



Children's Ambulatory Unit

A parent's guide



Ambulatory care is same day emergency care

- Our Children's Ambulatory Unit (CAU) is a safe way of providing care: It aims to avoid unnecessary admissions and allows us to observe children for longer periods as this is not possible in our children's emergency department.
- Together with our children's community nursing teams, CAU allow us to provide ongoing treatment and review for children who have been recently discharged from hospital.
- This is a day treatment service, so we may ask children and their families/carers to come back the following day for further review.
- The unit offers greater capacity to treat more children and young people from Islington, Haringey, and surrounding areas.
- Services include intravenous antibiotics, observation, assessments, and other investigations including Ultrasounds, X-RAYS and MRI scans.
- The Children's Ambulatory Unit is on Level 2.

Facilities

- The facilities include a child play area.
- Free Wi-Fi is available.



- On level 1 you will find
 - The N19 restaurant (Mon-Frid: 7am - 3 pm)
 - The Muffin Break coffee shop (Mon- Fri: 7am - 6pm / weekends: 8am - 5pm)
 - The XLNT café (Mon-Fri 6am - 5.15pm / weekends: 8am - 2.15pm)
- Vending machines can be found in the emergency department or by the Jenner exit.
- There is a small chapel and a multifaith room in the hospital. Ask your nurse for details.
- There is no parking at the hospital. There are very limited pay and display spaces outside the hospital.
- An interpreting service is available, please ask your nurse if you require one.

High quality specialist care

- The children's ambulatory unit is an important part of our acute paediatric service. It is led by Doctors and has help from a complete team of specialists who work with children. The CAU's nursing team consists of:
 - Ward Manager & CAU Lead
 - Paediatric Staff Nurses & Health Care Assistants

For further information about our team of specialists, please call the Children's Ambulatory Unit on 020 7288 3560.



Arrival

- On arrival you will first be seen by a member of the nursing team.
- Children are either placed in a side room, an examination bed or into the children's waiting area.



- We will confirm the reason for your attendance, as well as your child's personal details such as date of birth, home address and contact telephone number.
- After this, your child's clinical vital signs will be checked and recorded.
- The nursing team will then complete any tests needed, such as blood tests, delivery of intravenous (into the vein) antibiotics and sample collection. They will ensure that any requested scans take place.
- Some patients can then be discharged by the nursing team, but most patients will be reviewed by the appropriate medical team. There are various medical teams that see their patients in CAU, including the Emergency Department (ED) team, acute paediatrics, general surgery and urology.

Waiting room

- The children's waiting area has a selection of toys for younger children to play with and a TV. The play specialist will help, when possible, to provide suitable toys for patients and their siblings.
- There is a toilet and baby-change facility available. We have a small supply of formula milk and nappies for infants available on request, although wherever possible, parents should bring these with them to the department.

Clinical area



- When it is time for your child to be seen, they are moved from the waiting room to an individual cubicle in the clinical area. The cubicles contain a trolley for the patient, seats for parents or guardians and a TV to help entertain and distract children while they are waiting.



- When possible, the play specialist will help prepare children for any uncomfortable procedures e.g. having blood tests or intravenous antibiotics.

Ifor Ward

- If your child requires further treatment that cannot be managed in the CAU, we will transfer you and your child to Ifor Ward.
- This is the general paediatric ward at the Whittington Hospital. It has 17 beds, and we look after approximately 2,000 children per year who have medical and surgical conditions. Your child will have their own Consultant and a Nurse or healthcare assistant at all times.

Support going home

- The welfare and comfort of the child and their family is our priority.
- We know that getting children home as soon as possible is key to this. The CAU team will help support children receiving care at home if possible, ensuring care is coordinated with our children's community nursing services.
- Some of the community nursing teams that CAU works with includes Haringey, Camden & South Barnet, Islington, Barnet, and Enfield.

Community Children's Nurses

- If your child needs continuing care, for example ongoing intravenous antibiotics, we can arrange for community nurses to visit you in your home to provide the care your child needs.
- Community Nursing teams are specialised in cancer care, allergies, eczema, asthma, wound management, intravenous (into the vein) medication, complex and continuing care, palliative and end of life care, and neonatal nursing care.
- The 'hospital at home' service works in partnership with acute paediatric services at Whittington and University College London Hospital (UCLH) to provide nursing care in the home for acutely unwell babies, children, and young people.



- The hospital at home team takes referrals for all babies, children and young people in both Islington and Haringey, as long as they fit the necessary criteria.



Contact details

For further information or if you have any questions, please call the Children's Ambulatory Unit on 020 7288 3560

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whh-tr.PALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please email whh-tr.patient-information@nhs.net. We will try our best to meet your needs.

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