THIS SURVEY IS TO BE COMPLETED by EACH CHILDREN'S WARD and UNIT (excluding Neonatal Intensive Care Units [NICUs], Local Neonatal Units [LNUs] and Special Care Baby Units [SCBUs] which have a separate questionnaire).

Introduction

Since 1985, Children's Health Scotland, formerly known as Action for Sick Children Scotland, has carried out surveys every few years of hospitals in Scotland that admit children and young people in order to monitor the availability of parental access and family facilities. The findings have been extremely useful for healthcare planners and providers at all levels within Scotland's NHS.

This 2018 survey will capture information on parental access and family facilities within all NHS hospitals in Scotland. The results of the survey, which is funded and supported by the Scottish Government, will be placed in the public domain and will inform the Scottish Government's policy making in relation to the healthcare of children and young people in Scotland. We are grateful for your co-operation in providing information on services for children and young people.

In return, we will supply your Health Board with data showing how your ward or unit compares against the Scottish average for each question in the Survey and provide examples of best practice. All data will be anonymised before being shared or published so that no individual or ward can be identified. You will notice in the questionnaire that there are occasional questions to clarify which type of ward you are completing the survey for - this is to allow us to route you to questions which are appropriate for your ward type.

Your name has been provided by your Nurse Director as the most appropriate person to complete the survey. If you feel you are not the most appropriate person, please contact Elizabeth May at Children's Health Scotland on 0131 553 6553 or e.may@childrenshealthscotland.org. If you have any queries about the survey, please contact Ian Christie or Susan Gardiner at Blake Stevenson by telephone (0131 667 2919) or email (ian@blakestevenson.co.uk or susan@blakestevenson.co.uk).

The survey should take around 50 minutes to complete and will be available until 19 November.

Please use the 'back' and 'next' buttons on the survey to navigate through the questionnaire - please do not use your internet browser's back button.

The questionnaire format will allow you to complete the survey in several visits, should you wish to do so. To save your answers at any point, please click on the 'Save' button at the bottom of the screen and follow the instructions carefully.
NB: In the questionnaire, 'Parent' means parent or carer with legal responsibility for the child, or parent substitute who is 'a suitably qualified person (e.g. an aunt or granny), not necessarily being legally responsible, selected for the care of the child in agreement with the child's wishes.

Children's Health Scotland is a Scottish Charity No SC006016 and a company limited by guarantee, registered in Scotland No 100114. Registered office is 22 Laurie Street, Edinburgh EH6 7AB.

**How we will use the data you provide**

Should you wish to view further information about how we will store and use the data you provide, and your rights in respect of the personal data we will hold about you, you can view this information on the Blake Stevenson website.

**Your consent to take part**

Please click on the ‘Next’ button to begin the survey.

By clicking the button you agree to participate in the survey we are carrying out on behalf of CHS, and a researcher may contact you to discuss your responses if clarification is needed.
### Ward Speciality or Type

**Q1** In your ward, do you have the following: (Please tick all that apply). *(Answer required)*

**NB:** If you are from a medical/surgical combined unit, please select this option rather than selecting both the 'Medical unit' and 'Surgical unit' options.

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<td>Day case unit (medical)</td>
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<td>Acute assessment unit (for ill children under 24 hours stay)</td>
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<td>ICU</td>
<td>Separate HDU</td>
<td>Other</td>
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**Q1a** If other, please describe. *(Answer required)*

### Q2 Number of children's beds in the ward/unit.

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**Q2a** Of this total, how many are single rooms/cubicles?

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<th>Medical</th>
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<th>Medical/surgical combined</th>
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Q3 If you are not a day case surgical unit, please describe where children are admitted for day surgery.

Q4 Do you take children and young people up to their 16th birthday? (Answer required)

- Yes
- No
- Some

Q4a Please explain.

Q4b What was the average bed occupancy (%) by children under 16 years (i.e. up to their 16th birthday) between 1st April 2016 and 31st March 2017?

Q5 Do you take children and young people up to their 18th birthday? (Answer required)

- Yes
- No
- Some

Q5a Please explain.

Q5a If not, please indicate the upper age limit.

Q6 Do your wards use the 'What Matters to Me' questions at admission of a child/young person?

- Yes
- No

Part 2: Parental Access
Visiting

Q7  Are children, if sufficiently mature, allowed to have a say in who visits them?

☐ Yes  ☐ No

If yes, is this recorded?

☐ Yes  ☐ No

If so, how?


