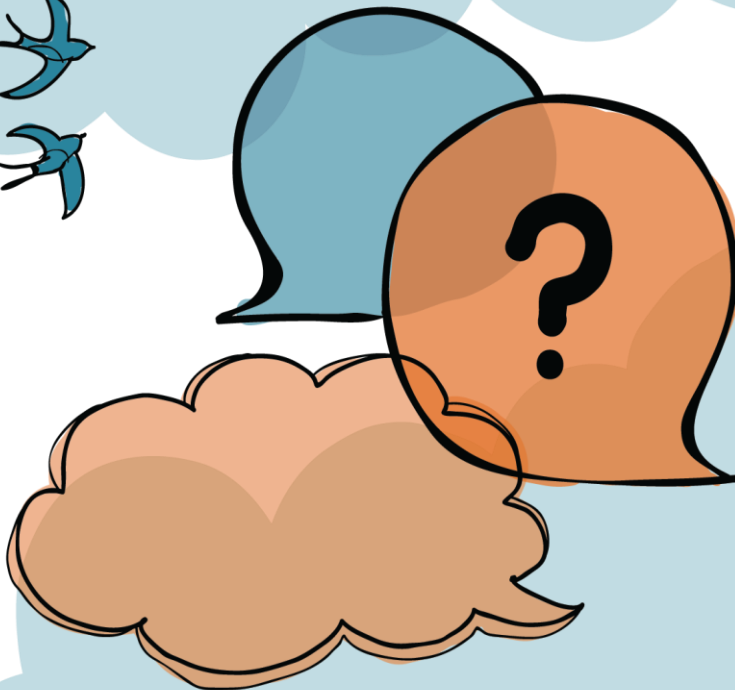


# visiting

*The Kipling Unit*



Information for parent/carers and children

## Welcome to the Kipling Unit



We understand that this can be an anxious time for parents and that you will have many questions about the Kipling Unit, your appointment and issues concerning your child. We have put together this information, with parent/carers who have been through the process, to hopefully answer your questions and to give you an idea of what to expect when you come for your appointment at the Kipling Unit.

The Kipling Unit is a self-contained unit within Conquest hospital. It is situated next door to the main children's ward, but is completely separate. It has secure doors and high handles, so there is little risk of a small child wandering off unattended.

The Kipling Unit is a friendly environment with pictures and information on the walls. There is a play area, as well as large snakes & ladders and chess games for older children. Staff at the Kipling Unit will be more than happy to answer any questions whilst you are waiting.

We appreciate that waiting for your appointment and the months following diagnosis can be a difficult time. There are lots of local and national organisations available to offer help, advice and support. There are organisations that run clubs and workshops for children, while others offer parenting courses and advice. Some of the organisations are run by parent/carers who run groups that can be a good source of support and offer a great opportunity to find out more about the services that are on offer from the people who use them. For more information go to the SEND Local Offer:

