



The Health Board has a no smoking policy.
Visitors are not permitted to smoke
anywhere within or on the hospital site

*If you need this document in an alternative format or in a
different language, please contact
Delphine Parsons on Tel: 029 2074 4662*



University Hospital of Wales, Heath Park, Cardiff CF14 4XW
Tel: 029 2074 7747 Fax: 029 2074 3838

Information for families visiting the hospital

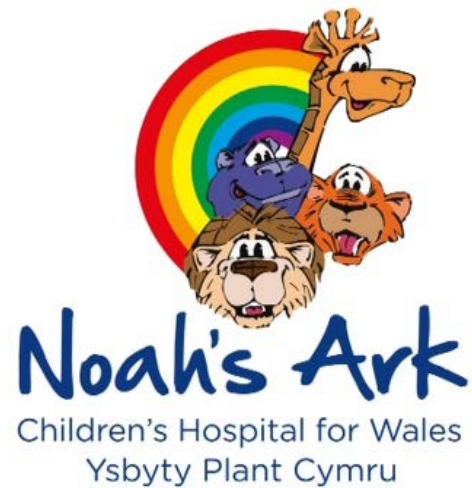
Welcome to

Noah's Ark Children's Hospital for Wales



2016
EDITION





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Welcome to the Noah's Ark Children's Hospital for Wales

This booklet is a brief guide for parents/carers visiting the Children's Hospital for Wales it outlines what to expect and what facilities are available at the hospital, local amenities and places to eat.

Coming into hospital can be a very stressful situation for the child and their family. We hope you find this booklet useful and that everything goes smoothly with your visit.

The Children's Hospital for Wales is based within the site of the University Hospital of Wales, Heath Park. It provides health care for the children of Cardiff and also provides tertiary services for children across Wales. The hospital is expected to admit 23,000 inpatients and 50,000 outpatients per year, with one third of patients coming from across Wales.

For further information regarding the University Hospital of Wales, please visit our website at www.cardiffandvaleulhb.wales.nhs.uk

**CHILDREN'S HOSPITAL FOR WALES
GROUND FLOOR**

MAP TO BE INSERTED HERE

At Cardiff and Vale University Health Board it is important that you know what to expect from our staff. We are proud of our values and the way our staff behave can be summed up in the following table.

| Values | Behaviours |
|--|--|
| We care about the people we serve <i>and</i> the people we work with | Treat people as you would like to be treated and always with compassion |
| We trust and respect one another | Look for feedback from others on how you are doing and strive to do things better |
| We take personal responsibility | Be enthusiastic and take responsibility for what you do |
| We treat people with kindness | Thank people, celebrate success and when things go wrong, ask, 'What can I learn?' |
| We act with integrity | Never let structures get in the way of doing the right thing |

You will come across many groups of staff during your hospital stay. All staff are expected to wear a photo identification badge and should introduce themselves before they start treating your child. If you are unsure who any member of staff is, please ask to see their identification badge.

Uniforms

Where uniforms are worn, the information/pictures below will help you identify the staff treating your child.

UNIFORMS TO BE INSERTED HERE

WARD INFORMATION

Neonatal Intensive Care Unit (NICU)

2nd floor maternity, adjacent to delivery suite.

Tel: 029 2074 2680/2684

Visiting: Open access for parents/carers

Grandparents and siblings 2:00 & 3:00 and 5:30 & 6:30 pm

The Children's Kidney Centre

Tel: 029 2074 4844

CHILDREN'S HOSPITAL

Ground Floor

Seahorse (Morfarch)

Children's Admission Unit & Children's Investigation Unit

Tel: 029 2074 5441 & 029 2074 3765

OUTPATIENTS

Starfish (Seren Fôr)

Tel: 029 2074 4164

Penguin (Pengwin) Outpatients

Ophthalmology: Tel: 029 21847324

Audiology & ENT: Tel: 029 20743011

Dolphin (Dolffin) Children's Therapies

Tel: 029 2184 7577

Octopus (Octopws) Children's Radiology

Tel: 029 2074 3953

Upper Ground Floor

Island (Ynys) Medical Floor

Tel: 029 2074 3359 / 5330

Pelican (Cardiac/Renal)

Tel: 029 2074 4755

Jungle (Jyngl) Medical floor

Visiting: 2:00-5:00 & 8:30-9:00. Open access for parents/carers

Tel: 029 2074 3274

First Floor

Rainbow (Enfys) Oncology

Visiting: 08:00 – 20:00 Open access for parents/carers.

