

Welcome to the Paediatric Observation Ward

Welcome to Paediatric Observation Ward (also called 'Obs Bay'), located next to Kempton Day Bed Unit on Level 3 in Centre Block. The aim of the unit is to continue to assess your child's condition, await results of any investigations done, and to agree a plan of care with you. This plan will include your child being observed for a period of time, then either being discharged home or admitted to the inpatient paediatric ward. We will explain what is happening during your stay; please feel free to ask any questions you may have.

Please ensure one parent/carer stays with your child at all times while they are in the unit.

Due to current restrictions we can only allow one parent / carer to accompany and stay with your child. Unfortunately, no other relatives / siblings are currently able to visit. If you have any queries regarding this, please ask to speak with the nurse in charge.

If you need belongings to be dropped off for your child, please let us know. The person dropping off belongings should press the door buzzer and a member of staff will collect them for you.

While in the Paediatric Observation Ward you will be looked after by a nurse and a play leader. A plan of your care will be handed over to the nurse in charge of the Paediatric Observation Ward by the nurse who has transferred you and your child from the Emergency Department (A&E). The doctors covering the Paediatric Observation Ward also work in other areas of the hospital, so there may be delays. However, we will keep you informed of what is happening and of any delays.

During your stay

On arrival, the nurse and play leader will introduce themselves to you and make another assessment of your child's condition. They will take your child's temperature, heart rate and respiration rate. The nurse will give your child any necessary medication for pain and / or fever, if required. If your child needs to provide a urine sample, the nurse will show you how to do this. Your child may need a fluid challenge while waiting in the Paediatric Observation Ward. Your nurse will go through this with you. Please ask if you do not understand anything.

You and your child will be allocated a trolley or cot during your stay with us.

If your child is able to eat and drink during their visit, we will be able to provide a snack for them. Unfortunately, there is no access to the parents' kitchen on Kempton Ward at the moment. We can provide you with water / tea / coffee. Please ask a member of staff for assistance.

Medical assessment

Your child will be seen once any tests results have come back. The doctor will then review your child and make any decisions about further treatments. If your child requires a referral to another medical team, this may mean some further waiting time. For some conditions, the nurse may be able to make a decision on whether or not your child can go home. All nurses receive specific training and have been assessed as competent to make such decisions.

Car parking

Car parking in this hospital is 'pay on foot. You collect your ticket on the way into the car park and keep it with you during your stay. Public parking is on levels 0, 1, 2 and 3 of the multi-storey car park with access to the hospital via level 2. You will be offered a car parking permit in the Paediatric Observation Ward or if your child is admitted to the ward. This permit with your car parking ticket will have to be validated at the main reception / security desk on level 2 on your way out.

Discharge

If your child is able to go home from the Paediatric Observation Ward, you will be given any necessary information and medication prior to discharge.

Comments

Please complete a Friends and Family Test questionnaire, so we may learn how we can improve our care in the future.

Contact information:

Paediatric Observation Ward: 0118 322 8998.

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

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

Paediatric Unit, Reviewed: December 2021.

Next review due: December 2023