<https://www.eastsussex.gov.uk/childrenandfamilies/specialneeds/>

# *How to find us...*

## **Conquest Hospital**

**The Ridge, St Leonards-on-Sea, TN37 7RD**

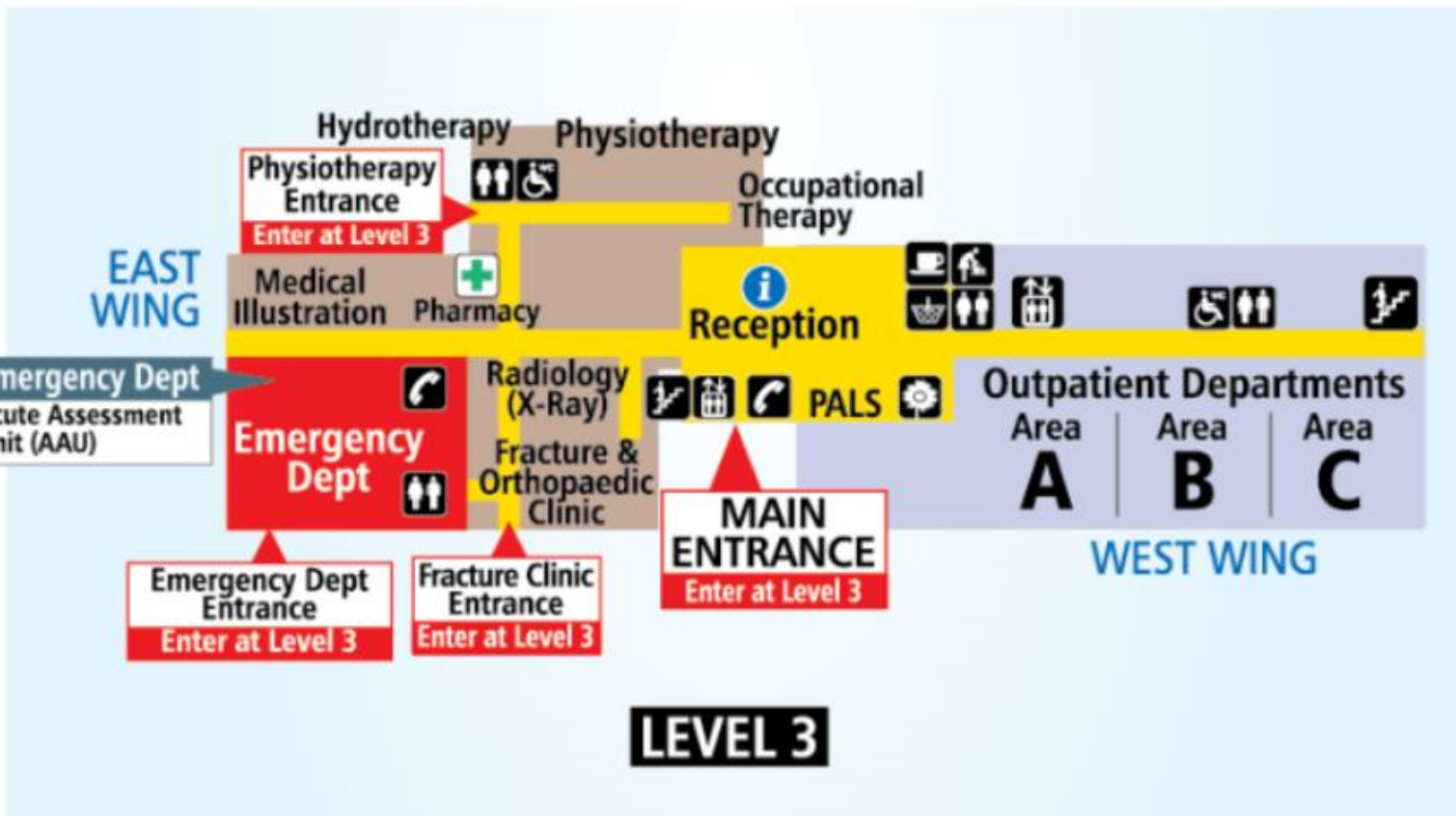
There is a car park for patients and visitors directly in front of the main entrance to the hospital. This is a pay car park and can get crowded. It is a good idea to arrive at the hospital 20 minutes before your appointment so you can find a space.