Tel: 029 2074 8802

Owl (Gwdihw) Surgical Ward

Tel: 029 2074 3277 / 2650

Ladybird (Buwch Goch Gota)

Butterfly (Pili Pala)

Bumble Bee (Gwenynen) short stay unit

Tel: 029 2074 6438

Second Floor

Rocket (Cleifion) Oncology Outpatients

Tel: 029 2074 8805

Third Floor

Paediatric Critical Care Unit (Uned Gofal Critigol Pediatrig)

Visiting: Open visiting. Rest period 12:00 – 2:00

Tel: 029 2074 3282 / 5323 / 4751

Paediatric Psychology Outpatients

Tel: 029 2074 2139

Visiting Times

Only two visitors per bed at any time.

Please note: there is no strict rule for rest periods. Children need rest when they need it, not at fixed times. Meal times are protected for the older children and visitors will be asked to leave while the child is eating.

If you need any specific information regarding an admission, please contact the ward.

Travel Directions from the M4 (West) and A470 (North)

Follow M4 (from West) / A470 (from North) until the M4/A470 interchange at Coryton. Follow road signs marked Cardiff City Centre along the dual carriageway for approximately two miles until you reach a large roundabout. At the roundabout, stay in the left hand lane and aim for the A48 Newport (the Hospital will be signposted here). The entrance onto the University Hospital Wales site is found on the slip road to the A48.

Directions from the M4 (East)

From Severn Bridge (Bristol), continue on the M4 Westbound for approximately 23 miles. Leave the M4 at junction 29 to join A48 (M). Follow A48 (M) until the fifth junction, there is a dedicated slip road onto the University Hospital of Wales site. At traffic lights turn right on to hospital site.

Public Transport

Buses

Cardiff City Centre to University Hospital of Wales no's: 1, 2, 38, 38A, 53 & 86. To plan your journey telephone 0871 200 2233 Website: <http://www.cardiffbus.com/routes.shtml>. Please check bus announcements on the information screen in the Concourse and various other locations.



Taxi

The waiting area for a taxi is sign posted in the Concourse (the area with shops).

Train

Cardiff Central to Heath High Level railway station is located on the Rhymney line. There is then a fifteen minute walk to the hospital site. Arriva Trains Wales enquiries: Tel: 0845 606 1660. Website: www.arrivatrainswales.co.uk

Car Park - On Arrival

Once on site, car parking plus disabled parking are available in the multi-storey car park marked . Please see site location map (page 7), disabled parking  is also marked. Reduced rates are available for parents/carers from the car park office (run by Vinci) on the ground floor of the multi story car park.

From the main multi-story car park to get to the Children's Hospital main entrance, cross the road at the pelican crossing by the pedestrian exit to the car park. Follow the covered footpath passing the lake and fountain on your right; instead of heading for the main Concourse, bear right and up the blue staircase, cross the road and the reception of the new hospital is located on the left hand side.

Drop off zones

There are 3 drop off zones:

- Entrance to the new Children's Hospital
- Entrance to Assessment Unit, next to the entrance to the new Children's Hospital
- Entrance to Maternity for Neonatal Unit

but this is usually temporary.

- Bring favourite activities/books/toys to keep your child busy when they are feeling better.
- There is free access to the CWTCH website via your mobile devices that has access to TV services for your child.
- The Hospital Play Team will be available on Monday - Friday, 8:00am - 4:00pm to provide different kinds of play activities. These are designed to prepare your child for what will happen, to support with procedures and to help them get back into everyday activities.

For the older child

If your child is 11+, there may be some additional things to think about. Sometimes adolescents behave as if they are younger when they come into hospital. Some may want parents around more than usual, others may become more short tempered or quiet. Try not to worry too much about short term changes and feel free to ask nursing staff if you are concerned. Being clear about what is happening with regard to visits and domestic arrangements can often help.

Many young people are not the best at planning ahead and may need a parent to help with making sure they have what they might need with them. For example, friends' phone numbers, suitable activities, favourite games and a small amount of cash for visits to the Concourse can be useful.

Sometimes young people may have overheard conversations about the hospital stay and picked up the wrong information. It is important to check out with your son or daughter how much they know and want to know. They may need an opportunity to talk

over things again with one of the nursing staff if they have not understood (or were not very interested!) first time around.

