WOLFRAM SYNDROME UK

Inform, Support, CURE

www.wolframsyndrome.co.uk

Parent's Pack

WOLFRAM SYNDROME UK
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This QR code will take you to the Wolfram Syndrome UK website.

This pack has been produced by Wolfram Syndrome UK in support with Birmingham Children's Hospital.

The medical information was produced with guidance by Prof Timothy Barrett Wolfram Syndrome Children's Professional at Birmingham and Dr Renuka Dias Wolfram Syndrome Children's Clinical Lead at Birmingham Children's Hospital.

Family Support Co-Ordinator's (FSC) Details

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This QR code will take you to the Family Support Co-Ordinator's page on the WSUK website or you can use the link - https://wolframsyndrome.co.uk/family-support-coordinator/

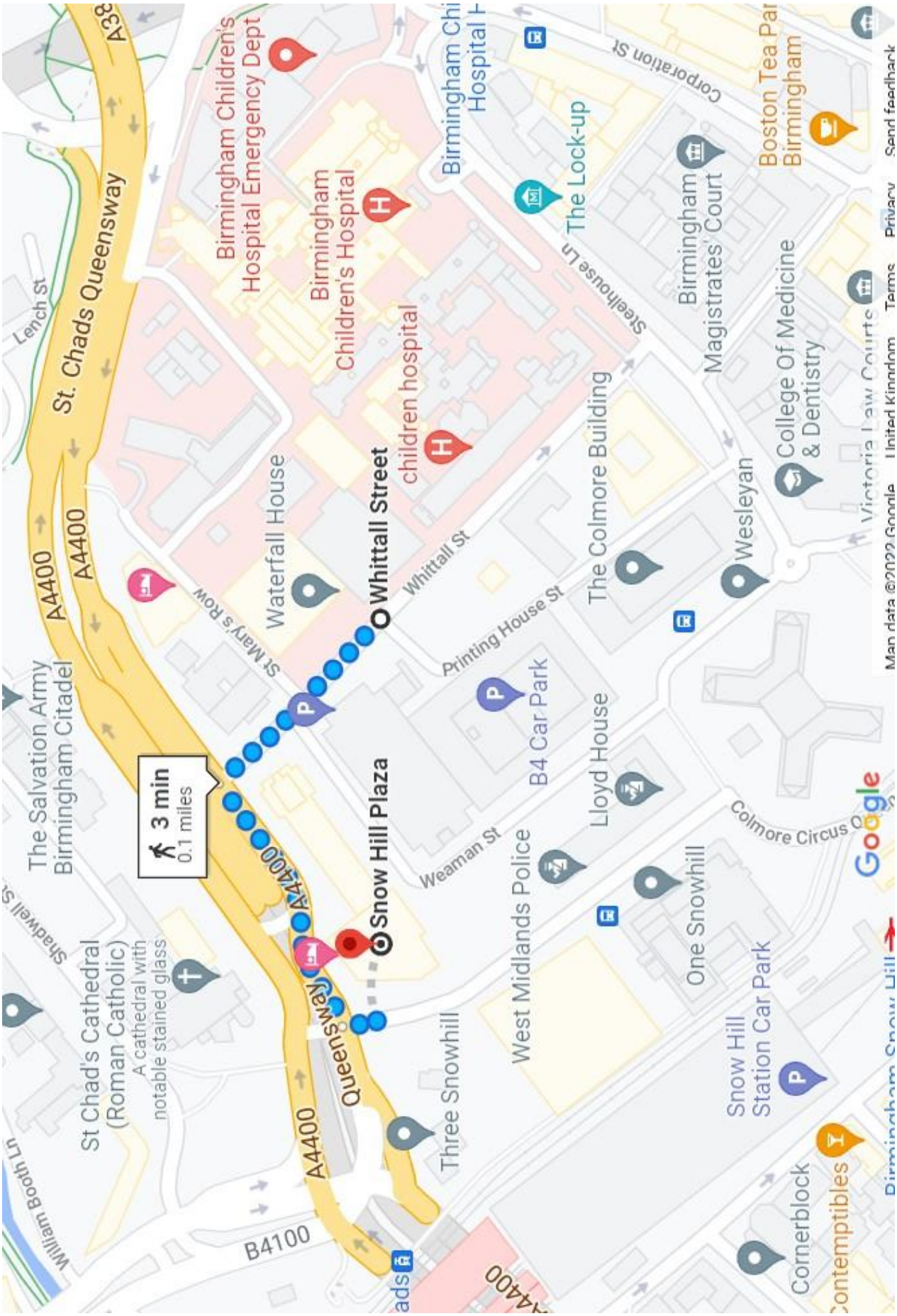
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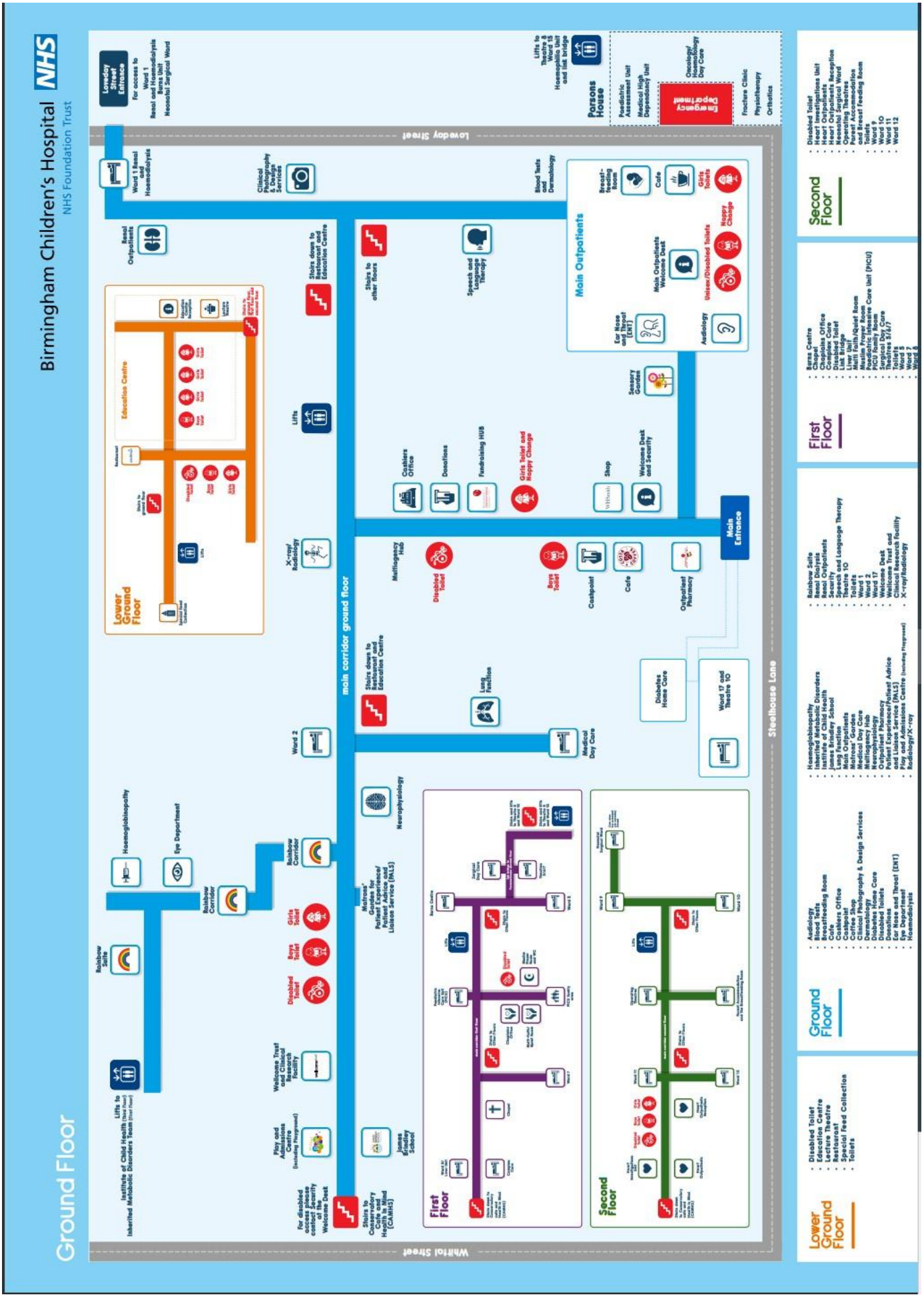
SECTION 6

