

# Paediatric High Dependency Unit (PHDU)

(Northern services)

## Other formats

If you need this leaflet in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, contact the Patient Advice and Liaison Service:

- 01392 402093 (for Mid Devon, East Devon and Exeter services)
- 01271 314090 (for North Devon services)
- [rduh.pals@nhs.net](mailto:rduh.pals@nhs.net)

## What the service offers

The Paediatric High Dependency Unit (PHDU) cares for babies, children and young people who require more intensive or complex care than on the general ward, but not as intensive as a Paediatric Intensive Care Unit (PICU).

## Where service is provided

The Paediatric High Dependency Unit (PHDU) is located on Caroline Thorpe Ward (CTW) which is the children's ward at North Devon District Hospital. CTW is found on level 2 of the Ladywell Unit.

## Facilities available

The PHDU is dedicated to supporting both patients and their families during their stay. We understand that having a child in the hospital can be incredibly stressful for parents and carers, and we aim to create an environment where you feel supported and heard.

PHDU offers parents breakfast and the ward has a parents' room equipped with a fridge, microwave, and tea and coffee facilities. We also have an on-site shop and canteen (ask the nurse for opening times).

While we cannot provide a bed in the PHDU due to space constraints and the need for continuous observation of your child, you are welcome to stay with them at all times. We can arrange a bed for you in another area of the ward or provide a comfortable recliner chair at their bedside.

There are toilets and showers conveniently located near the PHDU and we can provide basic toiletries such as a toothbrush, toothpaste, shampoo and soap, should you require them.

Please ask the nurse or ward clerk about parking arrangements as the ward will fund parking for 1 car, for any child that requires an overnight stay.

## Treatment

In PHDU, your child will receive specialised care and treatment. You can expect continuous monitoring by an experienced healthcare team, ensuring a quick response to any changes in their condition.

To provide the appropriate care and treatment some investigations may need to be carried out. This could include taking blood samples or performing an X-ray. Everything will be explained to both you and your child, and you are welcome to stay with them during these procedures or, if you find it too difficult, you can wait in another area of the ward.

You are encouraged to be involved in your child's care, and staff are on hand to support you and keep you informed. As your child's condition changes, we will discuss next steps. These may involve moving to our general paediatric ward for ongoing care or, for those needing more specialised services, arranging a transfer to intensive care and/or another hospital.

We are here to support you and your child throughout this process. Please feel free to ask questions or share any concerns.

## Who's who

At the beginning of each shift, a nurse will be assigned to you, and they will introduce themselves while wearing royal or navy blue scrubs. Additionally, a Healthcare Assistant (HCA) will be present in light blue, providing support to both the general ward and the Paediatric High Dependency Unit (PHDU).

Our consultant and medical team will conduct standard morning and afternoon rounds, monitoring your child throughout the day as needed. They will also co-ordinate with specialist services from other hospitals to ensure your child receives the highest quality care and treatment.

## Visiting

Visiting hours are the same as Caroline Thorpe Ward, with open visiting for parents. Other visitors are welcome from 1pm to 7pm.

To ensure a safe environment, we kindly ask that the number of visitors at any given time is limited to 3 per patient. This is because of space constraints.

Brothers and sisters are encouraged to visit, and we will make every effort to explain what is happening in a way that helps ease any concerns they may have.

Reasonable adjustments to the visiting rules can be made as needed, tailored to each individual situation. Please feel free to discuss any specific requirements with our staff, and we will do our best to accommodate you, but will need to balance individual family needs with patient safety.

## Play

We have dedicated play specialists able to provide play therapy and distraction for procedures. While your child may not be able to leave the PHDU, we offer a selection of toys and activities to keep them entertained when they are feeling well enough to take part.

Familiar items, such as toys and photographs, can significantly aid your child's recovery. You are welcome to bring these items, but please ensure they are easily identifiable and think about the number of items brought in, as space is limited.

## PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern, please contact PALS:

- 01392 402093 (for Mid Devon, East Devon and Exeter services)
- 01271 314090 (for North Devon services)
- [rduh.pals@nhs.net](mailto:rduh.pals@nhs.net)

## Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

You can also share your feedback on the Care Opinion website at [www.careopinion.org.uk](http://www.careopinion.org.uk) or freephone 0800 122 3135.



Scan the QR code to visit the Care Opinion website →

Royal Devon University Healthcare NHS Foundation Trust  
[www.royaldevon.nhs.uk](http://www.royaldevon.nhs.uk)

Caroline Thorpe Ward  
Ladywell Unit, North Devon District Hospital  
Raleigh Park, Barnstaple, Devon, EX31 4JB  
Tel: 01271 322704

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