If your child is having an operation

If your child has been recently immunised or develops a cough or cold during the seven days before the operation date, please ring the ward for advice as any signs of chest infections increase the risk during general anaesthetic and surgery (please see telephone numbers for individual wards).

Your child may need to have blood tests taken before theatre. If this is the case, a special cream that numbs the area of skin over a vein may be applied to your child's hands and inside of elbows depending on their age. This cream may also be applied before theatre but this depends on the age of the child and the anaesthetist's instructions. A special cold spray may also be used to numb the area of skin over a vein.

There are two sets of theatres depending on what operation your child is having done which is a few minutes' walk from the children's wards. Both parents/carers can go to theatre with their child but only one can accompany the child into the anaesthetic room due to limited space.

When your child begins to wake up the recovery nurses will ring the ward and ask for you to come to the recovery area to stay with your child until they are able to return to the children's ward.

Nursing staff will care for your child during your stay in hospital and are available to answer all of your questions before theatre and during your child's recovery. You can be involved in all care of your child and stay with them on the ward. There are play facilities on the ward so please ask the staff about them.

If your baby is six months or under they will need to stay in hospital overnight however small the procedure performed. This is to ensure your baby remains well after the general anaesthetic. If he/she was born prematurely their age will be calculated from the expected date of delivery and not the earlier date they were born.

Trauma & Orthopaedics

If your child is having orthopaedic surgery they will be admitted to the University Hospital of Wales. They will usually be admitted the day before or on the day of surgery. This will depend on the time of the theatre list (morning or afternoon) and type of operation. Depending on the type of surgery your child may also need a blood test. Please discuss this with the doctors in clinic. (Please see page paragraph 5)

If your child has Developmental Dysplasia of the Hip (DDH) they may need to come in up to 4 days before theatre for a specific treatment called traction. Your doctor and children's nurse will discuss this with you in the outpatient clinic if it is needed.

Advice and Information Sheets

Advice & information sheets are available for some specific procedures & conditions. There is also information on waterproof cast protectors and cast coolers for care of hip spica casts in particular. Please ask if you have not been given this information.

Staff

The clinical nurse specialist, ward nurses, physiotherapists, occupational therapist and hospital play specialists are usually available on the ward. Doctors are not always readily available as they work in clinics and operating theatres across hospital sites and also in the Emergency Unit.

Doctors

The doctors will see you and your child when you are admitted to the ward. Please ask them if you have any questions. The doctors make the decision when your child can be discharged home. However, the Nurses, Physiotherapists and Occupational Therapists will also be involved in making the decision that your child is safe for discharge. (Please see physiotherapists and occupational therapists below)

Nurses

The nurses care for you and your child for the duration of the stay in hospital. The nurses are the advocate for you and your child so please ask them if you have any questions.

Physiotherapists

The physiotherapists will assess your child and assist them to mobilise. This may be with the aid of a walking shoe, crutches or a walking frame etc. If the doctors have said your child can be discharged home, the physiotherapists must be satisfied that your child is mobilising safely before this can happen. Therefore, the date of discharge home depends on the progress your child makes in using the walking aids safely etc.

Assessments may also include stair assessments, exercise programmes, fitting braces, advice regarding rehabilitation and referral for outpatient physiotherapy for ongoing rehabilitation

Occupational Therapists

The occupational therapist may need to see your child for a discharge assessment. The assessment will be carried out on the ward to discuss your home environment and check that your child is safe to be discharged home. The assessment may include:

- Your child's car seat and pushchair / buggy to ensure your child can be safely fitted into them.

- Need of a short term loan of wheelchair or buggy depending on your child's condition.
- If your child's present wheelchair needs adjustments.
- If your child requires the loan of a commode / bed pan and urine bottle for discharge.
- Wheelchairs can also be hired from the Red Cross.

If your child has previously used the wheelchair services at Artificial Limb & Appliance Centre (ALAC), Rookwood Hospital, and/or is known to them for any reason, please contact them before admission.

Hospital Play Specialists

The Hospital Play Specialists will support your child during their stay in hospital. This may include the provision of age appropriate activities, play distraction and preparation for various procedures to include going to theatre so your child knows what to expect. Please discuss with the hospital play specialist if you feel your child requires this support and input and to what level.