Q7a  Are children, if sufficiently mature, allowed to have a say in who is allowed to be resident with them?

☐ Yes  ☐ No

If yes, is this recorded?

☐ Yes  ☐ No

If so, how?


Q8  Please indicate the visiting arrangements and any restrictions for parents, carers, siblings, grandparents and family friends (please tick or comment as required):

Parents/ carers  
☐ Open - no restriction  ☐ Variable by agreement  ☐ Limited hours  ☐ None permitted

Siblings  
☐ Open - no restriction  ☐ Variable by agreement  ☐ Limited hours  ☐ None permitted

Grandparents  
☐ Open - no restriction  ☐ Variable by agreement  ☐ Limited hours  ☐ None permitted

Family friends  
☐ Open - no restriction  ☐ Variable by agreement  ☐ Limited hours  ☐ None permitted

What rules apply to sibling visits (e.g. age of sibling, hours of access)?


Please describe any on-site facilities where parents might leave the child's siblings, e.g. sibling creche?

Q8a Are these arrangements consistently applied by all staff (e.g. nurses, doctors)?

- Yes
- No

If no, please explain.

Q8b Are rapid access arrangements in place (e.g. visitors are provided with a key card or security code, or they provide thumb prints)?

Q9 Please tick to indicate if parents/carers cannot stay with their child at any of the following times:

- Meal times
- Doctors' rounds
- Drug rounds
- During school lessons
- Any other times

If any others, please specify.

Q9a Please comment further on your answer to the previous question.
Part 3: Parental Facilities and Accommodation

Q10 Is written information about parent/carer facilities made available for:

- Emergency admissions?
  - Yes
  - No

- Elective admissions?
  - Yes
  - No

Q11 Can a parent/carer stay overnight? (Answer required)

- Yes
- No

Q11a Where would they sleep? (Please tick all that apply)

- On the ward, beside the child in a chair
- Off the ward, within the hospital grounds
- On the ward, beside the child in a bed
- Off the ward, within the hospital building
- Other

If other, please specify.

Q11b Please comment further on your answer to the previous question.

Q12 Can both parents be accommodated at the same time?

- Yes
- No

Q12a Please comment further on your answer to the previous question.

Q13 Have you had to turn a parent away through lack of accommodation in the year 1st April 2017- 31st March 2018? (Answer required)

- Yes
- No

Q13a If yes, how often did this occur?

- Weekly
- Monthly
- Every other month
- Every 6 months
- Every 6 months to 1 year
- Once a year or less
Q14 Can another child stay overnight with the parent?
   ○ Yes          ○ No

Q14a Please expand on your answer to the previous question.

Q15 Is it possible for a parent/carer to sleep at the bedside?
   ○ Yes          ○ No

Q15a Can a parent stay near their baby/child throughout their child's hospital stay, if they wish to do so?
   ○ Yes          ○ No

Q16 Are there any of the following dedicated facilities on or off the ward for parents? (Please tick all that apply)
   ○ None of the above
   ○ Washing/showering facilities
   ○ Laundry facilities
   ○ Sitting room
   ○ Kitchen facilities

Q17 Are any children and young people up to their 16th birthday cared for in an adult intensive care unit? (Answer required)
   ○ Yes          ○ No

Q17a If yes, can parents/carers stay with them?
   ○ Yes          ○ No

**Family Support**

Q18 Does your ward have access to: (Please tick all that apply)
   ○ Family Liaison/Family Support Worker?
   ○ Social Worker?
   ○ Other family support service?
   ○ None

Q19 Are children and young people offered access to spiritual care when in hospital?
   ○ Yes          ○ No

Q19a If yes, how is this provided?
Q20 Are bereavement facilities in place on site for a family following the loss of a child?

☐ Yes  ☐ No

Q20a If yes, please describe (e.g. dedicated quiet room).

Q21 What process of care do you use? (Please tick all that apply)

☐ Named nurse  ☐ Team nurse  ☐ Other

Q21a If other, please describe.

Q22 Are the following translation and interpretation services available at all times?:

Yes  No

Information about the language and translation services available to parents/carers and how to access them

Written communications for families

Verbal communications for families

Written communications for children and young people

Verbal communications for children and young people

Communications via British Sign Language for families, children and young people who use BSL

Q22a If you have answered 'no' to any of the above, please comment.