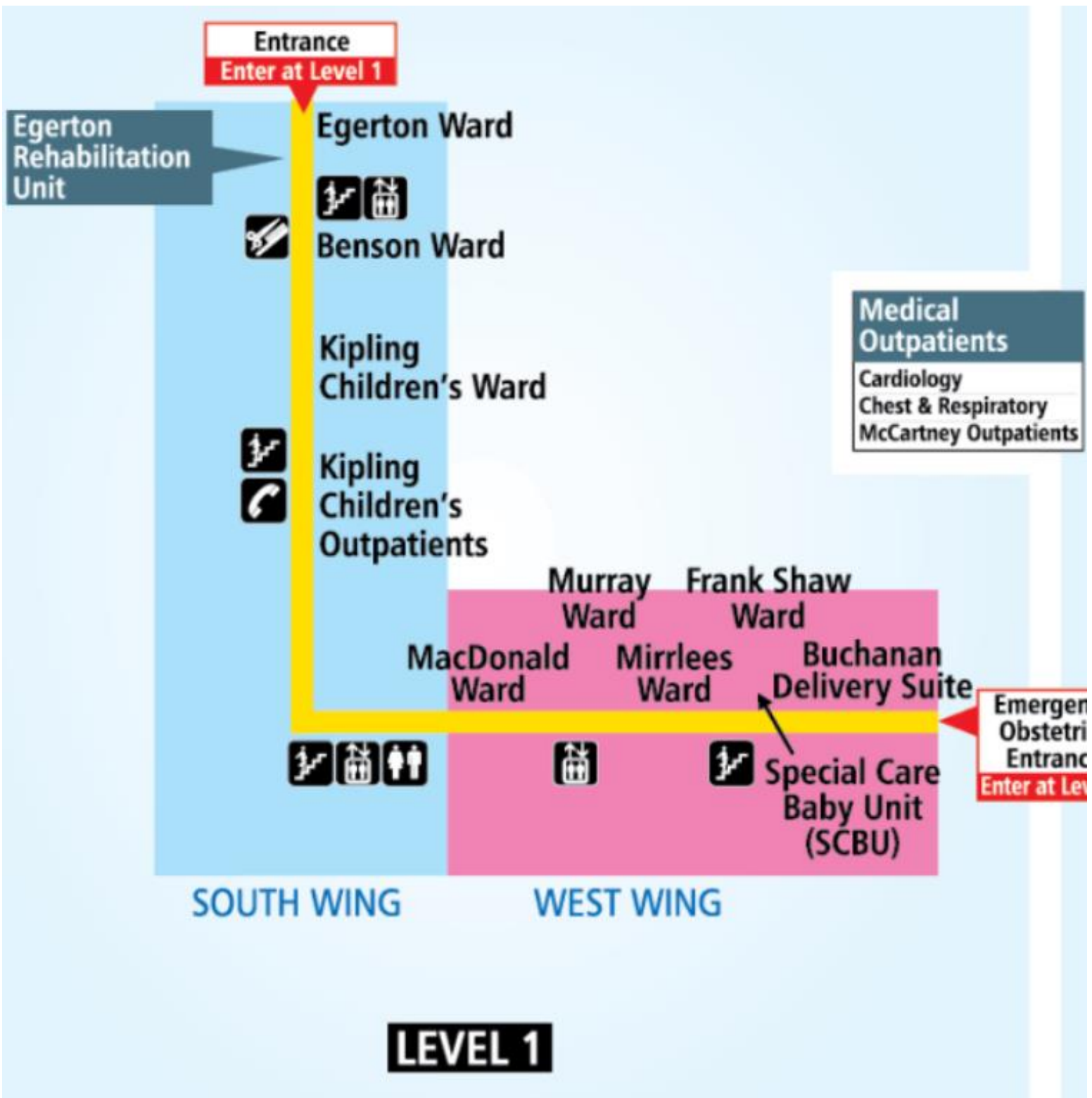
Follow the directions from the main entrance on the third floor (level 3) to the ground floor (level 1). Whether you take the lift or the stairs, you will need to follow signs towards the Kipling Unit on the ground floor level towards the far end of the hospital medical wing (see maps on next page).

You do not need to check in at the main Adult Outpatient desk in the front foyer of the hospital. You should go straight to the department reception and check in there.

## Map of level 3



## Map of level 1



# Frequently asked questions

## **What should I bring with me to the appointment?**

You should take your child's Red Book as this may help you with information about your child's milestones and any reports that you have. These may be school letters, School Based Plans (SBP) or Additional Needs Plans (ANP); any private reports, and if you have come from abroad, any reports that you have with an English translation. You may also want to make note of any questions that you wish to ask or your own observations about your child to bring with you.

## **How long will my appointment last?**

Your appointment letter should state approximately how long the appointment will take. It is a good idea to bring snacks and/or lunch for you and your child.

## **Do I need to check in for my appointment?**

You do not need to check in at outpatients in the front area of the hospital, you can just go straight to the Kipling Unit. When you arrive at the Kipling Unit you will need to register with the receptionist at the desk, who will ask you for your name and check they have the correct information for you.

## **Will there be many people in the Kipling Unit?**

There can be up to 4 clinics going on at the same time, so there may be other families in the Unit and using the waiting area.

## **Should I bring another adult with me?**

This is a good idea but is not essential. There may only be one staff member on duty in the clinic, apart from the diagnostic team, so having another person to support you (key worker, family member, friend) and your child will give you more chance to talk to the team. Your child may be feeling anxious and another family member can be a reassuring presence and support to you both.

## **Can I bring my other children with me?**

It is a good idea not to bring other children with you; if possible, as space is limited and you will want to focus on your child who is seeing the diagnostic team.

## **What time should I arrive at the Kipling Unit?**

It is best to aim to arrive 15-20 minutes before your appointment. Sometimes it can take time to find a parking space (if coming by car) and you will need to walk to the Unit from the car park.