Transport

If you foresee any problems with transporting your child home in your own car please either speak to the children's nurse in clinic or contact the ward before your child is admitted - for instance, if your child has plasters on their legs it may be difficult for them to fit safely into their car seat.

Medicines for discharge

The medical team will prescribe the medicines your child will need to take at home. A supply of these medicines will be given to you. The nurse looking after your child should go through the medicines for discharge with you just before you leave. If you have any questions please ask.

A copy of your prescription may be sent to your GP or given to you for you to take to your GP

Sleeping

During your child's stay in hospital their sleep may be disturbed at times. This could be for a number of reasons, some of which are unavoidable, for example, nurse rounds throughout the night, electronic equipment that may sound an alarm from time to time. Please be assured that we will make every effort to ensure that where possible a normal sleep routine is maintained. If your child is having difficulty sleeping please tell the nurse looking after them.

Ward rounds

Ward rounds will be undertaken by doctors and nurses looking after you in order to plan your care and discharge. The Consultant, the senior doctor in charge of your care, will carry out regular ward rounds and the ward nurses can tell you when these will take place. Write down any questions you want to ask about your child's care, so that you do not forget. Please do not make or take any phone calls during a ward round.

What you should bring for your son/daughter: Medicine

Please bring any medication and medical equipment that your child has. In some inpatient areas you may be able to give your child their medicines on your own after being assessed and having this agreed with the nursing staff. For further information please speak to the nurse looking after you.

Comforters

Please bring any comforter that your child might need, e.g. cuddly

blanket, dummy etc.

Toys and games

There are toys and games provided on the ward.

Clothes

Comfortable nightwear, dressing gown, slippers or soft shoes and ordinary daywear.

Nappies

Please bring a supply of disposable nappies if they are needed.

Toiletries

Soap, flannel, towel, toothbrush, toothpaste, hairbrush, comb and anything else your child would use at home.

What you should bring for you

Please bring comfortable clothes and if you are staying overnight, slippers/light shoes, toiletries and towel.

The days can be long while you are in hospital so bring things which will help you to pass the time whilst your child is recovering.

Could you please note that if you bring any electronic items, i.e. i-pod, gaming machines etc., the hospital will take no responsibility for any loss or damage.

Staying overnight with your child

Accommodation

There are pull down beds and reclining chairs available for parents/carers to sleep by the side of their child's bed/cot. There are also kitchens for parents to prepare snacks and hot drinks which cannot be taken onto the wards. There are a number of shower facilities for parents during your stay. Please ask the nursing staff if you need information during your stay.

Ronald MacDonald Charity House

If you are resident on the ward with your child the ward manager may make a request for you to stay in the new residence. There is a criteria for this accommodation as places are limited so parents who live at a distance and are resident in the hospital for some time will be prioritised.

Everything will be done to accommodate you but there is often a waiting list Ronald MacDonald team will make you fully aware of the rules of the house when you arrive.

LATCH

For Oncology patients only accommodation (8 bedrooms). Phone the ward for availability on 029 2074 8802 or 029 20 74 8858

Could you please note that priority will be given to parents who live outside the Cardiff area and the length of stay. Decision on availability is not with the ward staff but the accommodation managers.

The Childrens Hospital Garden

The new garden is now open for your child to enjoy during their stay. This has a small play zone for the smaller children and seating for all age groups. Children should be supervised by parents whilst playing in this area.

NO SMOKING OR VAPING can happen within the Childrens garden and parents should go off site to smoke.

Helpful information

Health and Safety

- On admission you will be asked to hand over your child's medication to staff for safekeeping, or it should be kept in your child's locked section of their locker.
- Please do not bring hot drinks onto the wards.
- To help us please report any spillages.
- Please take special care with drinks on lockers containing electrical equipment.
- Please inform staff if you notice defects in equipment etc, in the ward area.
- Check with your child's nurse before you take him/her out of the ward.
- If transporting your child around the area, please ensure you fasten seat belts when using pram, pushchairs, highchairs and wheelchairs.
- Use the appropriate bins for nappies and rubbish. The infectious (yellow) bins are for bandages or anything that has been in contact with blood.
- Do not use or bring alcohol and illegal substances on site. You will be asked to leave the premises if you are found to have any and we may call the police.

- Try to keep your child's bed/cot space uncluttered. Staff will need to be able to get to your child easily to deliver care to your child.

