



**Bradford Teaching Hospitals**  
NHS Foundation Trust

## Children's Ambulatory Care Experience (ACE) Team





# Information for Parents and Carers

## Dear Parent/ Carer

**The doctor or nurse practitioner who has seen your child is confident they are well enough to have specialist follow-up care provided in your home, which will be provided by the Children's Ambulatory Care Experience (ACE) service.**

## What is the Ambulatory Care Experience (ACE) Service?

This service provides care out of hospital and in your home for your child. The ACE service is run by specialist nurses who are experts in caring for children who are not well. The ACE nurse will work closely with a senior children's doctor (a Consultant Paediatrician) and will talk to them regularly about your child. Your child is under the care of this doctor

at the Bradford Royal Infirmary (BRI) and the ACE team.

## How does the service work?

The GP, Emergency Department or children's assessment area sends a referral to the ACE team. A nurse from the team will call you within 2 hours of receiving the referral to talk about your child's care. Please make sure you have told us the best number to contact you on, and keep your phone with you at all times so you can take this call.

***The ACE nurse will arrange to come and visit you and your child at home.***



## On this home visit the nurse will:

- assess your child
- ask you if you think your child is getting better, staying the same or getting worse
- help you continue with the treatment at home as recommended by the doctor or nurse you saw at your GP or at the BRI
- give you information and advice on what to look out for that may mean your child is getting worse
- tell you how to get more help if you need it during the day or at night



“This service provides care out of hospital and in your home”



Each time you see the ACE nurse they will plan the care your child needs with you. The nurse will talk to you about any more home visits or phone calls with the team. They will always try to fit around times that are convenient for you and your family.

If you or the ACE nurse feels that your child is not getting better they will talk to the hospital medical team and will agree what the next steps for your child's care are. This might mean you have to come back to the BRI so your child can be seen or they may need a hospital admission.

If the doctor needs to see your child at the BRI you will need to arrange your own transport unless the nurse decides that your child is so ill that they will need an ambulance. ACE nurses will not take your child to hospital.

### **Why have we set up this service?**

There are other services like this around the country that are providing safe care for children in the community. We know that it is much better to keep children at home when we can. Home is where your child will feel most safe and relaxed.

We know that a child coming into hospital is difficult for families to manage with work and other commitments, if your child can be looked after at home it's the best place for the whole family.

### **What we need you to do**

- You must give us your up to date contact numbers.
- You should check these numbers are correct, and working.
- If we have a mobile number for you please make sure the phone is charged, switched on and has a good signal.
- You can also give the ACE team a landline number or an alternative contact number where we can reach you.



**If you do not hear from the ACE team within 2 hours of your child being referred to the ACE service, please contact 01274 273354. We may have been unable to reach you on the number you gave us.**

If a nurse from the ACE team has arranged to speak to you at a particular time and you do not hear from them within 1 hour of that time please call **01274 273354**. We may have been unable reach you on the number you gave us.

We expect your child to get better over the next few days. But we want you to use your own parental/carer instincts and judgement too. If you are worried that your child is getting worse between ACE visits or telephone calls, please contact the ACE nurse. You can reach them between 8.30am and 8.30pm, 7 days a week on 01274 273354.

If you are worried about your child and it is between 8.30am and 8.30pm, please contact the Children's Clinical Decision Area (CCDA) on ward 32 at the BRI telephone number 01274 382311. CCDA will have your child's details. They will know that the ACE team are looking after them.

**If your child's condition deteriorates, for example has severe difficulty in breathing, or is floppy and not responding to you normally, call 999 immediately.**

### **Keeping your child safe and healthy**

Your child's welfare comes first. If we can't get through to you we will use all the ways we can to try to contact you. This will include coming to visit you at home. We will also talk to your GP. If we think your child's health may be in danger because we cannot contact you we may need to talk to the police or social care about your child, and then they will carry out a welfare check.

## Discharge from the service

The ACE team will usually care for your child between 1 to 3 days. When the ACE team are happy that your child does not need this specialist follow up then they will be discharged from the ACE service. The service only looks after your child until they have recovered enough to be looked after by you and their GP.

If your child becomes unwell after discharge from the ACE Service please see their GP or hospital doctor if necessary. Their GP or the hospital doctor can refer your child to the service again if this would be the best thing for them.

We will let their GP know that the ACE team is looking after your child and how they are doing. We will also tell their GP when we discharge your child from the ACE service.

We hope that you find our service helpful and our staff friendly. You will have a chance to tell us what you think about the service. We will give you a short survey to fill in when your child has been discharged from the ACE service.

You can contact the Patient Experience team on 01274 383863 if you think you may have problems filling in the survey. The Patient Experience team will be able to help you, or put you in touch with the right person if they can't help.

If you prefer you can fill in our survey on line at ACE parent/carer/child survey link: [https://www.surveymonkey.co.uk/r/ACE\\_Parent\\_Carer](https://www.surveymonkey.co.uk/r/ACE_Parent_Carer)

A video to tell you all about the service is on the Bradford Teaching Hospitals website and you can follow us on twitter @bthft\_ACE or on Facebook Bthft ACE or hover your smartphone camera over our QR code and click onto the survey:



A video to tell you all about the service can be found here: <https://www.youtube.com/watch?v=WNHFFKG12Nc> or hover your smartphone camera over our QR code to watch the film:



You can follow us on twitter @bthft\_ACE or on Facebook Bthft ACE

Our ACE webpage can be found at <https://www.bradfordhospitals.nhs.uk/the-ace-service/> or hover your smartphone camera over our QR code to get to our page:



**Your feedback is very important and will help us make sure the service works well for you and your child.**

### **Next Generation Text**

We use Next Generation Text for people with hearing difficulties.  
To contact us ring 18001 01274 273354.

**If you need this information in another format or language, please ask a member of staff.**

