

Freedom of Information Act 2000

The Royal Cornwall Hospitals NHS Trust Response to Information request

Date Request Received: 6th May 2025

FOI Ref No 28738

Requested Information:

1. Describe measures or systems in place to reduce waiting times for children attending Accident and Emergency and give at least one example of an effective service improvement.
2. Do you operate the Paediatric Same Day Emergency Care (SDEC) model ?
 - a. If yes has this resulted in a reduction in overnight admissions for children? Or improved patient flow?
3. What play facilities do you have in place for children in the Emergency Department waiting areas?
4. Do you have any specific staff roles to support children and young people?
5. What systems are in place to ensure effective communication tailored to the child's age and needs?
6. What facilities or support do you have for children with autism or a learning disability – e.g. sensory friendly features and give at least one example of an effective service improvement.
7. Are staff given specific training for supporting children and young people with autism or a learning disability?
8. For Paediatric Ward/Children's Unit:
Describe measures in place to support both the clinical needs and the emotional well-being of children and teenagers when admitted as an inpatient and give at least one example of an effective service improvement.

Response:

1. An Emergency Department (ED) Doctor is allocated to the Paediatric ED to help maintain flow and keep waiting times to a minimum. If the Acuity in the main ED is high this may be affected and resumed when the Acuity falls. When Paediatric ED starts to become overwhelmed with patients, the nurses will contact the Doctor in charge at the earliest opportunity and ask for extra support. Since having General Practitioners (GPs) working in ED in the

evenings and weekend days, the GPs base themselves in Paediatric ED and this helps extensively with waiting times

2. We do not have an SDEC in ED, but the Paediatric assessment unit are looking at this model.
3. We have a waiting room with a selection of toys and books, as well as a wall mounted TV used for DVD's or Music.
4. We don't have our own play specialist team but can ask for support from the inpatient team if required.
5. There are Paediatric trained Nurses on duty 24/7. Staff have completed "We can talk" training.
6. We have a sensory and distraction box, with fidgets and tactile items for use by patients. We contact the Learning Disability and Autism team to support when needed. Children with Learning Disabilities and/or Autism have the option to have a "flag" on maxims, this alerts the Learning Disability and Autism team when the patient attends ED, the Learning Disability and Autism team then attend ED.
7. Staff have completed the Oliver McGowan training.
8. We have launched Emotional Wellbeing Packs for young people to help identify their emotional needs and improve the support provided through our clinical services. These packs are designed to encourage young people to reflect on their feelings, build self-awareness, and access helpful resources. The insights gained also allow our clinical teams to offer more tailored and timely care, ensuring that each young person receives the support that is right for them. We also welcome PAT (pets as therapy) dogs onto the Paediatric wards, which provide emotional support and can be especially helpful during interventions that may cause anxiety for children. This approach has proven to be very effective.
In addition, there is a playroom available throughout the week, and our dedicated play team can offer bedside toys or activities, and other forms of engagement.
The sensory room is also open for use by all patient's, offering a calming space for relaxation and sensory stimulation.



Royal Cornwall Hospitals
NHS Trust

Attachment(s):

No Attachments

Date Response sent: 29th May 2025