

# Report for trip to:



University College London  
Hospital

and

Poole District General  
Hospital



Monday 23rd June and Tuesday 24th June 2008

## University College London Hospital Monday 23<sup>rd</sup> June 2008

We visited the University College London Hospital on Monday 23<sup>rd</sup> June 2008 to see the Adolescent Unit that is situated on the 12<sup>th</sup> floor within the hospital. The unit spans the length of the floor so that there is plenty of space for the teenagers to move around in. The floor has got both the Adolescent Unit and the TCT (Teenage Cancer Trust) Unit but the two are kept completely separate as the patients cannot be mixed for medical reasons. This is the only hospital in London with the whole floor being dedicated to adolescents. The hospital also has children's and adult's wards so that the transition is made easier for children moving onto adult services. The unit takes adolescents up until their 19<sup>th</sup> birthday so they have lights out between 10:30pm and 11pm. The adolescent unit has three four-bedded bays and four cubicles. The cubicles are kept for patients who need them for medical or clinical reasons and so patients can not request to go into a cubicle. The only time when this does not happen is when there are three girls in a bed bay with one boy and there isn't room for the boy to go anywhere else; so the boy will go into a cubicle until another bed becomes free.

Young people were involved in deciding what colours should be in the art in the adolescent unit. They also decided on which DVDs should be available, what music should be available and what books should be available.

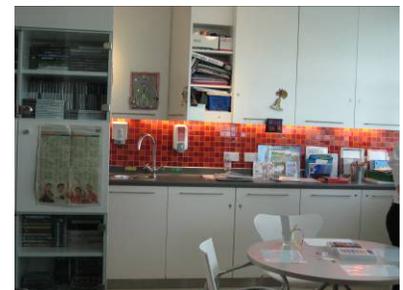


The ward has got a 'No White Coat' policy where doctors are not allowed to wear their white coats in case patients suffer from anxiety and are uneasy about seeing the doctor in a white coat.

As the ward takes adolescents up until the age of nineteen, and do not take children, they have got age appropriate reading material and DVDs. However, if patients want to watch a film that is certified 12 or over, then they have got to get permission from a member of staff before watching it. This is to make sure that patients do not watch a film which is not appropriate to them. This is to try to create normality for them whilst they are in hospital as they would be watching the DVDs anyway if they were at home.



The adolescents have got a Recreational Room in the ward so that they can get away from their beds and mix with other teenagers their own age. The photo on the right is of the Recreational Room where patients can play pool, make arts and crafts and talk to people their own age. There are rules that must be obeyed when in the Recreational Room. One important rule is that Doctors and Nurses are not allowed into the youth room to do consultations and observations. This is to make sure that patients can get the privacy that they want and it is keeping in lines with the confidentiality rule. There are pros and cons with the Recreational Room within the ward. The pros are that patients can get away from their beds and the doctors and nurses and just relax away from the hustle and bustle in the ward areas. However, the cons are that the room is too far away for visitors to see them when they come to visit.



The grey wall in the Recreational Room has been put in for sound proofing. This is to ensure that the adolescents' noise doesn't travel and so they can make as much noise as they want to. The picture on the right is of the wall in the Recreational Room.



If patients who are on bed rest want to go to the Recreational Room to get away from the ward then the room can fit two or three beds in it. Also if drips and other machinery need to be plugged in to electricity mains then there are three movable towers of sockets that can come down from the ceiling. The photo to the left is of one of these towers which are operated by remote control. At each bedside there is a copy of an inpatient booklet with information about the services within the hospital and some useful websites for help lines which are most commonly used by adolescents.

The two main areas that are different in this adolescent unit are that patients are allowed to use their mobile phones and they have got internet access. There is no policy for the mobile phones but the only rules are that patients do not have loud ringtones and that they do not conduct loud conversations. This is to ensure that they don't annoy the other patients. There is also internet access through a school server within the hospital which is strict, so chat rooms are not allowed but patients can access online email accounts like yahoo and google mail. Patients can also bring their own laptops into hospital and plug them into school USB ports which are situated at the patient's bedside. This means that the laptop can link up to the school server. However, before the patients can use them the machines have to go through antivirus, firewall and electrical tests first. The antivirus and firewall only take a couple of hours to go through so the machine is not away from the patient for very long.



Patient Line also runs throughout the hospital with stations at each bedside. This is made up of a telephone, a television, a radio and the internet. The phone has got an answer machine and the minimum call charge is 10p for one minute.



In spite of this, patients do not have to pay to use the phone. The television runs throughout the day but gets cut off at the 9pm watershed. Patients can however go to the Recreational Room and watch the television there after 9pm until either 10:30pm or 11pm. You also have to pay for the internet access as it is not



connected to the school server. To pay for these services, you have to get a card which slots in to the bottom of the machine so that it is only used when required. Head phones are provided so that the other patients do not get annoyed with the sound coming from it. The picture on the right is of a Patient Line machine which is situated at each bedside. The photo on the left is of the television in the Recreational Room.

