room is located on the east side of the unit, near the playroom. Expressing pumps are available. Please ask staff for access and assistance if required.

The play room is staffed by a play therapist and volunteers from Monday to Friday, 9 am – 12 midday. Staff provide patients and siblings with a variety of age-appropriate activities to aid recovery and promote a positive hospital experience. Patients must always be accompanied by an adult whilst in the playroom.

Accommodation

Safety and fire regulations permit only ONE parent per patient to stay on the ward overnight.

Parents are able to sleep by the patient's bedside on fold out recliner chairs or window benches. All caregivers staying must be over 18 years of age.

For families living outside the metropolitan area, there is limited additional accommodation available; please speak to your nurse for further information.

Meals

Food in the kitchen is provided for patients ONLY and can be accessed at any time except during food preparation times.

Breakfast, tea and coffee facilities, fridge and microwave are available in the parent's retreat. Hot liquids must not be carried around the ward, travel mugs are available to purchase at the main reception.

Mothers who are breastfeeding are eligible to receive meal vouchers. Please speak to your nurse if applicable.

Bedside handover

At the change of each shift, nursing staff will conduct a handover at your child's bedside. Your nurse will negotiate with you a plan of care for your child for the day.

You may like to use this opportunity to arrange a time for your child to have a bath, a cuddle out of bed or for you to have a break. Please use this time to ask any questions you may have of the nurses caring for you and your child, or to add any information that you feel is necessary.