

Children's Observation and Assessment Unit (KOALA Unit)

An information guide



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What is an observation and assessment (O&A) unit?

An observation and assessment unit is a short stay decision making area where your child can be assessed, investigated, and observed, prior to being discharged home, or admitted to the inpatient ward.

Does the O&A unit have a direct line?

Yes you can contact the Children's Observation & Assessment Unit (KOALA Unit) on:

Telephone: 0161 625 8112 or

Telephone: 0161 625 8115

What can I expect to happen whilst we are on the O&A unit?

When you arrive, a member of staff will welcome you and show you to the waiting area or a bed.

During your stay, your child will be assessed by a nurse or health care support worker. He or she will then see a doctor. Your child

may need to have one or more tests or investigations, all of which the nurse or doctor will fully explain.

The assessment & observation process can take some time, and depending on what investigations need to be done and how long we need to observe your child you could be on the Unit for some time.

This is to ensure the safety of your child and to assess their condition over a period of time to ensure it is improving and not deteriorating. If their condition deteriorates, or they need a longer period of observation and investigations, they may be then admitted to the inpatient Children's Ward for treatment.

Do I have to buy food for my child whilst we are on the unit?

We may have snacks available, but unfortunately meals have to be purchased. We have soft drinks and fresh water jugs available on the unit. Please ask a member of staff if you require assistance. We have a selection of baby milks if your baby is formula-fed.

Are there facilities to keep my child entertained?

All our units are welcoming and child friendly with a selection of toys to keep children amused. We also employ an experienced team of play specialists across all our hospital sites.

What about visitors?

As space is limited on our units, we suggest that no more than **two** visitors attend at any one time.

Parents and carers should take full responsibility for any visiting siblings. We suggest that, unless it is urgent, visitors wait until your child is discharged home or moved to the inpatient ward.

Who will my child be seen by?

Your child will initially be seen by a trained Paediatric (Children's) nurse or a student nurse. Observations, height and weight measurements will be taken and any specimens, i.e. urine, will be requested.

Following this, your child will be seen by a junior Doctor who will take a full history and undertake a full examination. Further tests may be requested at this time and a period of observation planned. Your child will then be reviewed by a senior Doctor and a plan will be made.

Please note:

The Children's Observation & Assessment Unit (KOALA Unit) is a learning environment for student nurses and medical students. If however, you do not want wish to have a student involved in your child's care please inform the nurse in charge.

When will my child be discharged?

Following a period of observation and investigations (if required) a decision will be made as to whether your child can be discharged home or whether he/she will be admitted to the inpatient ward.

What will happen if my child needs to be admitted overnight?

If your child requires admission, a nurse will escort you to the inpatient ward for further treatment. Rarely, your child may be transferred to another hospital. If this happens, the nurse and doctor will fully explain this. Once you are on the inpatient units, one parent will be able to stay overnight. Please ask a member of staff about visiting times.

What will happen if my child can go home but needs medication?

If your child needs to start medication, the doctor will write a prescription that will go to the hospital pharmacy. You should plan to wait between 1 and 3 hours for your child's medication to arrive back in the unit.

My child is going home and the community nurses are visiting us at home. Who are they?

The children's community nursing team are an experienced group of trained children's nurses. They work with parents in the community to help them care for their sick child and, where possible, reduce or prevent readmission to hospital. They will monitor your child's condition and provide you with advice and support.

If my child is unwell again, can I come straight back to the unit?

No. When your child is discharged home you will be given information and advice. This will include what to do if your child is unwell again.

Your Feedback Is Important to us

Please complete the Friends & Family Tests (feedback forms) before you leave to let us know if there are any improvements we can make to our service.

If English is not your first language and you need help, please contact the Interpretation and Translation Service

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

ইংরাজী যদি আপনার প্রথম ভাষা না হয় এবং আপনার সাহায্যের প্রয়োজন হয় তবে অনুগ্রহ করে দোভাষী এবং অনুবাদ পরিষেবাটিতে যোগাযোগ করুন

إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

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For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897

For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

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