Phones and other electronic devices

Please consider other children and families when talking on your phone and do not make or receive phone calls during ward rounds. Taking photos of other children and families and posting photos on social media sites such as Face book is a breach of privacy and is strictly forbidden.

If you have a laptop, radio or other audio device you are welcome to use it, unless told otherwise. Please use earphones and respect other children's need for quiet.

Security

All paediatric wards have entry cards at the doors for the protection of your children - please be patient as staff may be busy in answering the door buzzer.

Only ward staff can let parents/carers on to the wards, other staff will be using the entrance but cannot allow entrance. Please be mindful of who enters/exits the ward whilst you enter.

The main entrance to Paediatrics is locked between 10:00pm and 6:00 am. A security buzzer system for access/exit is in place, please be mindful of who you give access to the area.

Parents/carers are responsible for any personal property - the Health Board does not accept any responsibility for the loss, theft or damage of any personal items.

Please call staff if a child needs attention. Please do not pick up or feed any child other than your own.

Always speak to the ward staff before leaving, and if possible tell them when you will be returning. Please do not slip away without telling your child. Always remember to put bed and cot sides up when you leave.

THE HEALTH BOARD STRIVES TO PROVIDE EXCELLENT AND COMPASSIONATE CARE WITHIN A SAFE AND EFFICIENT WORKING ENVIRONMENT. AGGRESSIVE, ABUSIVE OR VIOLENT BEHAVIOUR TOWARDS STAFF, PATIENTS OR MEMBERS OF THE PUBLIC WILL NOT BE TOLERATED AND WE WORK CLOSELY WITH SECURITY AND THE POLICE WHEN APPROPRIATE ACTION IS REQUIRED TO DEAL WITH THIS.

Multi-faith Chaplain

Meeting the varied spiritual and religious needs of patients and staff whether they have a faith or not, Spiritual care is fundamental to the holistic care we provide. The Chaplains (individuals who provide spiritual healthcare in its broadest sense and includes those individual faith leaders from the various world faiths) regularly visit the wards on a daily basis and are here for all patients and their families/carers. For example, some may feel the need for prayer, or wish to have their child baptized. Others may just need some quiet support or reassurance.

Whatever the need, chaplains provide an on-call service at any time of the day or night, and can be contacted through a member of the nursing staff. The Chaplains can also help those of other faiths who have differing worship needs, and can act as a link to representatives of other denominations when required.

The Sanctuary is a Multi – Faith Space and is situated on B5 (near lifts) in the main hospital and is open 24 hours a day. There is also a multi-faith prayer room situated on Land floor.

Infection Prevention and Control

As a Health Board we have developed clear guidance on how all the family, working with healthcare staff, can help reduce the chance of picking up and infection during your child's hospital stay:

- Keep your child's hands clean both by washing and encourage your visitors to do the same when they enter and leave the ward.
- Always wash your child's hands or use alcohol gel after using the toilet and before meal times.
- Ask the healthcare staff who come to examine you if they have washed their hands or used alcohol gel. There is no need to feel embarrassed or awkward about this. We actively encourage our staff, patients and visitors to do this.
- Friends and family who are ill e.g. suffering from coughs and colds, or diarrhoea and/or vomiting, including in the previous two days, should stay away. If they are unsure, please advise them to telephone the ward for advice.
- If you have any concerns at all about hygiene on the ward or infection control, please talk to the nurse in charge.

What you can expect from Nursing Staff we aim:

- To provide children and young people and their families with a high standard of holistic care.
- To include the parents and siblings in the care of the individual child.
- To create a relaxed and friendly environment for the whole family.
- To support the child and family by ensuring that they are fully prepared for any procedure to be undertaken and the parents are kept fully informed of changes in treatment and of their child's progress.
- To follow and respect the guidelines of the Children Act and the needs of the individual child will come first at all times.
- To respect the spiritual needs and beliefs of all family members.

Education in health promotion and safety will always be an essential part of the nursing care given to the children and their families.

Therapies Services

We provide therapy services to children and young people while they are on the wards at the Children's Hospital.

We assess and treat children and young people who have any problems with their eating and drinking, movement, a disability or an illness while they are inpatients.

We have some new areas in the hospital where some children

will visit for their therapies if what they require cannot be delivered in the ward. You will be able to escort your child for this.

The team is made up of Paediatric Physiotherapists, Paediatric Occupational Therapists and Paediatric Speech and Language Therapists who all work closely with parents and carers.