Facilities at the Hospital and Floorplans

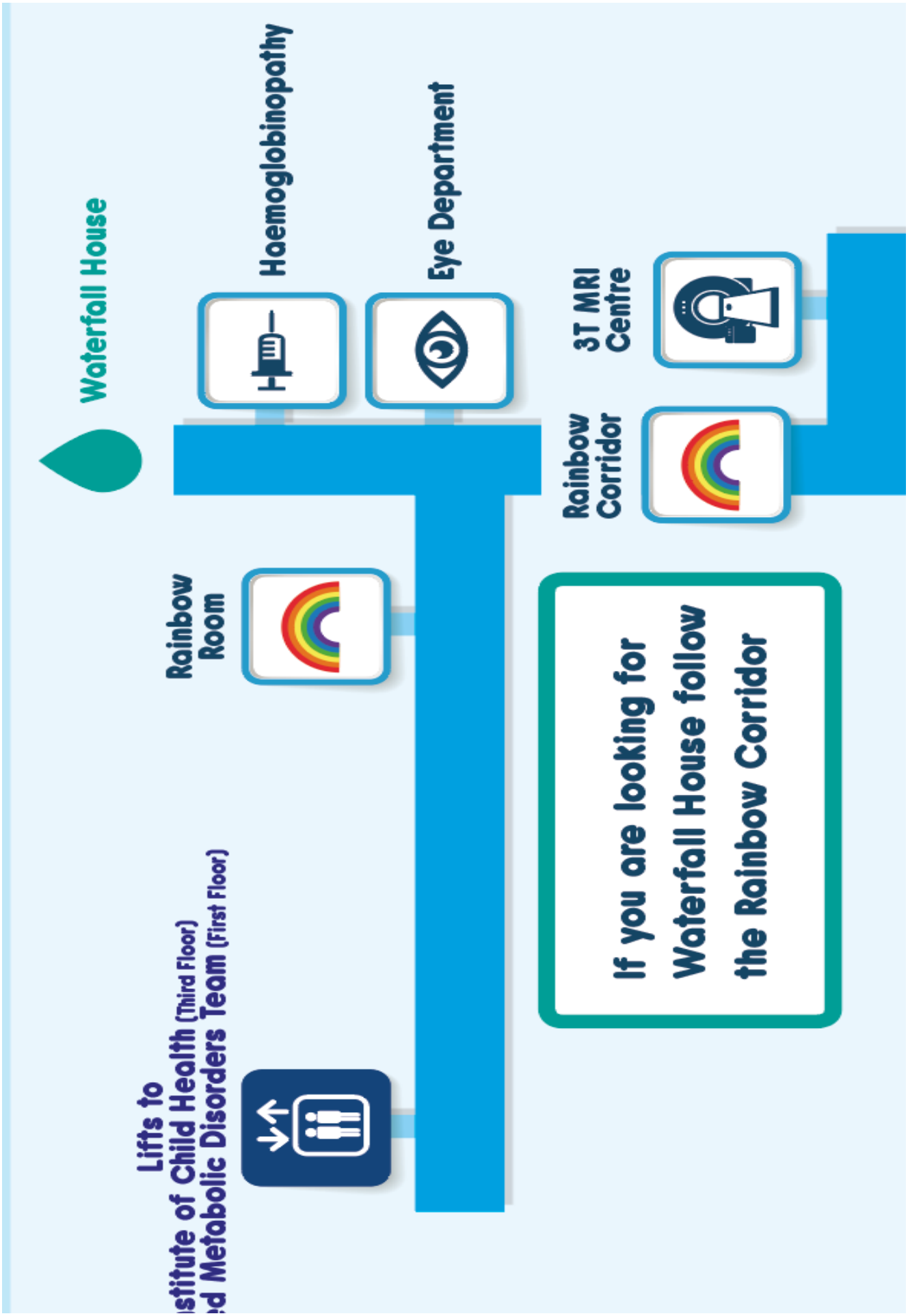
Map from hotel to Waterfall House



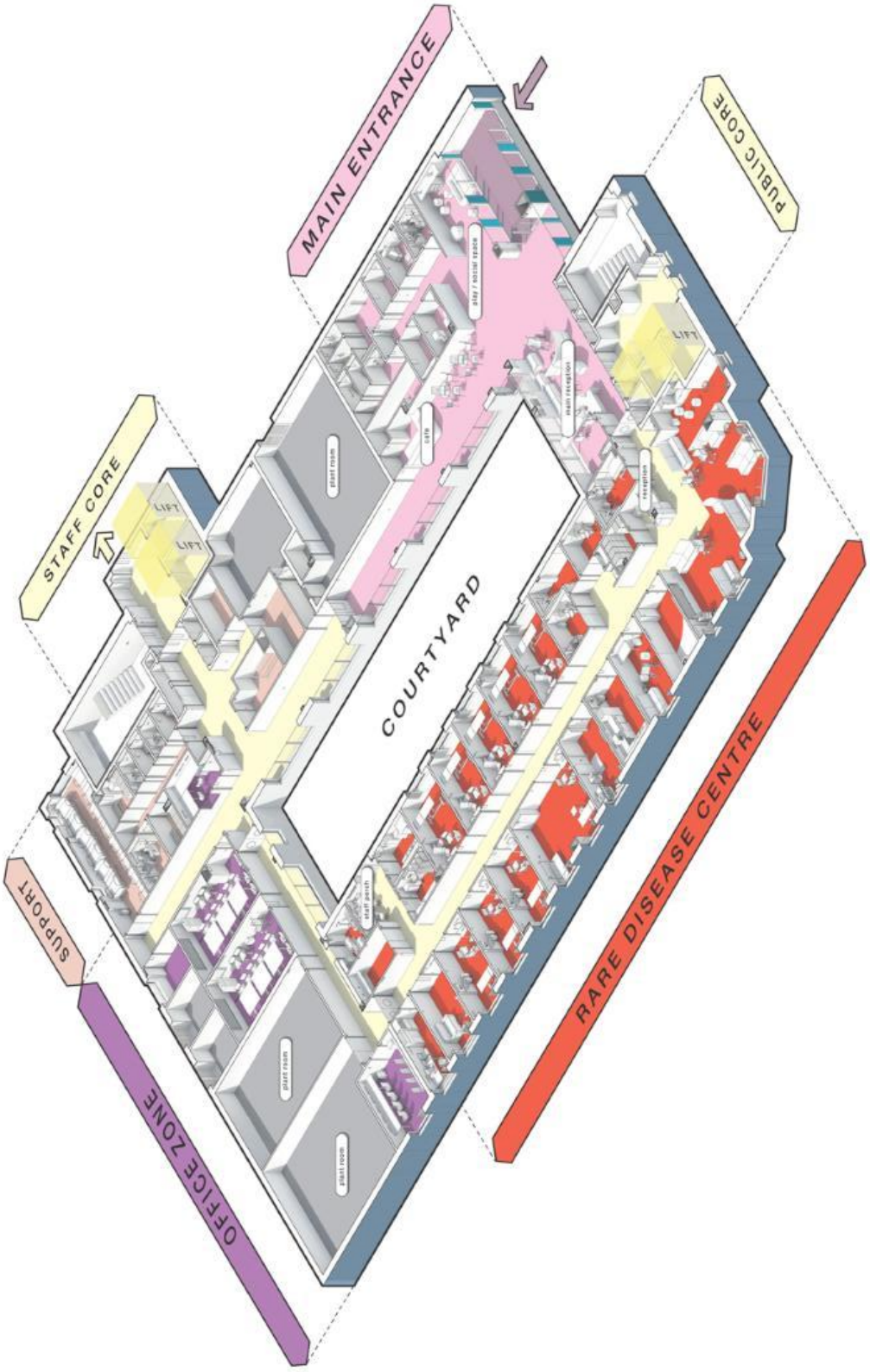
Ground Floor plan of Birmingham Children's Hospital



Route to Waterfall House through Birmingham Children's Hospital



Ground floor plan of Waterfall House



In addition to the play area, sensory and quiet rooms in the Rare Disease Centre, there are:

MATRON'S GARDEN

Just along the rainbow corridor (the main corridor to access appointments the main hospital) is a red door which leads to a sensory garden called Matron's Garden. Families can use this space anytime for some fresh air.

