



Information for
patients and
carers

Paediatric Assessment Unit (PAU)

Telephone: 01772 523632

What happens when you arrive?

You and your child will be greeted at the reception desk, where your details will be checked. A children's nurse will assess your child by asking questions and obtaining baseline observations. This will include measuring temperature, blood pressure, pulse, breathing and oxygen levels. The nurse will weigh and measure your child's height. The nurse will then use an assessment system to prioritise the needs of your child. This may mean other children are seen ahead of yours, we understand this can be frustrating however, this is important so children who need urgent or emergency care can see a doctor first.

You may then be asked to wait in the waiting room or observation bay.

Further Assessment

A doctor or advanced clinical practitioner will then see you and ask for more information, your child will be involved in this if they are old enough and understand the questions the doctor or advanced practitioner needs to ask, they will then examine your child. A management plan will be made. This may include:

- Treatment: e.g., medicines, inhalers, nebulisers
- Further investigations: e.g., blood tests, x-rays, urine tests, ultrasound scans
- Referral to another team or speciality: e.g., surgeons, orthopaedics, child, and adolescent mental health services (CAMHS)
- A period of observation: your child will be regularly reviewed and may have their observations repeated

Admission

Your child may need to be admitted into hospital for further investigations and treatment. Your child will be either admitted to a general bay, the critical care cubicle or a cubicle depending on their condition. You are welcome to stay with your child, however, we only have room for one parent/carer to safely stay overnight with your child. We understand if you can't stay overnight with your child, please let the nurse know if you need to go home.

Discharge

We run a 24-hour service, so if your child is safe to go home, we may discharge them at night. We will send a copy of the discharge summary to your GP, and you may be given a copy of this before you leave or receive one later. You may be discharged with medications or a follow up appointment in our treatment room or outpatient's clinic.

Once your child has been discharged home you will be given 48-hour access. If you become worried about your child's symptoms whilst at home, you should call us on **01772 523632** so that we can give you advice and see your child again on the Paediatric Assessment Unit if needed. This will be discussed with you on discharge and written information will be given. However, in an emergency please dial 999 for urgent help.

Play and Distraction

We have a playroom where your child can play whilst they are waiting for the doctors or whilst being observed for a period. We can also provide toys and distraction to the cots/ bedsides. Our play team are more than happy to provide reassurance and distraction should your child require any procedures such as blood tests.

Refreshments

Please first check with the nurse or doctor that your child is allowed to eat and drink.

We can then provide your child with drinks and light snacks. We can also provide first infant formula milk.

We have a hydration station situated on the corridor and there is a parent's room with tea, coffee and toast facilities, a fridge, and a microwave. We kindly ask that hot drinks have lids on them to prevent spillages.

There are vending machines situated on the first and ground floor next to the lifts. The hospital also has 2 restaurants, a coffee shop, and a newsagent at the main entrance. Across the road from the hospital entrance there are also two fast food stores and a supermarket.

Opening Times:

Charters restaurant - 8am-2pm (Monday-Friday)

Prestons - 8am - 7pm (7 days a week) Serves hot meals, sandwiches, salads and drinks.

WHSmith (now includes M&S food) - 7am - 9pm (weekdays) or 9am-7pm (weekends)

Please do not hesitate to ask if we can supply anything for your child.

Contact details

Should you require further advice or information please contact the Paediatric Assessment Unit on **01772 523632**.

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.accessable.co.uk

www.patient.co.uk

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact the Quit Squad Freephone 0800 328 6297.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

Gujarati:

આ માહિતીને સમજવામાં સહાયતા જોઈતી હોય તો ફૂપ્||કરીને પૂછો. આ માહિતી મોટા છપાણામાં અને અન્ય ભાષામાં ઉપલબ્ધ કરી શકાય છે.

Romanian:

Vă rugăm să întrebați dacă aveți nevoie de ajutor pentru înțelegerea acestor informații. Aceste informații pot fi puse la dispoziție în format mare și în alte limbi.”

Polish:

Poinformuj nas, jeśli potrzebna jest ci pomoc w zrozumieniu tych informacji. Informacje te można również udostępnić dużym drukiem oraz w innych językach

Punjabi:

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵੱਲੋਂ ਮਦਦ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ। ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵੱਲੋਂ ਮੁਹੱਈਆ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।

Urdu:

دو سر ی زبانوں او ر بڑی اگر آپ کوہی معلومات سمجھنے کے یئل مدد یک ضرورت ہے تو ییچھپا یس ییہ ابی دست بو یسکت ہے برا ئے مہر یبان پو ے یچھدی۔ معلومات

Arabic:

مطبوعه بأ حروف كبيرة و بلغات إذا كنت تريد مساعدة في فهم هذه لمعلومات يُرجى أن تطلب آخرى يمكن توفير هذه المعلومات

Department: Paediatric Assessment Unit

Division: Women and Children

Production date: June 2023

Review date: June 2026

JR 968 v1