

Support for families with a cardiac diagnosis



Your child has been diagnosed with a heart condition and will be looked after by our children's cardiology team. We've written this factsheet as a guide to the support we can offer you during your child's treatment.

Our services

The Southampton and Oxford children's cardiology service provides specialist treatment for children with congenital and acquired heart disease. We care for children across a wide area of the country and provide facilities for families travelling to Southampton from a distance.

Our team includes consultant cardiologists (specialist heart doctors), surgeons, intensivists (specialist intensive care doctors), nurses and dietitians. We work closely with other services to make sure we provide the best care for your child at every stage of their development.



Accommodation

Ocean ward

We can offer a bed for one parent on your child's ward. This bed may be next to your child's bed or elsewhere on the same ward.

The ward has shower and bath facilities. There is a kitchen with fridge and freezer storage and a microwave where parents can cook their own food. All bed linen and towels are provided. There are laundry facilities on the ward with a washing machine and tumble dryer (detergent is provided). The ward also has smart TVs in communal areas and free WiFi provided by the 'Families of Ocean ward' charity.

Weekly parking tickets are available for a reduced price for the hospital site car parks.

There are shops and cafes in the hospital. There is also a small supermarket within walking distance from the hospital grounds.

You can find more details on our website: www.oceanward.co.uk

Ronald Macdonald House

If you need accommodation for another parent or family member, we may be able to provide a room at Ronald Macdonald House. The house has private family rooms which sleep up to four people. Each room has an ensuite bathroom and there are fully-equipped shared kitchens and laundry facilities.

Ronald Macdonald House is run by Ronald Macdonald Houses Charities. There is a £25 key deposit for the room but no nightly charge.

Due to the constant turnover of rooms, it is not possible to 'pre-book' rooms at the house. When your child is admitted to hospital for a stay of more than two nights, we will add your name to the waiting list for a room. Rooms are prioritised based on the length of the child's stay and how far the family lives from the hospital.

For more information please visit the Ronald Macdonald House Charities website: **www.rmhc.org.uk/our-houses/southampton/**

Children's cardiac nurse specialists

Our children's cardiac nurses have considerable experience in caring for children with heart conditions. They are able to offer parents and children support, advice and education in many different ways.

Our nurses can:

- provide information about your child's condition
- offer advice about coming into hospital and the procedure or surgery your child will have
- help you to prepare your child for hospital stays with the help of play specialists
- offer advice on recovery after surgery
- guide and advise on financial questions related to hospital admission
- speak with health visitors, community nurses, teachers and school nurses about your child
- refer your child to other professionals in the hospital or the community who can help (for example, children's psychologist, social worker, dietician, children's community nurse and respite care team)

- help your child (from the age of 11 years up) to understand their medical condition and the implication this may have on their lifestyle as they get older

Helpline

Our nurses run a telephone helpline during the week (Monday to Friday, 9am to 5pm).

If you need advice or support, please call us using the telephone number below:

Helpline telephone: 023 8120 4659

Outside of these hours, please call E1 Ocean ward:

E1 Ocean ward: 023 8120 6470

In an emergency please dial 999.

Families of Ocean ward

The 'Families of Ocean ward' charity is run by parents of children who have been treated on Ocean ward. The charity can provide financial and emotional support to families of children referred to Southampton from antenatal diagnosis through to adulthood.

The charity also provides services and equipment for the ward, such as TVs, iPads, WiFi and parent beds.



The charity can offer:

- an active online community on Facebook where parents can support one another through shared experiences.
- financial assistance for some families during long ward stays.
- information about other charities and useful services

You can email the charity at
info@oceanward.co.uk

For more information, please visit the charity's website:

www.oceanward.co.uk

You can also find the charity by searching 'families of ocean ward' on Facebook.

Useful links

**[www.uhs.nhs.uk/
OurServices/Childhealth/
Childrenscongenitalcardiacservices](http://www.uhs.nhs.uk/OurServices/Childhealth/Childrenscongenitalcardiacservices)**

If you need a translation of this document, an interpreter or a version in large print, Braille or on audiotape, please telephone **023 8120 4688** for help.

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