Staff only allow two visitors at each bedside and in the Recreational Room so that the wards and youth room do not get too crowded. This is also because the Recreational Room gets used more as an activity room and therefore the staff can keep track of what materials are out and so that the room doesn't get too noisy or messy.

The hospital offers a varied range of food for inpatients. Patients can choose the size of portions that they wish and what they would like to eat. This ensures that adolescent patients have the right amount of food and so that they are not starving by the time they go to bed. Staff do not stop parents from bringing in takeaway food from outside sources as long as they are told. Patients are also asked to eat this food in the Recreational Room if they are in a bed bay, so that they do not disturb other patients by making the smell of the takeaway food travel. There is a vending machine for tea and coffee in the kitchen area of the ward. The machine works on tokens and patients can get these tokens free from the Nurses station. They do not have a kitchen in the sense to make their own food, like they did in their last hospital in Middlesex, but they do have a fridge and a microwave to heat up food. Nevertheless, they do have more cupboards and storage space to keep things in.



Young people are allowed to leave the ward by themselves if they are over the age of 16 and they have got permission from their doctor as long as they leave their mobile number so that a member of staff can get in contact with them incase they need to be called back for any reason. However, if they are under the age of 16, then they must have a member of staff or a parent or relative with them if they wish to leave the ward or the hospital. Again they would need to check with their doctor to make sure it is alright to leave the hospital.

## **Poole District General Hospital** **Tuesday 24<sup>th</sup> June 2008**

We also visited the Poole District General hospital on Tuesday 24<sup>th</sup> June 2008 to see the part of the Children's Ward which has been dedicated to the service of young people. The ages of the young people who are allowed to stay on the adolescent unit are aged 12 years to 16 years. The unit has got eight beds, four cubicles and a four bed bay. The four bed bay has patients of both genders. The Nurses have got problems with this but the Young People do not seem to mind. The patients in the Adolescent Ward start their transition from children's services to adult services usually at the age of fourteen. During this time, young people have a key worker who looks after them and makes sure that the patient doesn't have any unanswered questions. However, patients with complex needs can stay on the ward until they are nineteen years old. This is so that there is more time to make sure that they are ready to move onto Adult services. Parents are discouraged from staying with the child on the ward but if they really want to stay then they can.

The theme of the Children's ward is 'Winnie the Pooh' and so from that the area that is dedicated to the treatment of Young People is called OWLS. This is because the Children's Ward has got the theme of Winnie the Pooh and because young people are no longer children then they are older and wiser. The picture to the right is of the entrance to the unit. The



young people got involved with the planning of the Adolescent Unit by filling out surveys so that they got to express their views about what they would like to see in the unit.

Staff of the unit and other planners also visited the University College London Hospital to get ideas for the new Adolescent Unit. People who also used to attend the hospital were invited to a user evening to give their opinions about what they would like to see in the Adolescent Unit.

There are activities for young people to do on the ward. These include a DVD night when the watershed is in place and a games night where young people get to mix with people their own age and with similar interests. Young people also get to decide on what DVD's and games there are on the ward and what ones they would like to see on the ward.



Patient Line also runs throughout the hospital with stations at each bedside. This is made up of a telephone and a television. This service currently does not have internet access but in time, it will hopefully be installed. The picture on the left is of the Patient Line devices used in the Adolescent Unit at the Poole District General Hospital.



Mobile Phones are allowed on in the hospital but staff try to stop patients from using them in the wards. To stop patients from using their mobile phones on the wards, there is a 'Hot-Spot' in between each of the wards where teenagers can go to avoid other patients and staff from getting annoyed with them if they are talking on their mobile phone or texting.



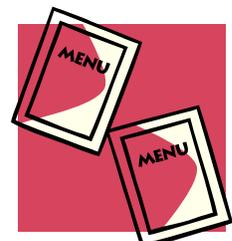
The Adolescent area is out of bounds for adults to insure that Young People have got some time on their own away from their beds and the treatment that they are receiving. This is also so that they have got their privacy and keep their illnesses and treatment confidential.



At the moment, young people are not allowed to watch the television after the 9 o'clock watershed. However, the staff are trying to get a later turnoff of the television as young people would be watching the television if they were at home anyway.

There are two teachers who teach the young people and the children who are in hospital for longer than two days. Therefore rooms are allocated for the patients who are studying to give them privacy and time to be taught. Also outside school accounts can be accessed for work so that the patients do not fall behind when they are in hospital.

The menus that the hospital offers are separate from what children get. Young people get the choice of three sizes of portions so that they get enough to eat and lunch is served at 12 noon and dinner is served at 5pm.



In the eyes of the staff there doesn't seem to be anything that they would change if they were to build the unit again. Also the patients on the ward like the ward and its surroundings the way that it is and so they have said that they wouldn't change anything if they were to get involved with the planning of a new unit.

## **Conclusion**

Both of the hospitals that we visited were very interesting as they were completely different to each other. The trip on the whole was very well planned as we got to see in one hospital, a floor that was dedicated to the care of young people, and in the other, a bit of a ward that was dedicated to the care of young people. Also the first hospital was purpose built and in the second they had to fit the adolescent ward into a building that was already built.

Alison Cloudsley