



Welcome to the Paediatric Same Day Emergency Care (SDEC) Unit

This leaflet is for parents and carers of children from 0-16 years old who need treatment or tests on the same day, and who do not require an inpatient hospital admission.

**Paediatric SDEC Unit, level 3 Centre Block (opposite Dolphin and Lion Ward).
Open daily: 10am-10pm (last patient arrival time at 7.30pm).
Tel: 0118 322 7383.**

What is the SDEC Unit?

The unit is an assessment area for children referred by a GP, the emergency department (A&E), surgical teams, paediatric teams, the Children and Adolescent Mental Health Service (CAMHS) or following a recent discharge from a hospital ward.

What to expect when you arrive...

When you arrive, please report in at reception. You will then be asked to take a seat in our waiting area. Staff may need to ask you a few more questions and perform a set of observations on your child (blood pressure, heart rate and temperature). Occasionally, an ECG, blood or urine tests may also be needed before you see the doctor. Once your child has been assessed by a nurse or a doctor, you may be asked to return to the waiting area to wait for test results or to be seen by other specialist doctors.

We aim to keep you updated during this time, but if you are unsure of the next steps, please ask the nursing team at any time.



How long will we have to wait?

Unfortunately, it is very difficult to predict waiting times and it will depend on the reason that your child has been referred to us, what interventions they need, and which medical specialty team(s) they should be seen by.

Several different specialities work on the unit, with one shared waiting area, so others may be called in ahead of you, depending on the specialty.

Our aim is to get you home on the same day; however, on occasion your child may need to be admitted to the Paediatric Ward (Dolphin and Lion Ward) if they require further treatment.

General information

- Drinks such as water, squash and milk are available for your child; please ask staff if these need a top up. Food outlets are available across the hospital site (cafés, shops, vending machines or restaurant). Please ask for directions if you need them.
- Children cannot be left unattended on SDEC. If you and your child are leaving SDEC for any reason, **please let staff know**.
- You can use mobile phones on the unit but please be sensitive to the needs of others when using them. Phone cameras should not be used to record or photograph staff or other patients and families.
- Only 1 parent or carer can accompany the child on the unit. Unfortunately, due to limited space we cannot accommodate siblings so you need to make alternative arrangements for their care during your time on SDEC.
- Pay on exit parking is available on levels 0-3 of the multi-storey car park. Pay point machines are located in the car park or pay via the APCOA app before leaving. Disabled parking bays are clearly marked.

Feedback

We welcome feedback about your experience of our SDEC service. Please complete the Friends and Family Test – scan the relevant QR code with your phone.



Friends and Family Test for parents and carers



Friends and Family Test for children and young people

Behaviour

We expect everyone, parents, visitors and staff, to behave in a polite and respectful manner. The Trust operates a 'zero tolerance' policy – any aggressive behaviour will be escalated to the ward manager and security, if deemed appropriate.

If you have any concerns, please ask to speak to the ward manager or the nurse in charge. Alternatively, contact the Patient Advice and Liaison Service (PALS) on 0118 322 8338 or email PALS@royalberkshire.nhs.uk.

We are here to help. Please ask us any questions you may have. If we don't know the answer, we will find someone who does.

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

RBFT Paediatric Department (SDEC), September 2025

Next review due: September 2027