We also work closely with a range of other professionals and members of the multi-disciplinary team to make sure that each child's therapy needs are met in the context of their wider skills and abilities.

Therapy Contact Numbers

| | |
|----------------------------|--------------------------|
| Speech & Language Therapy: | Telephone: 029 2074 3736 |
| Physiotherapy: | Telephone: 029 2074 3670 |
| Occupational Therapy: | Telephone: 029 2074 2241 |

Play Service

Hospital Play Specialists can prepare a child for many procedures, and can use distraction techniques to divert the child's attention away from pain. Contact 029 2074 6619

We are committed to providing great care and we welcome your feedback about your hospital stay using our 'Patient experience surveys', available on all wards and websites.

Catering

The Catering service aim to provide meals that are healthy, wholesome and appetising for every patient. Children in hospital are served three meals a day and snacks in between meals that meet the nutritional standards set by the Welsh Government. We cater for children who require special diets, for medical reasons, to meet ethnic or religious needs or because of lifestyle choices. If your child has a special dietary need, including any food allergies, talk to the ward staff who can refer you to the dietician.

Protected Mealtimes

It is important that your child's meal should be free of unnecessary interruptions and staff will ensure that doctors' ward rounds and other activities do not interfere with mealtimes. This is called the protected mealtime. This also means that your visitors may be asked to leave the ward at mealtimes.

Restaurant Facilities

AROMA Café

In the Children's Starfish outpatient department we have a small café that is open during office hours for snacks and drinks.

Y Gegin Hospital Restaurant is situated in University Hospital Wales A block on the upper ground floor. The restaurant service times are as follows:

Breakfast 07:30 - 10:30, Lunch 12:00 – 2:00 Dinner 5:00 – 7:00, Night Service 9:30 – 1:15

Pasta Bar, Salad Bar, Baguettes and Jacket Potatoes available Monday to Friday 12:00 - 2:00 from the Grab & Go Counter

Should you be staying for some time the nearest supermarket is Tesco that is over Gabalfa roundabout.

Paying a compliment

A compliment does a lot for the morale of staff and helps us to maintain high standards. If you have been impressed with the standard of care you have received and would like to pay us or a particular member of staff a compliment you can write to:

Concerns Manager
Cardiff and Vale University Health Board
University Hospital of Wales
Heath Park, Cardiff, CF14 7XB.

Alternatively, you can send an email to:
concerns@wales.nhs.uk

Raising a concern

If you are unhappy with your treatment or care, it is best to raise your concerns at the time with the nurse in charge of the ward. Alternatively, you can contact a member of the Health Board's Concerns Team on 029 2074 4095 or a Community Health Council (CHC) Advocate on 029 2037 7407

All wards will have copies of the "Putting Things Right" concerns leaflets which has a verbal complaints form on the back pages along with contact details.

Welsh Language/Bilingual patient Service

The hospital will accommodate patients and the public to speak in their preferred language. Please state your language choice of English/Welsh with our staff on arrival. Staff that are Welsh speakers will have this logo on their uniform.

Interpreters

If you require an interpreter to be available when you come to the Health Board please see a member of staff.

Interpretes

Si vous avez besoin d'interprete soit disponible si vous venez a la fiducie, consultez un membre du personnel.

Dolmetscher

Wenn Sie einen Dolmetscher zur Verfügung stehen benötigen, wenn Sie nach der Trust kommen finden Sie ein Mitglied des Personals.

Tolken

Als u nodig een tolk zijn alleen beschikbaar als u de vertrouwens relaties zie lid van personeel.

Tłumaczy ustnych

Jesli wymagasz interpretera byly dostepne, gdy dojdzie do zaufanie zobacz czlonkiem personelu.

المترجمين الفوريين

إذا كنت تحتاج إلى مترجم فوري تكون متاحة عندما تأتي إلى "مجلس الصحة" الرجاء انظر عضو موظفين.

Parent/Carer Responsibilities

Education for your child

If your child is in hospital for a lengthy stay, it is the parent/carer's responsibility to liaise with your child's school to provide a suitable package. Beyond admission for 5 school days, your child will be referred to the hospital teacher. Please speak to ward staff. There is a home tuition service available if assessed as necessary.