Parent Refreshment

Q23 Are parents/carers provided with information about arrangements for food and drink either before or on admission? (Answer required)

☐ Yes  ☐ No
Q24 What refreshment options are available for parents/ carers? (Please tick all that apply)

- A parent/carer can get a hot or cold drink near the ward
- Parents/carers able to get a meal within the hospital
- Parents/carers have access to food at non-commercial prices

Q25 Where a breastfed baby is admitted, is the mother provided with meals?
- [ ] Yes
- [ ] No

Q25a If yes, is this: (please tick one)
- [ ] Free?
- [ ] Subsidised?
- [ ] Full price?

Q26 Please tick if any of the following is/ are available for parents/ carers and/or siblings:

- Use of staff canteen
- Self-catering facilities for resident parents/carers or siblings
- Self-catering facilities for non-resident parents/carers or siblings
- Eat with the child on ward
- Vending machines
- Cafe facilities

Q26a Please comment further on your answer to the previous question.

Q27 Are parents/carers permitted to eat their own meals at their child's bedside?
- [ ] Yes
- [ ] No

Meal Times
Please indicate which of the following apply to children and young people on your ward: (Please tick all that apply)

☐ Access to milk and water throughout the day
☐ The likes and dislikes and the cultural preferences and religious needs are recorded on admission
☐ Information about arrangements for food and drink provided before or on admission
☐ Age-appropriate cutlery and tableware provided
☐ Protected mealtimes
☐ None of the above
This is to understand how you cater for and differentiate between children and young people.

Please note that the questions in this section only relate to young people between their 14th and 16th birthdays.

Q29  Do you accommodate young people aged 14 and above? (Answer required)

- Yes
- No

Q30  Where are young people between their 14th and 16th birthdays accommodated? (Answer required)

- On the children's ward
- In a special unit, e.g., adolescent unit

Q31  Are there facilities for young people with profound disabilities to have their carer resident while they are in hospital?

- Yes
- No

Q32  Are there designated areas/facilities for young people?

- Yes
- No

Q32a  If yes, please give details.

Q33  Are there exceptions to your upper age limit?

- Yes
- No

Q33a  If yes, what are they?

Q34  Do you have an adolescent unit?

- Yes
- No

Q34a  If yes, how many beds does it have?
Q34b  Have you ever been unable to accommodate a young person due to the unit being fully occupied?

☐ Yes  ☐ No

Q34c  If yes, where is the young person placed if the demand exceeds available beds?

☐ On the children's ward  ☐ On adult wards

Q35  Is anyone ever accommodated on an adult ward before their 16th birthday?

☐ Yes  ☐ No

Q35a  If yes, who decides if a young person (up to their 16th birthday) should be treated on an adult ward?


Q36  Please state if: (Please tick all that apply)

☐ Young people aged 14-16 are offered a choice of ward (children's or adult) at time of admission
☐ A young person's friends can visit
☐ Young people are involved in decisions about their treatment
☐ Young people are routinely made aware of their right to confidentiality

☐ Young people are routinely offered information about consent
☐ Young people are routinely offered information about the complaints procedure
☐ None of the above

Q37  Please indicate which of the following apply:

☐ Young people are permitted to consent to treatment in their own right
☐ Young people are given the opportunity, where appropriate, to be seen by nursing or medical staff on their own (without parents) at some point during the admission procedure

☐ Young people are allowed to use their mobile phones
☐ Young people have access to WiFi
☐ Young people have access to the internet via a computer
☐ None of the above
Part 5: Acute Assessment for Ill Children Under 24 Hours (Excluding Surgery)

Q38  Do you provide acute assessment (under 24 hours) for ill children? (Answer required)

☐ Yes  ☐ No

Q39  Please indicate if:

You admit children and young people for procedures  ☐ Yes  ☐ No

You have a short stay ward or unit (under 24 hours)  ☐ Yes  ☐ No

Q40  Are all acute referrals seen by a consultant or speciality doctor? (Registrar/ST4 and above)

☐ Yes  ☐ No

Q41  Are families offered a contact number after discharge from short stay?

☐ Yes  ☐ No

Part 6: Children Admitted for Surgery (Including Day Case Surgery)

Care on Operating Day

Day surgery and/or on the day of operation if the child or young person is an inpatient.

Q42  Does your ward admit children/young people for surgery? (Answer required)

☐ Yes  ☐ No

Q43  Are there particular anaesthetists allocated for children’s surgery in: (Please tick all that apply)

☐ Elective surgery?  ☐ ENT?

☐ Emergency surgery?  ☐ Ophthalmology?

