

# Visiting

## The Scott Unit



Information for parent/carers and children

# Welcome to the Scott Unit

We understand that this can be an anxious time for parents and that you will have many questions about the Scott 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 Scott Unit.

The Scott Unit is a self-contained, secure area within Eastbourne hospital. The only access is via a buzzer controlled door operated by our team, so there is no risk of your child wandering off unattended.

The Scott Unit is a friendly environment with murals on the walls, plenty of toys such as train sets, Lego, a play house, dinosaurs, animals, books and more. There may be a film playing for you to watch while you wait and tea/coffee facilities available for you to use. Staff at the Scott 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:**

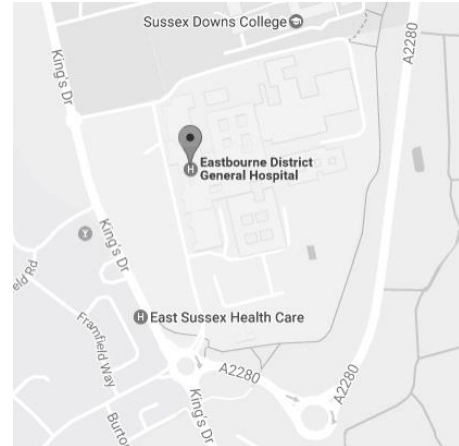
<https://www.eastsussex.gov.uk/childrenandfamilies/specialneeds/>

# How to find us ...

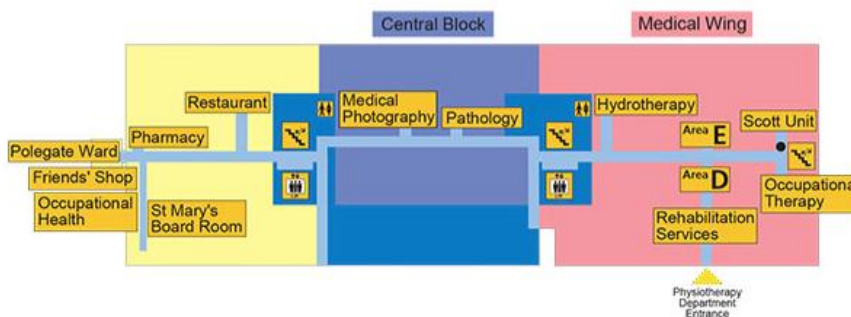
**Eastbourne District General Hospital  
Kings Drive, BN21 2UD**

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 below from the main entrance on the first floor to find the Scott Unit on the ground level at the far end of the hospital medical wing.



**Level 1 - main entrance**



**Ground level**

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# 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 Scott Unit. When you arrive at the Scott Unit you will need to press the buzzer to be let in, once you are in you will need to take a seat, there is no need to tell anyone you have arrived.

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

There can be up to 3 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 Scott 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 Scott Unit?**

Your appointment will be with one of our doctors. There will also be Scott Unit healthcare assistants, possibly a Speech and Language Therapist and one of our Scott Unit specialist nurses. Occasionally there may be trainee doctors or Health Visitors 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 Scott Unit, 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 Scott 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 Scott 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 have any questions about my appointment?**

If after reading through this leaflet you still have questions please contact us, we are always happy to answer your questions and ease any concerns you may have. You can contact the Scott Unit 01323 438277 email: [esht.communitypaeds@nhs.net](mailto:esht.communitypaeds@nhs.net)

### **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 Scott Unit

## a visual story



The Scott Unit is in Eastbourne 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 carry on down the corridor ahead of you. Turn right at the end of the corridor.



You need to go down to the lower level, you can use the stairs or the lift.



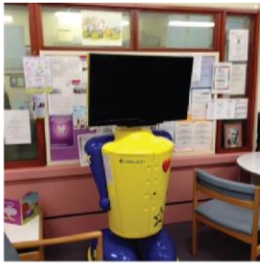
Once you are on the lower level, follow the long corridor to the end where you will find the Scott Unit.



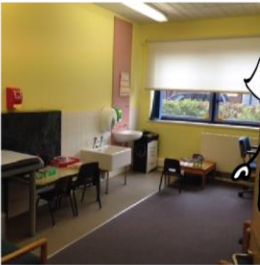
Ring the bell and push the door to enter. You can sit in the waiting room and play with the toys.



One of the Scott 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 a film.



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.

We would like to thank the parent carers from iContact ([www.icontactautism.org](http://www.icontactautism.org)) for their time and energy coproducing this leaflet.

To give us feedback about this leaflet use the web form:  
<https://www.esht.nhs.uk/website-feedback/>