

## Carer Escalation Policy or 'What to do if you are worried about your child while they are in hospital'

In March 2014 Portsmouth Hospitals Paediatric Department launched a new initiative to encourage and enable parents, carers and families to raise concerns about their child's care. All day case patients and inpatients have a leaflet at the bedside that explains that if they feel that their child becomes more unwell after admission, or if they are unhappy with any aspect of their care, they should speak to the nurse looking after them. If they still have concerns the leaflet explains they should ask to speak to the nurse in charge of the ward and then if necessary bleep the paediatric nurse manager via switchboard.

The initiative was developed in response to a serious incident on the paediatric unit in Portsmouth. The parents of an inpatient who deteriorated described that before staff recognised that their child was deteriorating they had noticed their child was becoming more unwell but their concerns had not been listened to on the ward. Through working with parents and families a leaflet was developed using language appropriate for parents. The leaflet has been introduced onto the wards using plan-do-study-act methodology. The policy and leaflet is now being introduced across the trust for all patients and their families to raise concerns about their care.