☐ General paediatric surgery?  ☐ Plastic surgery/OMFS?

☐ Dental?  ☐ Gastroenterology?

☐ Orthopaedics and trauma?  ☐ Other

Q43a  If other, please specify.

☐ ☐
On Operating Day: (Please tick all that apply)

- There is a dedicated children's surgery list
- A parent/carer can accompany their children to and from theatre
- A parent/carer can stay with the child until the child is asleep
- Parents/carers are allowed to be with the child in recovery

Parents/carers are allowed to be with the child when s/he returns to the ward after the operation
The families are offered a contact number after discharge

None of the above

Q44 Comments:

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Part 7: Children and Young People (CYP) Admitted with Mental Health Problems

Q45 Does your Children's Ward admit CYP with mental health problems? (Answer required)
- Yes
- No

Q45a What is the upper age for such admissions?

Q46 Does your ward admit CYP with:

Eating disorders?
Self harm (e.g., poisoning/ overdoses/ ingestions?)

Yes
No

Q46a If yes, are CAMHS staff available 24/7 for these patients?
- Yes
- No

Q46a1 Please expand on your answers.

Q46b Is a named CAMHS professional responsible for the management of such patients?
- Yes
- No

Q46c If yes, please expand on your answer.
Q46c If no, who is?

Q47 Are paediatric nursing and medical staff offered clinical supervision from a named CAMHS professional in caring for children and young people with mental health problems?

- Yes
- No

Q48 Is there a written procedure for the management of violent or aggressive children and young people patients?

- Yes
- No
Part 8: Records/Feedback

Q49 Please state if: (Please tick all that apply)

- All families are offered written information about ward routines on admission including how to access their child’s records
- Parents are encouraged to provide feedback on their stay, including decision making, service design and service evaluation

- Children are encouraged to provide feedback on their stay, including decision making, service design and service evaluation
- Children have access to their own records on request
- None of the above

Part 9: Service Provision

Q50 Have there been any major changes in service provision for children and young people since 2012? (Answer required)

- Yes
- No

Q50a If yes, please tell us what these are.

Q51 Do you have any major changes planned for children and young people’s care in the next 12 months?

- Yes
- No

Q51a If yes, please tell us what these are.

Part 10: Travel

Q52 Is written information on reimbursement of travel costs/car parking provided to parents/carers? (Answer required)

- Yes
- No

Q52a If yes, please state if: (Please tick all that apply)

- This information is provided by the ward/unit
- This information is available from the hospital information service
- This information is available on the NHS website
- None of the above

Q52b If yes, does this apply to parents when their child is transferred to a tertiary centre?

- Yes
- No
- Not applicable
Part 11 questions relate to education. If necessary, please find out the information from your education lead so you can complete the survey.

Scottish Government Guidance on education for children and young people unable to attend school due to ill health (2015) notes that where a CYP’s illness is known or reasonably thought to be likely to extend beyond 5 days, then education should proceed immediately, if medical assessment permits. This is of particular importance for CYP who require recurrent admission to hospital, even for relatively short periods. Where there is less certainty over the possible length of any absence, education outwith school should commence at the earliest opportunity and certainly no more than 15 working days of continuous or 20 working days of intermittent absence.

Q53 Does your ward implement the Scottish Government Guidance on Education for Children and Young People Unable to Attend School Due to Ill Health (2015)? (Answer required)
- Yes
- No
- Don’t know

Q53a Please expand on your answer to the previous question.

Q54 Do all children in your ward, if medical assessment permits, receive education within 5 days of admission?
- Yes
- No

Q54a If not, do they receive education, if medical assessment permits, no later than 15 working days after admission?
- Yes
- No

Q54b If not, how many days after admission does teaching start?

Q54c Are there criteria for children and young people being taught by teachers (e.g. length of hospital stay, state of health, parental wishes etc)?
- Yes
- No

Q54d If yes, please list the criteria used in your ward and name person(s) (by their role) who decide.
Q55 Please indicate which of the following is/ are available.

| Education Authority Teachers - teacher member of hospital school’s own staff | Nursery/ pre-school 3-4 years | Primary school | Secondary school up to S3 | Secondary school S4-S6 |
| Education Authority Teachers - teachers from the Education Authority peripatetic support team | | | | |
| Education Authority Teachers - teachers from child’s own school | | | | |
| Privately Arranged Teachers - teacher from child’s private school | | | | |
| Privately Arranged Teachers - tutor paid for by parents | | | | |

Q56 Do your hospital teachers work with children admitted from local authorities beyond your hospital’s local authority area?

