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**The Paediatric  
Assessment  
Unit (PAU)**



## **Patient information**

# **Welcome to the Paediatric Assessment Unit**

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**Excellent patient care, together**

## About the unit

Welcome to the Paediatric Assessment Unit (PAU). This is a short-stay unit with six beds, a treatment room and a waiting area. Up to two nurses and one healthcare assistant work in the department.

Your child will be admitted to the PAU if they are not yet ready for discharge home but not unwell enough to be admitted to a ward. Admissions here are for observation for up to 24 hours. If after 24 hours your child requires further treatment they will be admitted to the children's ward.

Some of the reasons your child may be admitted to PAU are:

- Awaiting blood test results
- Awaiting routine observations
- To catch a urine sample
- Observe feeding in babies
- Observations whilst asleep
- Reviews from different teams such as Surgical, Children's Crisis Assessment and Treatment Team (CCATT), Orthopaedics or Paediatrics
- Fluid tolerance test/oral rehydration

As this is a short-stay observation unit, please be aware that we will discharge your child as soon as they are well enough, which can be at any time of the day or night. This is to admit other patients who are waiting admission from the Children's Emergency Department.

Our bed spaces are only used for children who need to be in bed for clinical reasons. If you request a bed for comfort, we may be able to accommodate it. However, priority will be on clinical need and you be asked to remain in the waiting area. Please be aware that your child may be placed on a bed just for treatment or nursing interventions, but they will be moved back to the waiting room once these are completed.

We are here to help and work with you to give the best possible care to your child and aim to get them home safely as soon as they are well enough. Please ask to speak to the nurse in charge if you have any concerns or questions regarding your child's stay or care in the department.

**We do not tolerate any form of abuse against our staff. Should this occur, security will escort you from the premises.**

## Observations

This is an observation unit so during your stay we will be continuously carrying out observations on your child: at least one to two-hourly. Please be aware that this will be at all times of the day and night, even if your child is sleeping. We understand that this may be disturbing to your child but the observations are vital to see how your child is doing during their stay.

## Play specialist

Our play specialist is here to help Monday to Friday from 8am until 4pm. Her role involves using play, games and toys to explain medical procedures in a child-friendly way, to distract children during treatment and support them emotionally. If your child is feeling anxious during their hospital stay or about any medical interventions, then please do not hesitate to request her support.

## Visiting and siblings

During your stay you can have **two** adults per child between 8am and 10pm. Unfortunately, we are unable to accommodate siblings or other visitors during this time. Please ensure you arrange childcare for other children as soon as possible.

During particularly busy periods, we may have to ask one parent to leave to allow space in the waiting room. Also, parents may be asked to stand so that the seats are available for patients.

Sadly, overnight only one parent can stay with your child. We will provide a bed next to the patient bed where the parent can sleep. Parent beds must be put away by 8:30am before Paediatric ward round.

Babies admitted into a cot space need to sleep in the cot provided. We do not allow co-sleeping in the parent beds at any time as this is not safe.

### **Food and drink**

During your stay your child will receive breakfast, lunch and dinner. We can also provide breakfast, lunch and dinner for one parent.

For breakfast we provide toast and a selection of cereals including porridge. For lunch and dinner, we can provide a menu with a selection of meals. Please ask for a menu if you would like to order food and please inform us of any allergies.

We have a selection of sandwiches available upon request, however, please be aware that during busy periods availability may be limited.

You are also welcome to order food and eat it in the department.

The water dispenser is located in the waiting area, please feel free to help yourself at any time during your child's stay. Tea and coffee are available upon request throughout the day.

The hospital restaurant is open from 7am to 8pm. There is a Peabody Coffee shop located upstairs by main reception open between 7am and 8pm on weekdays and 7am to 6pm on weekends.

### **Parking**

Parking is available in the multi-storey car park and in the car park on the hill. Parking on the hill is pay and display. You can pay using the machines in the car park or the Saba app.

If you have parked in the multi-storey car park, we can provide a free parking permit when your child is admitted to PAU. Please ask staff at the nursing desk to provide you with a form. You will then need to take the form to the parking hub on Level 0. Staff will issue a permit so you will not have to pay for parking.

### **Wi-Fi and mobile signal**

The mobile signal in the department can be limited at times. Please feel free to connect to the free Wi-Fi network: WHHTGUEST.

Alternatively, if you need to make any calls, please ask at the nursing desk to use the phone.

### **How to contact us**

#### **Paediatric Assessment Unit**

[Watford General Hospital](#)

Paediatric Assessment Unit

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Watford

Hertfordshire WD18 0HB

Tel: 01923 436657 (Ext: 3011)

Hospital switchboard: 01923 244366

# PALS

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Language



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## Survey - Friends and Family Test

We welcome feedback about your care, this feedback is shared with all staff so that we can improve patients' experience. Click this [link](#), scan the QR code with your smartphone or type in: [bit.ly/4o3QVFJ](https://bit.ly/4o3QVFJ).



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