GLoucestershire Hospitals
NHS Foundation Trust

TRUST POLICY

CHILDREN’S CENTRE OPERATIONAL POLICY

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FAST FIND:

This policy works in conjunction with the following related documents:

- Paediatric HDU Procedure
- Paediatric Escalation Protocol
- Safeguarding Children Policy

1. INTRODUCTION / RATIONALE

The nursing and medical team at the Centre strive to provide high quality paediatric focused medical and surgical treatment for children and young people referred from both the planned and emergency pathways within Gloucestershire.

The aims of the service are to meet the individual needs of families referred to the service, provide effective and safe care through appropriately trained and skilled staff in a suitable, child friendly safe environment.

2. DEFINITIONS

<table>
<thead>
<tr>
<th>Word/Term</th>
<th>Descriptor</th>
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<tbody>
<tr>
<td>Children and Young People</td>
<td>Individuals aged 16 years of age and younger.</td>
</tr>
<tr>
<td>Paediatric Assessment Unit (PAU)</td>
<td>Ambulatory admission unit for children assessing their health needs and identifying an ongoing plan of care as an out or inpatient.</td>
</tr>
<tr>
<td>Children’s Out-Patients (COPD)</td>
<td>Department providing non-urgent referrals from primary care.</td>
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<tr>
<td>Paediatric Day Unit (PDU)</td>
<td>Provides elective day care</td>
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<tr>
<td>High Dependency Unit (HDU)</td>
<td>Unit providing a higher level of monitoring and treatment for seriously ill children including complex fluid regimes and respiratory support such as CPAP</td>
</tr>
<tr>
<td>Open Access</td>
<td>Service offered to children with long term illnesses managed primarily by the acute service. Families can contact the ward directly for medical support rather than consulting their GP.</td>
</tr>
<tr>
<td>Continuing Care</td>
<td>Service offered for an agreed time after discharge whereby the family can contact the ward directly for advice rather than contacting their GP</td>
</tr>
</tbody>
</table>

3. POLICY STATEMENT

This policy provides operational guidance for the Children’s Centre at Gloucestershire Royal Hospital. The Centre provides inpatient and outpatient Paediatric care for children in Gloucestershire and links closely to Children’s Services at Cheltenham General Hospital.

The aims of the service are to meet the individual needs of families referred to the service, provide effective and safe care through appropriately trained and skilled staff in a suitable, child friendly safe environment.

4. ROLES AND RESPONSIBILITIES

<table>
<thead>
<tr>
<th>Post/Group</th>
<th>Details</th>
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<tr>
<td>Consultant Paediatrician</td>
<td>Ultimate patient responsibility</td>
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5. CHILDREN’S CENTRE – OUTLINE OF SERVICES

5.1 The In-Patient unit

The unit is open 24 hours a day, seven days a week (with the exception of the Paediatric Day Unit) and comprises of a Paediatric Assessment area with 52 in-patient bed spaces which are split as follows:

- Six observational beds and a side room linked to the PAU
- 8 day unit beds – open 07.00 – 19.30 weekdays
- 29 beds for medical and surgical patients
- 4 -bedded High Dependency Unit
- A self-contained 4 bedded oncology facility known as the Emily Kent Unit
- An adolescent service provided from a designated area within the unit which will include additional recreational facilities for hospitalised young people.

Every child will be allocated a named paediatrician responsible for their care – see action card ‘Adolescents requiring hospital care’

The unit has a limited ability to provide care for patients with significant mental health problems. For these patients the environment is risk assessed and adapted where possible to meet the individual needs of the patient and 1-1 registered mental health supervision will be provided as required. Support offered from the Children and Young People’s service is outlined in the Multi Agency Guideline - Deliberate Self Harm in Young People

5.2 Children’s Out-Patient Department

The Outpatient Dept within the children’s centre is part of the county wide paediatric outpatient service covering both Cheltenham and Gloucestershire Hospital site. The dept is open from 08.30–17.30 Monday -Friday and provides the following:

- Consulting rooms and a treatment room with a capacity of up to 40 clinics per week
- Out-patient clinic facilities for paediatricians, visiting consultants and Specialist Nurses.
- Paediatric clinical investigation service, allowing timely procedures such as blood tests for primary and secondary care.

