

fact sheet



Child and Youth Community Health Service

Ellen Barron Family Centre

A guide to your stay

The Ellen Barron Family Centre provides a specialist child health service for families who need some help building their skills and confidence in parenting.

We're committed to providing safe, high-quality, family-centred care by working in partnership with your family to ensure you achieve the best possible results from your stay with us. Parents and carers play a vital role in the service we provide – we know that no one knows your child better than you do and we need your knowledge, experience and participation to help us help you.

Our staff are always available to answer any questions you may have during your stay.

Our facilities

The centre has been custom designed for families with young children. Facilities include:

- Up to 20 family suites with a double bed, bathroom and a separate bedroom for your baby.
- Indoor and outdoor play areas
- Indoor and outdoor family dining areas (communal)
- Lounge areas
- Laundry facilities (washing and drying)
- Gardens
- Wifi

The centre is also accessible for people with disabilities.

Our role

During your stay at the Ellen Barron Family Centre (EBFC), you will continue to be responsible for



the care of your child/children. Our staff are here to support you and your family through the issues you are experiencing and help you achieve your goals. We aim to provide you with the information and skills you need to make an informed decision about what is right for you and your child. We will work with you to develop a care plan – and review this with you regularly during your stay.

Changing a child's behaviour can be very demanding for parents. Be sure that you are ready to commit to the program with the help of staff at the centre.

Please note: If more than one child is being admitted you may need to consider bringing your partner or another support person to help you.



What to bring

Please remember to pack the following essential items:

- Your child's Personal Health Record (commonly referred to as the 'red book')
- Medicare card (listing all family members who will be admitted)
- Healthcare/Pension concession card (if applicable)
- Private health insurance details (if applicable)
- Name and contact number of health professionals you are currently seeing eg. Community child health nurse, GP, paediatrician
- Any medications (prescribed and over the counter). Please ensure these are in the original labelled box or bottle.

Other items you will need:

For your infant

- Disposable nappies
- Clothes - enough for duration of stay. (include some warm clothes)
- Sunscreen and hats for outdoor play.
- Wraps and baby sleeping bags (if required)
- Toiletries (soap, change lotion, wipes, nappy creams, massage oil, tissues etc.)
- Feeding equipment and breast pump (if applicable): Bibs, teats, bottles, bottle brush, formula, pacifier, trainer/sipper cup, feeders, and spoon. Please bring a spare set of feeding items so that one can be used while the other is being washed.

Note: The centre promotes and uses a dishwasher instead of steam or Milton sterilising for infants six months and under.

- Two plastic containers large enough to fit all clean and dirty feeding equipment (listed above).
- A couple of small toys (washable) for your child.
- Books for bedtime reading.
- Pram, baby rocker and baby sling (if used at home). Please note that due to safety reasons, baby walkers and jolly jumpers can not be used in the centre.

For yourself

- Casual, comfortable day and evening wear (include some warm items)
- Pyjamas/nightwear
- Toiletries
- A drink bottle (filtered cold water is provided)
- Healthy snack foods (there is a fridge for cold storage however not a freezer). No peanuts please.
- Laundry detergent for front-loading washing machines.
- Books, magazines, pen and paper.
- Music (and earphones)
- Your own pillow (optional)

The Ellen Barron Family Centre provides:

- Highchairs and booster seats
- Towels and bed linen



Getting here

The Ellen Barron Family Centre is located on Staib Road, within the grounds of The Prince Charles Hospital at Chermside. Staib Road is best accessed via Hamilton Road, between Webster Road and Farnell Street.

Parking

Limited free parking is available in the centre's car park (in front of the building). Additional free parking is available on the grassed area just inside the Hamilton Road entrance of The Prince Charles Hospital.

