

ACCOMMODATION FOR PARENTS AND CARERS - CHW

PROCEDURE [®]

DOCUMENT SUMMARY/KEY POINTS

- This document provides an overview of accommodation and overnight services available to parents and the applicable fees and how rooms are allocated.
- Accommodation is available for overnight accommodation of parents or carers whose child is an inpatient of the Children's Hospital at Westmead (CHW).
- Parents who no longer have a child in Paediatric Intensive Care Unit (PICU), Close Observation Unit (COU), Neonatal Intensive Care Unit (NICU), Wade Ward, Hall Ward, will be reviewed and possibly asked to vacate the Parent Carer Wing, the exception is those eligible for Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS) due to distance from the hospital.
- Immune Suppressed rooms are primarily to be used for Liver or Kidney Transplant and must only be allocated to immune suppressed patients and families.
- Waiver of accommodation fees can only be approved by Social Workers, or Executive in accordance with delegations.
- This document outlines how parents or carers of an inpatient within the Hospital are allocated a room in various circumstances.
- Ensures allocation of long stay immune suppressed rooms are allocated to those awaiting transplant.
- After hours allocation of keys and swipe cards will occur at the Security Department.

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st July 2019	Review Period: 3 years
Team Leader:	Manager	Area/Dept: Linen & Sewing Services

CHANGE SUMMARY

N/A - New procedure

READ ACKNOWLEDGEMENT

- Social Workers
- Finance
- Administration, CSO Staff
- Security
- After Hours Nurse Manager
- Domestic

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Introduction & Scope

Scope

This document outlines the Parent Carer Wing accommodation for parents and carers as managed by The Children's Hospital at Westmead (CHW).

Due to the limited number of rooms available, parents or carers will be allocated accommodation on a needs basis as prioritised within this document.

The purpose of the Parent Carer Wing accommodation is to provide onsite accommodation particularly to families who have long-term hospitalisation or those living further away. This ensures parents with greater needs are given reasonable opportunity to be onsite with their child during hospitalisation at affordable rates.

Prior to being allocated a separate room, parents or carers must sign a "Conditions of Stay" agreement provided by the Parent Carer Wing Department. This agreement outlines general rules and conditions during overnight stay in separate rooms, which are mostly unsupervised especially within the Parent Carer Wing of the Hospital.

The Parent Carer Wing resides within the Finance & Corporate Services Division of the hospital.

Rationale

CHW recognises the provision of accommodation is important for parents and carers to stay onsite with their child during hospitalisation.

The Hospital charges are based on NSW Health rates which are reasonable overnight rates for the use of parent rooms as outlined in this document. The fees charged cover cleaning, linen, lighting, air-conditioning and maintenance of the existing accommodation facilities.

Definitions

CHW	The Children's Hospital at Westmead
Parents	Parent of a patient of the hospital
Carers	Grandparent, guardian or nominated carers of a patient
Patients Friend	Contact person for patients
PICU & NICU	Intensive Care areas of the hospital
COU	Close Observation Unit
NUM	Nurse Unit Manager
AHNM	After Hours Nurse Manager
PCW	Parent Carer Wing Level 2
SW	Social Work Department
PBRC	Patient Billing Revenue Collection / Finance

Types of On-site Accommodation

Overview

Type	Co-ordinated by	Description	Availability
Wards - bedside	Wards	Single sofa bed at child's bedside, sleeps only one parent beside each child on the ward.	Various
Ward - Parent Rooms	Wards	Small rooms – sleeps up to two adults.	16
Parents Carer Wing	Parent Carer Office	Small rooms – sleeps up to two adults.	29
Immune Suppressed Rooms	Parent Carer Office	Medium sized single rooms with en-suites - sleep up to four people	6
TOTAL HOSPITAL PARENTS ROOMS			51
Ronald McDonald House	Ronald McDonald House	Located at the rear of the Hospital and provides priority to families with siblings & who live over 100Km away from the Hospital (IPTAAS Eligible)	60

Wards with no parent rooms

- PICU, (Single rooms)
- COU, (Single rooms)
- NICU, (Single rooms)
- Renal or Oncology Treatment Centres
- Camperdown (sofa beds only)
- Hall Ward (no sofa beds or parent rooms)
- Wade (limited sofa beds – in single rooms)

Parent Carer Wing – Office Hours

- 9.30am – 3.45pm Monday to Friday
- The on-site co-ordinator office is located on level 2 past Orthopaedic Ward.
- Closed weekends and Public Holidays

Accommodation – Use of rooms

Allocation of the rooms should conform to following criteria:

ROOM TYPE	ROOM ALLOCATON
Ward - Parent Rooms	<ul style="list-style-type: none"> ➤ PARENT OF INPATIENTS ONLY ➤ ONE ROOM PER PATIENT maximum no children (parents and carers) includes both Ward Parent Rooms and within Parent Carer Wing
Parent Carer Wing	
Immune Suppressed Rooms	<ul style="list-style-type: none"> ➤ Transplant families & patients

Allocation of Rooms–After Hours/ Weekends & Public Holidays

Accommodation allocation of rooms after hours includes:

Room Type	AFTER HOURS ALLOCATION
Parent Carer Wing	<p>Pre-booked and spare room keys and swipe cards will be passed to Security Dept.</p> <p>After Hours the AHNM will approve allocation of rooms to Parents if their child is not in Intensive Care in PICU or NICU based on the availability of rooms and planned registrations.</p>
Immune Suppressed Rooms	<p>Pre-booked room keys are passed to Security Department</p> <p>During normal hours, emergency allocation of Immune Suppressed rooms may occur. This will be by agreement between Accommodation Co-ordinator and Social Work Dept.</p>
Ward - Parents Rooms	Nurse Unit Manager

After Hours accommodation is at the discretion of the After Hours Nurse Manager based on the availability of rooms and planned registrations.