5.3 Paediatric Assessment Unit

PAU provides 24 hour care for children requiring emergency assessment/ admission by the paediatric team. Children are referred to PAU by GPs, A&E and other health professionals

5.4 High Dependency Care

The unit has a four-bedded High Dependency Unit, able to provide complex care in line with the South West guidance for HDU care. Children requiring an intensive level of care will be referred to regional specialist centres – Paediatric HDU Operational Procedure
5.5 Oncology Service

The four-bedded Emily Kent Unit provides shared care for children with cancer, principally with Bristol Children’s Hospital and through other centres as required. The unit is subject to regular peer review and is supported by a specialist medical and nursing team.

5.6 Paediatric Day unit

The 8 bedded unit is open from 7:00 – 19:30 providing elective day care for children and young people from 0 – 16 years. Children attending for elective surgery requiring an inpatient bed will be transferred to the inpatient area post operatively.

6. OPERATIONAL GUIDANCE DETAIL

6.1 Location

The Children’s Centre is a self-contained, access controlled unit with a dedicated entrance. The dedicated entrance on the ground floor will be open during normal working hours. Access outside of normal hours will be via a remotely controlled intercom system, monitored by CCTV. The Children's Centre is located on the 1st floor of Block A. The unit has easy access to related hospital services such as operating theatres and X-ray.

6.2 Operational Principles

The Centre has a number of key operating principles and key outcomes:

- To provide safe, effective care for children and monitor patient experience and outcomes
- To maintain the privacy and dignity of all the children at all times, either by nursing the child in an individual room or by the use of individual curtains in multi-bed rooms. There will be access at all times to a private room if the child or their family wish to speak to a member of the healthcare team away from their bed area.
- To actively consider the safeguarding needs of children and young people referred to our service and refer to the relevant agencies as required.
- To encourage Parents/Carers to remain on the unit whilst their child is in hospital (see also section 6.8). Families will be informed of their child’s treatment plan on a daily basis and involved in their child’s care where ever possible.
- To ensure patients with long term chronic illnesses have open access to the unit.
- To meet the educational needs of patients in accordance with DFES Guidelines “Access to Education for children and young people with medical needs” 2002; see http://www.dfes.gov.uk/sickchildren (the Trust is not responsible for the content of external websites)
- To ensure all children are encouraged to participate in constructive play, with the support of a trained team of play specialists. Where contact with other children is not advised, the play specialists will work with individual children (see 6.4 below)
- To prevent out of county admissions by effective and timely management of paediatric inpatient beds and effective use of PAU.
- To maintain a maximum of 18 week waits for elective in-patients and day cases.
- To minimise cancelled operations and where cancelled, give another binding date within 28 days or fund patient’s treatment at the time and hospital of their choice.
- To ensure Infection control policies are followed

6.3 Staffing Considerations

- The unit will be managed by senior members of the Women’s and Children’s Division.
- Nurse staffing of the unit will be considered in accordance to RCN guidelines “Defining staffing levels for children’s and young peoples’ services”, September 2013.
- Medical staffing includes SHO, Registrar and Consultant on call 24 hours per day, seven days per week.
- All staff working with children will require police clearance in accordance with Trust policy
6.4 Education and Play

- The staff, facilities and equipment will be available to meet the ongoing educational needs of children and young people during their stay in hospital.
- In line with research evidence, play specialists will work with all patients on the unit to improve well-being. There is access to an enclosed outside play area from the ward.

6.5 Administrative Support

A receptionist will be based at the main reception desk to answer the call bell for the unit and manage general enquiries. A desk will be manned 08.00-20.00 Monday to Friday and for four hours on Saturday. Administrative support for the unit will be provided by two ward clerks Monday to Friday.

6.6 Other Services/Tertiary care

Children will have timely and equal access to all relevant services such as speech and language, physiotherapy and occupational therapists, specialist nurses, genetics, audiology, ophthalmology, imaging, dietetics and pharmacy services, as well as radiologists and pathologists and mental health liaison services.