- Please provide your child's accurate and complete information about present condition, past illnesses, medication, hospitalisation or other matters.
- Please feel free to ask any questions so that you clearly understand the treatment and care.
- If there are any concerns, (unexpected changes in your child's condition) please bring them to the attention of the staff in the area so that they can be addressed immediately.
- Follow the treatment routine given to you by healthcare staff as they carry out your child's care.
- If either you or your child is involved in an accident on Health Board premises, please bring to the attention of the staff in the area so that any issues can be addressed.
- We ask that you consider the rights of others and help control the noise and the number of visitors. Please be respectful of the Health Board's property.
- Let the hospital know of any change of address or contact details.
- Siblings are the responsibility of the parent/carer.



Cardiff

Cardiff, the Capital of Wales, is one of the UK's most popular visitor destinations. It is known for its cultural, sporting, artistic and maritime traditions.

Cardiff Bay is an area of water that continues to attract boat users, with two well established yacht clubs, two marinas and several commercial marine-related businesses.

Cardiff Bay continues to develop and has an international sports village with ice rink, international size swimming pool, Olympic standard canoe slalom facility and a major waterfront. It also hosts the Dr Who experience.

Local places of interest

Roath Park Lake Cardiff's most popular park still retains a classic Victorian atmosphere and boasts a wide variety of facilities. Roath Park is full of historic and horticultural interest, with widely diverse environments across the park. A 30 acre lake is formed in the park by the damming of the Nant Fawr stream. It is a popular facility for fishing and rowing. Other elements of the park include superb floral displays, the famous conservatory and high quality recreational areas.

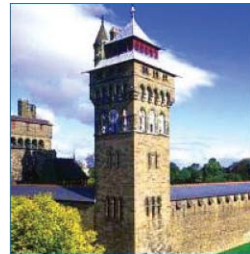


Heath Park is located on the periphery of the hospital. It is a large area of woodlands, ponds, recreational facilities including "pitt and putt" golf, tennis courts, play area and model railway.



Castell Coch Cardiff/Tongwynlais A fairy tale castle perched on a hillside guarding the entrance to the Taff Valley. Built for the Third Lord Bute in the late 19th Century, it is complete with an operational drawbridge and crowned with conical roofs. The interior continues the fantasy.

Cardiff Castle is located in the heart of the city and enjoys a history spanning nearly 2000 years. The highlight at the castle is a guided tour of the spectacular castle apartments. They were created in the 19th century by eccentric architect William Burges for the very rich Third Marquess of Bute. Designed as a medieval fairytale home, the rooms are filled with ornate fireplaces, gilded ceilings, intricate stained glass, carved, and painted animals throughout. Out in the grounds, you can have a picnic, visit the museum of the Royal Regiment of Wales and climb the Norman Keep.



Information taken from Cardiff County Council Website: www.cardiff.gov.uk

Local Amenities

There are various shops available locally in Birchgrove which is a 10-15 minute walk from the hospital. There is a bank, newsagents, post office and various takeaway eating places. Directions from the children's hospital entrance: Turn left and walk straight up the road to Rhydhelig Avenue, turn right and left again. Walk to the end of the road and you will reach Birchgrove. In addition, Crwys and Whitchurch Road is a 25-30 min walk away and both have a range of shops.

CHARITIES

Donations allow the hospital to buy equipment, fund research and provide facilities that would otherwise be unaffordable under the NHS. Whether you want to donate or organise an event there are many ways you can help.

The University Hospital of Wales values the support of the following charities:

Noah's Ark

Support Children's Hospital for Wales.

Website: www.noahsarkcharity.org

 @noahsarkappeal

 www.facebook.com/noahsarkappeal

Email: enquiries@noahsarkcharity.org,
Telephone: 029 2084 7310

LATCH

LATCH is a charity that supports the children and their families from Wales who are receiving treatment for cancer at the Children's Hospital.

Website: www.latchwales.org
Email: info@latchwales.org
Telephone: 029 2074 8858
Fax: 029 2074 8868

Kidney Wales Foundation

Kidney Wales Foundation has a proud record of support for kidney sufferers in Wales. The current trustees and staff are determined to build on their past achievements.

Website: www.kidneywales.com
Tel. (029) 20 343 940
Fax (029) 20 344 130

CLIC Sargent

Provide clinical, practical and emotional support to children, young people and their families with cancer.

Website: www.clicsargent.org.uk
Email: Supporter.services@clicsargent.org.uk
Telephone: 0845 120 4442