

Information leaflet for parents/carers of children and young people with complex health needs coming into Children's Assessment Unit as an emergency for assessment

- CAU is an emergency area, open 24hrs a day, seeing children and young people with a wide range of health issues. Your child is being seen here either as they have long term open access for condition related concerns as agreed by their consultant or they have been seen by another health professional and specialist review / treatment is required.
- Our aim is for your child to be seen with 10minutes of arrival by a nurse and within 1 hr by a doctor. If there is a need for your child to be seen more urgently this will be facilitated by the nursing team. Please make them aware if you have any concerns.
- If your child has a hospital passport, or similar document, please inform the nurse as this will help with understanding their care during their stay with us.
- Jenny Lind children's hospital has a number of tools to aid communication. Please inform the nursing staff if you feel these will help with communication for your child.
- The hospital is a teaching hospital and both medical and nursing students work on CAU. They will always be supervised by a qualified member of staff, but if you feel it is not appropriate for your child to be seen by either please make a trained member of staff aware. This will not affect the care or treatment given to your child in any way.
- If appropriate your child will be offered a meal by the catering department, if your child has any special dietary requirements please let a member of catering or nursing staff know.
- If your child is entally (tube) fed please ask a member of the nursing team if you need any additional equipment i.e. feed, water, pump or feed giving sets, if you don't have your own with you at time of admission.
- If your child needs use of a hoist for transfer please let the nursing staff know. Please bring your own sling with you if possible, but check with nursing staff for compatibility with our hoists.

On CAU we will aim to offer parents / carers a drink shortly after arrival on the unit. Please be aware that during busy times this may not always happen. You can bring your own refreshments onto the unit, but we do not have facilities on CAU for making your own hot drinks.

- CAU has a number of side rooms, which may be available for use should your child require a quieter/low stimulus environment. However, these will be prioritised for isolation due to infection so cannot always be guaranteed. Occasionally it may be necessary to stay overnight on CAU, we will endeavour to make you and your child as comfortable as possible if this happens.

If you have any concerns about your time on CAU please speak to the nurse in charge at the time or contact:

- Laura Jones – CAU Manager
- Lauren Walker – Children’s Emergency Matron
- Emma Chapman – Senior Matron

If your child has a learning disability and/or Autism and you would like additional support please speak to the nurse in charge at the time or contact:

- Fiona Springall – Children and Young People’s Learning Disability and Autism Specialist Nurse

01603 287346 / Fiona.springall@nnuh.nhs.uk

