

Ref. No: 1718
Date: 06/05/25
Subject: Support for Children and Young People attending an
Emergency Department/Accident and Emergency Unit

REQUEST

1. Describe measures or systems in place to reduce waiting times for children attending Accident and Emergency and give at least one example of an effective service improvement.
2. Do you operate the Paediatric Same Day Emergency Care (SDEC) model ?
 - a. If yes has this resulted in a reduction in overnight admissions for children? Or improved patient flow?
3. What play facilities do you have in place for children in the Emergency Department waiting areas?
4. Do you have any specific staff roles to support children and young people?
5. What systems are in place to ensure effective communication tailored to the child's age and needs?
6. What facilities or support do you have for children with autism or a learning disability – eg sensory friendly features, and give at least one example of an effective service improvement.
7. Are staff given specific training for supporting children and young people with autism or a learning disability?
For Paediatric Ward/Children's Unit
8. Describe measures in place to support both the clinical needs and the emotional well-being of children and teenagers when admitted as an inpatient and give at least one example of an effective service improvement.

RESPONSE

Southport response

1. Describe measures or systems in place to reduce waiting times for children attending Accident and Emergency and give at least one example of an effective service improvement.

We have recently increased the Consultant presence at weekends to ensure senior decision making and support junior doctors and this reduce waiting times for children attending.

In 2021 we created an additional triage room. We have also increased our nurse's staffing and HCA staffing to ensure both triage rooms are running simultaneously during opening times, with a HCA to support in each room undertaking patient observations.

With this increased nursing staffing we are also able to reduce waiting times by ensuring that treatments are completed in a timely fashion.

2. Do you operate the Paediatric Same Day Emergency Care (SDEC) model ?

No

2a If yes has this resulted in a reduction in overnight admissions for children? Or improved patient flow?

N/A

3. What play facilities do you have in place for children in the Emergency Department waiting areas?

In the main waiting room, we have a TV that has a younger child appropriate channel on. In each isolation room we have a toy box that each child can use, which is then cleaned after each use. There are toys and items for distraction in the sensory room.

4. Do you have any specific staff roles to support children and young people?

We have access to a Hospital Play Specialist, if we need their support with distraction or play for a child.

5. What systems are in place to ensure effective communication tailored to the child's age and needs?

All registered nurses working within the department and RN Child nurses, undertake child development modules within their nurse training which covers communication with children. Many of our HCA staff come from a nursery nurse or Special Educational Needs (SEN) school background where they have extensive knowledge and experience with children.

6. What facilities or support do you have for children with autism or a learning disability – eg sensory friendly features, and give at least one example of an effective service improvement.

We have a sensory room which is complete with sensory toys/items, we have a recent service improvement: small bags containing sensory toys to distribute to children with autism, which we hope will ease their journey through Paediatric A&E. We have daily patient safety huddles and these have contained multiple messages distributed to all staff regarding treating with additional needs, particularly the importance of learning to parental/carers concerns as the child may not display typical features of injury/illness.

7. Are staff given specific training for supporting children and young people with autism or a learning disability?
For Paediatric Ward/Children's Unit

As part of mandatory training, all staff complete the online Oliver McGowan module, which focuses on treating people with autism and learning disability. Please see point 6 above about information disseminated to all staff in patient safety huddles.

8. Describe measures in place to support both the clinical needs and the emotional well-being of children and teenagers when admitted as an inpatient and give at least one example of an effective service improvement.

N/A

Sthk response

1. Describe measures or systems in place to reduce waiting times for children attending Accident and Emergency and give at least one example of an effective service improvement.

We have introduced a GP clinic within the ED department, offering appointment times for patients that fit a certain criterion rather than them waiting to see a Dr in ED. This has had a positive impact on the patient experience and the pressures the nursing staff receive. It allows us to focus on the acutely unwell patients while providing an alternative service to those stable enough to wait for an assessment.

2. Do you operate the Paediatric Same Day Emergency Care (SDEC) model ?

We have a shared space with our Children's Observation Unit (CHOBs) Patients are accepted under the Paediatric Team. Therefore, it has minimal effect on the reduction of over night admissions as it is not open past midnight. It has however improved flow as we can admit patients for further observation during the day.

2a If yes has this resulted in a reduction in overnight admissions for children? Or improved patient flow?

The has been a small reduction in overnight admissions

3. What play facilities do you have in place for children in the Emergency Department waiting areas?

At present we have age-appropriate toys in the waiting area, and a sensory box for patients with special educational needs / disabilities

4. Do you have any specific staff roles to support children and young people?

We do not have specific roles to support children and young people, however we do have link nurses for safeguarding, young adults and mental health to offer the most up to date support.

5. What systems are in place to ensure effective communication tailored to the child's age and needs?

Staff are all aware of the need to adapt their communication skills depending on the age of the child. We have Makaton aids available, and we use language line for patients whose first language is not English. We can also provide information leaflets in multiple languages when needed.

6. What facilities or support do you have for children with autism or a learning disability – eg sensory friendly features, and give at least one example of an effective service improvement.

We currently have an allocated cubicle that we aim to use for any children with autism or learning difficulties. We have a sensory colour box in there and multiple sensory toys which we provide when necessary. When possible, we aim to prioritise patients with additional needs and ensure we can offer them a quiet space when needed.

7. Are staff given specific training for supporting children and young people with autism or a learning disability?
For Paediatric Ward/Children's Unit

All staff complete The Oliver McGowan Mandatory Training on Learning Disability and Autism.

8. Describe measures in place to support both the clinical needs and the emotional well-being of children and teenagers when admitted as an inpatient and give at least one example of an effective service improvement.

N/A