## **Who will we meet at the Kipling Unit?**

Your appointment will be with one of our doctors, normally a Consultant Paediatrician. There will also be Kipling Unit health care assistants and nurses and possibly a Speech and Language Therapist. Occasionally there may be trainee doctors or nurses in the Unit. You will be asked if it is all right for them to join the appointment, so that they can learn from observing the diagnostic team. You may feel that this is not appropriate and you can of course refuse this request.

### **Will my child be present throughout the appointment?**

If there is someone available to sit with your child, you may be seen by the doctor without your child initially whilst they wait in the waiting area. If this is the case, your child would then be invited into the room to see the Doctor once the initial information has been gathered from you. If you do not wish for the Doctor to speak about their findings in front of your child please make that clear when you speak with the Doctor.

### **Is a diagnosis always given at the end of the appointment?**

This will depend on the information received prior to the appointment and the findings during the appointment. In some cases a diagnosis will be given, if appropriate. However, this may depend on which clinic your child is attending. This should be clear from the initial letter you receive from the appointments bookings team, as this should explain the type of clinic you will be attending. It may be that your child will require further assessment, or further information may be required.

### **Will my child have any tests?**

When you arrive a nurse will introduce themselves and ask to take weight, height and head circumference measurements. No invasive tests will be carried out in the Unit. Your permission will be requested prior to these measurements and separate appointments will be offered for any other type of tests or assessments that might be required, at a later date.

### **Are there toilets in the Kipling Unit?**

Yes there is a toilet that can be used by families.

### **Can my child bring a toy and snacks?**

Yes, your child can bring a toy, but the Kipling Unit does have lots of toys to play with. It may be advisable to bring some small snacks and/or a lunch with you. As you enter the hospital main entrance, there is a café and shop where snacks can be purchased if required.

### **Who can I contact if I need to cancel my appointment?**

If you do need to cancel your appointment, please contact the number below, as soon as possible, in order that we can offer this to someone else. Although we may not be able to offer you an alternative immediately, this will help us reduce our overall waiting times by avoiding wasting clinic time.

**You can contact the Child Development Bookings team on 01323 414953**

(please note that Conquest outpatients cannot help with this and you would need to call this central dedicated number)

### **What happens after my appointment?**

You will receive a clinic letter in the post that details the Doctor's findings from the appointment. The letter will also state any further investigations or appointments that the Doctor will need to carry out. It will not give another appointment date; if this is required this will be sent separately.

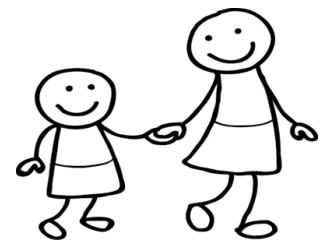
# My visit to the Kipling Unit

## *a visual story*

The Kipling Unit is in the Conquest Hospital. When you get to the hospital go in the main entrance.

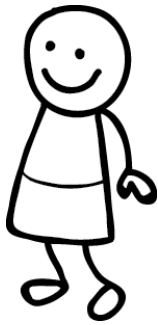
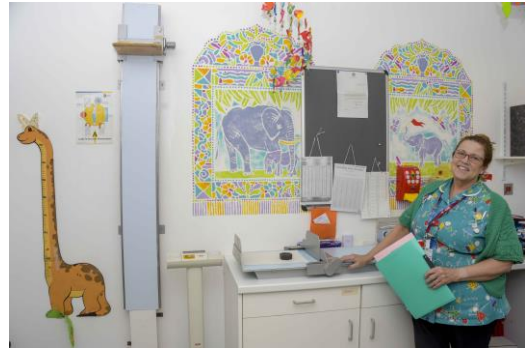


This is the main foyer of the hospital, it might be a bit crowded but you don't need to stop here, just turn to your left and take either the lift or the stairs down to level 1 (the entrance is on level 3).

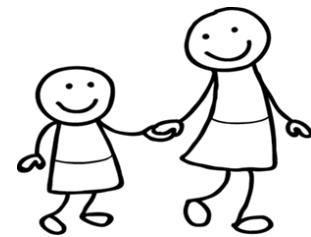


Turn the handle and push the door to enter (you may need an adult to help if you are little!).





One of the Kipling Unit nurses will ask if they can weigh and measure you, this doesn't take long, the scales are in another room just off the waiting room area.



Then you can go back to playing in the waiting area or watching the TV until the Doctor calls your name.



This is one of the Doctor's rooms, where you will visit with your parents.

Once you and your parents have spoken to the Doctor it will be time to go home.