- Yes
- No

Q56a If not, why not?

Q56a If yes, is this/ are these: (Please tick all that apply)

- Hospital based teacher(s)?
- Teacher(s) sent in by the local authority?
- Both hospital based and local authority teachers?

Q57 Is there a dedicated classroom facility?

- Yes
- No

Q58 Is/ are there teacher(s) who are qualified to offer additional support for learning to children with particular needs (e.g. learning disabilities, sensory impairments, English as an additional language etc) if needed?

- Yes
- No

Q59 Are there any plans to change the provision of education in the coming 12 months? If so, please give brief details.
Please liaise with the appropriate colleagues as needed in order to complete the following questions on play. Thank you.

Workforce Provision

Q60 Is supervised play available for children and young people who are admitted to your ward? (Answer required)

- Yes
- No

Q60a If yes, is this:

- On your ward?
- On another ward?

Q61 For how many hours per day are Play Staff on your ward available to children and young people?

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Q62 How many Health Play Specialists (full time equivalent) are available in your ward?


Q63 Please indicate whether the following apply to Play Staff on your ward: (Please tick all that apply)

- Trained Hospital Play Specialist, e.g. registered with HPSET (Hospital Play Staff Education Trust)
- Play Assistants
- Nursery Nurses who are responsible for play
- Play Volunteers
- None of the above

Q63a Do any of them offer outreach to other departments, e.g. Emergency Department, Radiography, Neonatal? (Please tick all that apply)

- Trained Hospital Play Specialist, e.g. registered with HPSET (Hospital Play Staff Education Trust)
- Play Assistants
- Nursery Nurses who are responsible for play
- Play Volunteers
- None of the above
Q63b Please expand on your answer to the previous question.

Q64 Is supervised play supported by trained play staff available for babies, children and young people in the following? (Please tick all that apply)

- Out Patients department
- Diagnostics (Radiography department, scans etc)
- Paediatric Day Case
- Emergency Department
- Other
- None of the above

Q64a If other, please specify where.

Q65 Do Play Staff on your ward also carry out non-play activities?

- Yes
- No

Q66 Please indicate the number of Play Volunteers.

Play Provision

Q67 Are babies, children and young people and their families given the opportunity for (including in short stay wards): (Please tick all that apply) (Answer required)

- Play preparation
- Distraction therapy
- Post-procedural play
- A full range of supervised play and activities for their age and stage of development

Q68 Are there particular play opportunities available for babies, children and young people with additional support needs?

- Yes
- No
### Play Facilities/ Space and Equipment

**Q68a** If yes, please describe.


**Q69** Are siblings included in play opportunities?

- [ ] Yes
- [ ] No

### Play Facilities/ Space and Equipment

**Q70** Is there a dedicated play room available to children and young people admitted to your ward? (Answer required)

- [ ] Yes
- [ ] No

**Q70a** If yes, is this:

- [ ] On your ward?
- [ ] On another ward?

**Q70b** For how many hours per day is the play room available to children/ young people/ parents on your ward?

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<tr>
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**Q70c** Are these facilities staffed or not staffed?

- [ ] Staffed at all times when open
- [ ] Staffed some of the time
- [ ] Not staffed

**Q70d** Where there is no play provision on your ward, can children and young people be taken to other wards for play?

- [ ] Yes
- [ ] No

**Q71** Are there any plans to change the provision of play in the coming 12 months? If so, please give brief details.
We would now like to ask you for some final information.

In any published material, the data will be anonymised and it will not be possible for anyone to link the responses to any individual.

Q72 Name of member of staff completing this survey: 

Q73 Designation: 

Q74 Phone: 

Q75 Email address: 

Q76 Ward - name/ number: (Answer required) 

Q77 Hospital name: (Answer required) 

Q78 Hospital type: (Answer required) 

- Children's hospital
- District general
- GP/ community
- General
- Rural general

Q79 Health Board: (Answer required) 

- Ayrshire & Arran
- Borders
- Dumfries & Galloway
- Fife
- Forth Valley
- Grampian
- Greater Glasgow & Clyde
- Highland
- Lanarkshire
- Lothian
- Orkey
- Shetland
- Tayside
- Western Isles

Thank you very much for your help.

Please now click on the 'submit' button below to submit your answers. You will then be redirected to the Children’s Health Scotland website.