Public transport

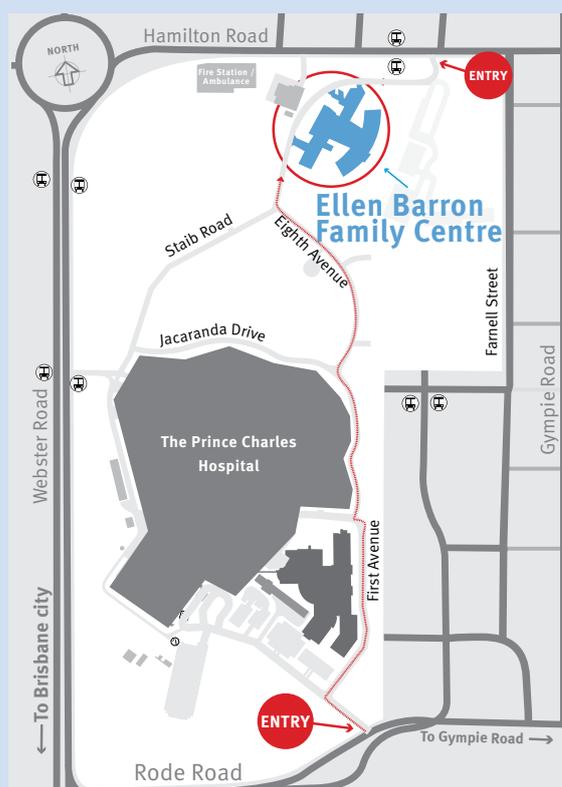
Bus

The centre is close to several bus routes. To plan your journey, see <http://translink.com.au/>

Taxi

Black and White Cabs: 131008

Yellow Cabs: 131924



On arrival

Please try to arrive at the centre at the admission time provided to you. This will help us complete your paperwork and get you and your child settled in your room as quickly and easily as possible.

Health check

Before you can be admitted to the centre, our nursing staff will complete a thorough health check of you and your child/children to ensure you are well.

To prevent infection of others families in the centre, we are unable to admit anyone who is unwell or has experienced any of the following symptoms in the previous 48 hours:

- a temperature of more than 37°C
- cough or runny nose
- vomiting
- diarrhoea
- rash or itchiness of skin or head
- appears unwell (crying, irritable etc).

If you or your child cannot be admitted due to illness, another admission date will be arranged.

Similarly, we are unable to admit anyone who has had any of the following in the previous 30 days:

- Chickenpox
- German Measles (Rubella)
- Whooping Cough (Pertussis)
- Diphtheria
- Hepatitis A

Admission may also not be allowed if you have been in contact with another person or family member who has been unwell.

If you or your child become unwell during your stay you will be discharged and another admission will be arranged.

If you are uncertain, a doctor is available to determine the wellness of family members.

It is also important that any family members or friends who intend to visit you throughout your admission are also well.

If you and your child pass the health check, you are ready for admission. Our receptionist will collect further information about your family and check you in to your room. One of our volunteers will then give you a tour of the centre and show you to your room so you can settle in.

During your stay

Nursing staff will spend time with you listening to your goals and helping you look at how you may achieve these. We encourage you to seek help at any time.

Meals

All meals are provided during your stay including some snack foods. We can cater to special dietary requirements where this is part of you and/or your child's medical care, or cultural or religious needs.

The centre provides babies aged six to 12 months with nutritious age-appropriate meals approved by Children's Health Queensland dietitians. Children aged 12 months and older receive meals similar to an adult meal. Visiting partners can access the provided snack foods.

Breakfast, lunch and dinner are available in the dining room. Breakfast is continental style (e.g tea and coffee, bread and cereal). Lunch and dinner is selected from the provided menu.

Families are welcome to bring additional food (peanut-free) as required. A communal fridge is provided in the family dining room for families who prefer to bring in extra food particularly those families where a restrictive diet is required. Please note there are microwaves only to reheat meals.

Ask our staff if you have any questions about meals.

Please note: No food or drink is allowed in bedrooms for safety and hygiene reasons.

