

# Management of Emergency Department /Urgent Care Notification Protocol

**Children & Young People Services**

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## MANAGEMENT OF EMERGENCY DEPARTMENT/ URGENT CARE CENTRE/ HOSPITAL ADMISSIONS NOTIFICATIONS

**Statement**: The aim of the health visiting /school health services/family nurse protocol is to ensure that all Emergency Department (ED)/Urgent Care Centre (UCC) and Hospital Admission (HA) notifications are actioned within an appropriate time frame, according to local standards or guidelines**.**

**Procedure:** All urgent notifications received via nhs.net or fax will be placed on the Monthly Team Planner for the health visitors, school nurses or family nurse. Children who have attended ED/UCC with protection plan or children who have left without treatment will be actioned within 2 working days, following receipt of the notification by Children & Young People Services.

All non-urgent notifications will be actioned within 10 working days `

of receipt by the health visiting, school health and family nurse partnership.

## Structure (Tools)

1. A notification of attendance at Emergency Department/Urgent Care Centre/Hospital Admission from the Paediatric Liaison Health Visitor.
2. Qualified health visitor or student health visitor, school nurse, associate school nurse and family nurse partnership.
3. Access to the London Child Protection Procedures (2015), Working Together to Safeguard Children (2015), East London Foundation Trust (ELFT) Safeguarding Children policies and procedures/ transfer in standard/ no access visits/contact procedure.
4. Child Electronic (RIO) Record

## Process

1. The ED/UCC/HA notifications will be uploaded onto child’s record on RIO by safeguarding team administrator, and child name will be placed on the monthly team planner. An entry will be made on progress notes to state date and time of attendance, reason for attendance and team allocated to. Where urgent attention is required the Paediatric liaison health visitor will email the clinical team leader directly.
2. The clinical team leader or operational lead will allocate the ED/UCC/HA notifications to health care professional (HCP) namely: health visitor, student health visitor, nursery nurse,school nurse or family nurse partnership on RIO monthly planner as appropriate.
3. ED/UCC/HA notifications for the school age children will be placed on the school nurse monthly team planner stating named school in comment box.
4. All notifications will be actioned by delegated HCP (health visitor, student health visitor or nursery nurse, school nurse, associate school nurse and family nurse) within 10 working days of notification.
5. The HCP will assess each notification individually using their professional judgement, guidelines from the London Child Protection Procedures (2015), ELFT Safeguarding Children policies and procedures and previous information on the family.
6. The HCP will follow up all children who have left A&E or UCC without treatment within 2 working days, assessing each case using their professional judgement.
7. Following an assessment of the notification, the HCP will offer the client the following contacts:
   1. Telephone contact
   2. A home visit
   3. Letter
   4. No intervention
8. The HCP will record outcome and action plan on child’s record on RiO and tick significant event on progress notes.
9. Where there are identified causes for concern the health visitor, or school nurse will liaise with the Children’s Triage Team and other agencies, as appropriate.
10. Where the child is unknown to the service, the transfer-in standard will be implemented.
11. The HCP will complete early help record where appropriate.
12. For those children who attend independent schools, are educated at home or not attending school will require a follow up service and this must be assessed individually by clinical team leader/ school nurse

## Outcome

1. All notifications of children who have attended ED/UCC/HA with protection plan or children who have left without treatment will be actioned within 2 working days, following receipt of the notifications by Children & Young People Services.
2. All ED/UCC/HA notifications will be actioned by allocated member of the skill mix within 10 working days of notification.
3. The client or child will be offered appropriate support and advice on issues such as prevention of accidents, management of minor ailments and appropriate use of Emergency Department and ambulance services.
4. Any child protection issues will be acted upon in accordance with the London Child Protection Procedures (2015) and safeguarding children internal policy and procedures.
5. A record of child’s ED/UCC/HA attendance will be kept on RIO progress notes and significant events ticked.

Audit

Bi-annual random audit of notifications will be done by the Paediatric Liaison Health Visitor against standard.

This protocol will be stored on the Trust intranet. References:

Newham Care Trust Risk Assessment Policy NMC – The Code (2015)

ELFT Safeguarding Children Policy (2013) London Child Protection Procedures 2015

Working Together to safeguard Children: A guide to inter- agency working to safeguard and promote the welfare of children March 2015

NHS Newham: Management of Emergency Department /Urgent Care notification Pathway (2010 -13)