6.7 The Environment

The environment is enhanced by artwork provided through the Trust’s Art Enhancement policy. The unit actively participates in any projects and programmes which are seen as supportive and therapeutic for children.

6.8 Care of Parents/Careers

Parents will be encouraged to provide supported care and comfort to their child. A recliner chair/fold away bed is available next to every bed side. There is also capacity for families to stay in the Ronald Macdonald parent accommodation, on the second floor of the Children’s Centre, together with a fully equipped parents’ room on the unit. (See the Paediatric Parent Accommodation Policy.) – To follow

6.9 Visitors

The Unit operates an open visiting policy for parents/carers. For all other visitors, visiting times are restricted to 15.00–17.00 and 18.00–19.30 at the discretion of the nurse in charge. Children and young people (under 16 years of age) wishing to visit the unit are welcome but should at all times be accompanied by an adult.

6.10 Operational Policies for the Support Services Linked to the Children’s Centre

The specific paediatric policies & procedures which work in conjunction with this one are linked throughout this policy. There are also a wide range of other support services which link into Paediatrics consult the Trust Policy Site for further details.

6.11 Paediatric Escalation

Should the Paediatric Unit need to close due to overcapacity, please refer to Paediatric Escalation Protocol (For use when the Paediatric Inpatient Unit is unable to manage demand) http://glnt313/sites/qhnhsft_policy_library/WPP/A0354.aspx

7. TRAINING

Ongoing professional training and development will be provided to achieve the key competencies required to provide safe care (hyperlink to the Mandatory Training Policy).

8. MONITORING OF COMPLIANCE

<p>| Do the systems or processes in this document have to be monitored in line with national, regional or Trust requirements? | YES |</p>
<table>
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<tr>
<th>Monitoring requirements and methodology</th>
<th>Frequency</th>
<th>Further actions</th>
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<tbody>
<tr>
<td>• Review of Trust Real Time surveys or equivalent patient feedback and production of action plans for problem areas.</td>
<td>Quarterly</td>
<td>Report to Divisional Board</td>
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<tr>
<td>• Review of risk assessments and associated incident reports</td>
<td>Ongoing</td>
<td>Report to Divisional Board</td>
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<tr>
<td>Review of divisional governance processes:</td>
<td>Ongoing</td>
<td>Report to Divisional Board</td>
</tr>
<tr>
<td>• Paediatric audit</td>
<td></td>
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<tr>
<td>• Trustwide audits, e.g. Saving Lives</td>
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<td>• POSCU audit</td>
<td></td>
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<tr>
<td>• Implementation of NICE guidance</td>
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9. REFERENCES

Royal College of Nursing (2003). Defining staffing levels for children’s and young peoples’ services. London: Royal College of Nursing.


# Document Profile

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<tr>
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<tr>
<td><strong>Author</strong></td>
<td>Pat Mahendran / Jo Harvey</td>
</tr>
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**Other Approving Groups**
- Paediatric Clinical Governance Group
- Development Group – March 2017
- Paediatric Triumvirate Meeting May 2017
- Paediatric Directorate Group
- Steve Bonser for Site Management Team July 2017

**Approval and Ratification Details / Dates**
- Policy Approval: Paediatric Clinical Governance Group 27<sup>th</sup> March 2017
- TPAG Ratification: 29<sup>th</sup> August 2017

**Consultees**
- Lead nurse paediatrics, consultants, senior nurses, paediatric divisional managers (Paula Tambling), Steve Bonser for Site Mgt.

**Dissemination Details**
- Upload to Policy Site; directorate global email

**Keywords**
- Children’ Centre, Paediatric Inpatient Department, Paediatric Assessment Unit, Children’s Out Patient Department

**Related Trust Documents**
- N/A

**Other Relevant Documents**
- Paediatric HDU Procedure
- Paediatric Escalation Protocol
- Safeguarding Children Policy
- Paediatrics – Urgent and Emergency Surgery

**External Compliance Standards and/or Legislation**
- DOH NSF for children and young people