Peanut allergy

Peanut allergy is an increasingly common food allergy, especially in children. The Ellen Barron Family Centre is a peanut-free zone, however, we do have products in the centre that may contain traces of nuts such as pre-packed biscuits. We also encourage families to leave products that contain peanuts (eg. peanut butter, muesli bars) at home.

If you or a family member coming to stay with us has a known allergy please advise our staff on arrival.

Keeping your child safe

- Patient identification (ID) bands must be worn at all times. The band confirms your child's name and essential details.
- Uncovered hot drinks (ie. tea and coffee) should not be carried around the centre under any circumstances. When in the dining room, please use a covered cup.
- Fresh flowers and latex balloons are not permitted because they can trigger allergic reactions in some patients.
- Wash your hands at every opportunity to protect yourself, your child and other patients.
- Friends and family are asked not to visit if they are sick, or have recently been sick. This helps prevent the spread of infection to patients.
- Shoes or slippers must be worn at all times inside the centre.

Safe sleeping

The Ellen Barron Family Centre follows safe sleeping practices as recommended by Red Nose (formerly SIDS and KIDS).

Please familiarise yourself with the safe sleeping guidelines at <https://rednose.com.au/section/safe-sleeping> before your admission.

On admission you will be asked to agree to follow the safe sleeping guidelines.

Health and safety policies

Smoking, alcohol and drugs

For the health and safety of families, staff and visitors, the Ellen Barron Family Centre is a smoke-free facility. If you wish to smoke you must leave the grounds. Alcohol and illegal drugs are also prohibited.

Amber Beads and other jewellery

Families who use amber beads or have their children wear jewellery (ie: earrings, necklaces, etc) should remove them prior to admission as they can be a choking hazard.

Education program

Centre staff present a series of parent education sessions every week and all families are encouraged to attend. These sessions provide the opportunity for play, interaction and communication between you and your child/children.

Topics include understanding sleep, responding to your child, nutrition, mindfulness, relaxation and infant massage. A 'Dad's Shed' session is also run for fathers. For the full program, refer to the parent education sessions fact sheet and check the whiteboard in Lounge 2 for session times.

Visitors

Partners are welcome to visit at any time and are encouraged to spend as much time with their child as possible.

Other family members and friends are also welcome to visit you during your stay. We recommend you ask them to contact you before visiting to arrange a suitable time to visit in case you are busy settling or attending an education session.

Please ensure young visitors are supervised by an adult at all times. All visitors are required to sign in and sign out at reception.

Partners and family members staying overnight

If you have a family member who will be staying with you it is important to note this on the pre-admission form, where all family members are listed.

Family members who have not been referred to the centre, but who wish to stay with their family, may be admitted as a boarder.

If during your stay your partner wishes to stay to support overnight (and this has not been pre-planned before admission) you must negotiate this with the nurse/s working with you. We also ask that we be notified of plans to have your partner stay by 12pm on the day.

Telephones

Mobile phones, tablets and other wireless devices can be used in the centre. We ask that you are mindful of the volume of your conversation if you are in a public area.

A public telephone is available in the centre. Please bring some change for the phone as we are unable



to provide any in the centre.

Evacuation procedure

In the unlikely event of a fire or other emergency, please remain calm and wait for staff to tell you what to do.

Post discharge follow up

Your referring health practitioner will receive a copy of your Discharge Summary. It is strongly recommended that a post-discharge appointment with your local child health nurse is arranged. Once you have an admission date, please consider making this appointment.

We welcome your feedback

We encourage comments, constructive suggestions and criticisms about the care we provide. Your feedback, good and bad, helps us to provide the best possible service to families. If you have a concern or wish to discuss an issue, please speak directly with our staff, or ask for a 'Tell Us How We're Doing' family feedback form.

Contact us

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f 3139 6555

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 www.childrens.health.qld.gov.au

 www.facebook.com/childrenshealthqld