SENSORY GARDEN

This is next to Outpatients on the ground floor and has been designed to provide a warm and inviting space for families.

PLAY CENTRE

The Play Centre has a multi-sensory area with lots of amazing lights, and a relaxation area. It also has games, toys and art materials. There's an outdoor playground including a decking area where grown-ups can relax, which is open 24/7. It is located on the ground floor, next to the Clinical Research Facility (CRF).

CHAPEL, MULTIFAITH AND MUSLIM PRAYER ROOM

These are all located on the First Floor

RESTAURANT

This is located at Basement Level - at the far end of the Rainbow corridor in the main hospital building.

THE CONSERVATORY CAFÉ

The hospital café has snacks and seating. It's to the right of the CRF and up the stairs in the main building.

CAFÉ

There is a café serving a small selection of drinks and snacks in the entrance area of Waterfall House.

Free Patient and Family Welfare Advice and Support

NHS
Birmingham Women's and Children's
NHS Foundation Trust

How can we help you?

citizens advice

Birmingham Women's and Children's NHS Hospital Trust have partnered with Citizens Advice Bureau. The service is free, confidential, independent and impartial. It is about helping you to understand both your rights and responsibilities so you can make informed choices about the problems you face.

- Benefits / Universal Credit
- Child Welfare
- Debt and Grants
- Work and Education
- Health and Disability
- Immigration
- Food Banks
- Housing



contact
For families with disabled children

Contact For families with disabled children
Local advice, coffee mornings, family fun days, bringing disabled families together for friendship and support.

Warmer Homes Energy Advice
Free, impartial energy advice for those living in fuel poverty across the West Midlands.

Birmingham Children's Partnership

Birmingham Children's Partnership
Get advice and guidance to work together on the best solutions to support your child's welfare needs.

Citizens Advice will help you access all these services complete the online form: bwc.nhs.uk/patient-experience or scan the QR code or ask your interpreter.

Free and Discounted Services at BWC

Free Clean Air Zone Voucher & Discounted Parking if attending Birmingham Children's Hospital. Discounts apply at NCP and B4 car parks. Go to the Welcome Desk, near Main Entrance.

Discounted Restaurant and Café Meals ask the ward manager or interpreters at Birmingham Children's Hospital for a Family Discount Card offering 15% discount on freshly prepared food.

Hospital Travel Costs Scheme if you are on welfare benefits you can claim public transport or mileage costs. Go to the Cashiers Office at Birmingham Children's Hospital or Birmingham Women's Hospital.

Free Parent Accommodation at both hospitals for you to stay, if you have a very ill child in hospital. Call 0121 333 8450.

Free knitted items our Charity Knitters can offer free clothing/blankets for babies and toddlers.*

Free transport to your hospital appointment. If you are struggling with the costs of attending our hospitals we can help.*

Free meals for parents if you are finding it difficult to afford meals whilst a child you look after is in hospital - we can offer a free meal deal at lunchtime. CAB can also refer you to your local foodbank*

***Offers limited to relieving financial pressures subject to availability. Citizens Advice will refer you directly for this free support whilst you await a Welfare Benefits or Grants check.**



Contact Us

Interpreters: 0121 333 8015
bwc.interpreterdepartment@nhs.net

PALS (Patient Advice Liaison Service)
bwc.pals@nhs.net

Help us improve your experience by giving us feedback
www.survey.bwc.nhs.uk

healthwatch

For support and advice on all health & social care - including dental, GP's community and carers services 0800 652 5278

CPALDS: 91497