After Hours – keys and swipe cards of available rooms and allocated rooms (expected arrivals) are passed to Security Department.

Outside office hours After Hours Nurse Manager will make every effort to provide suitable accommodation to parents on request in the Parents room on wards or Parent Carer Wing. If sufficient rooms are not available, allocation will be on the basis of the child's medical condition and or parent's situation including distance from the hospital.

Accommodation Rates

The following accommodation rates as per link below are applicable for rooms within the Hospital as gazetted by NSW Health Rate Policy.

<https://intranet.schn.health.nsw.gov.au/revenue/fees-and-charges>

Type	Approval	Criteria	Rates (per room / per night)
Ward Sofa bed – parent sleeps beside patient	Ward Nursing Staff	Child Staying on ward	Presently free –one parent only (no siblings)
Ward Rooms	Ward Nursing Staff	Child Staying on ward	Free
Parent Carer Wing	Accommodation Co-ordinator	See allocation priority	\$24 / night
	Social Workers & Accommodation Co-ordinator	<i>IPTAAS eligible families</i>	Bulk Billed – minimum of 3 nights stay with us. Less than 3 nights the family will be charged \$24 per night.
	ADON, Social Worker (beyond 5 days requires approval by Co-Chair or above)	Waiver for Exceptional circumstances	
Immune Suppressed Rooms	Department Head, Liver Social Worker, Accommodation Co-ordinator	<i>IPTAAS eligible families</i>	Bulk Billed – minimum of 3 nights stay with us. Less than 3 nights charges apply from \$30 per night (child staying on ward). \$60 per night (child staying with parent in unit).

Methods of Payment – Parent Carer Wing rooms

The Parent Carer Wing Department accepts cash, eftpos, or credit cards (Visa, MasterCard). On arrival a Conditions of Stay is signed and payment method is completed.

- Cash – payment in advance and regular cash payments made until room is vacated.
- Eftpos / Credit Cards – card details completed to Parent Carer Wing co-ordinator on arrival. Cards will be debited weekly every 7 nights until room is vacated.

Cash & Card payments - Invoices are raised in Patient Billing Revenue Collection (PBRC) and receipted accordingly.

When no payment details have been completed due to parents arriving weekends or out of office hours the Parent Carer Wing co-ordinator will contact the relevant parent or carer who completed the Conditions of Stay to find out the reasons a room was occupied as it may be a waiver, special circumstances, and emergency case, otherwise co-ordinator will ask for payment details for the nights room was occupied.

Overdue payments

Overdue payments will be referred to the Debt recovery Team, Transactional Service for follow-up with the Parent Carer Wing and/or Social Work Department.

A payment plan can be arranged for the families with financial challenges so to avoid potential write-off.

IPTAAS Eligibility and claim process

Eligibility

Families whose residential address within NSW exceeds 100km by road are normally eligible for Isolated Patients Transport & Accommodation Assistance Scheme (IPTAAS).

Parents staying more than 3 nights who hold a Medicare card can apply for bulk billing of IPTAAS.

Process

1. Parents need to complete relevant IPTAAS Forms. Form 2 & Form 3 as per link below. Social Workers can assist with this.
2. IPTAAS forms require parents to obtain approvals from referring doctor who needs to complete & sign their section of the form & return it to the Parent Carer Wing co-ordinator before child is discharged.
3. If IPTAAS Form is not completed family will be charged by the Parent Carer Wing Office.

<http://www.enable.health.nsw.gov.au/services/iptaas/iptaas-forms>

Parent Carer Wing

Priorities for allocation of accommodation

Priority (highest = 1 to lowest = 5)	Patient location / type
1.	PICU and NICU parents
2.	IPTAAS Illegible parents with child on ward. Rural families > 100kms staying less than 3 nights.
3.	Parent with child on ward and no other accommodation is available due to circumstances.
Note: In emergency circumstances the Social Work Department Head in consultation with the Parent Carer Wing co-ordinator may allocate a room to a parent which differs from the above allocation priorities.	

Parents whose child is no longer in PICU, COU, NICU, Wade Ward or Hall Ward may be asked to vacate unless they are eligible for IPTAAS and completed the required forms and already accepted for bulk billing or payment details given. Other parents in priority 3 are only allocated a room if there is available space and no priority one parents presently requires a room.

General

IPTAAS families are required to complete the relevant forms before child being discharged for the IPTAAS Bulk Billing. Please advise families to speak to the Parent Carer Wing co-ordinator as soon as possible so that parents can obtain the correct information and forms to be completed.

No Children Permitted

Please note, children are not allowed within the Parent Carer Wing of the Hospital. The exception is breastfed babies. The hospital is unable to accommodate other children in the Parent Carer Wing.

Note: There may be times and under exceptional circumstances when children may need to be placed in the Parent Carer Wing. This will be agreed between the Head of Social Work and Manager of Parent Carer Wing. E.g. when Ronald McDonald House and long stay units are full. If this occurs and there are two parents then ideally Room 7 should be used when and if available. The child staying in the Parent Carer Wing will need to be kept quiet as there are other parents who are not permitted to have their child in the Parent Carer Wing.

Accommodation Bookings

Families may telephone the Parent Carer Wing Co-ordinator to be added to the wait list for a room in the Parent Carer Wing – Families that have a room allocated to them and arrive after hours will need to go to Security Department to collect keys, swipe card and sign the Conditions of Stay. Families need to see the co-ordinator the next day for payment details.

Social workers, administration staff, nursing staff email or phone the Parent Carer Wing co-ordinator requesting availability of rooms as required by parents.

Finance department email Parent Carer Wing co-ordinator of planned pre-admission bookings requiring a room.

CAFAT – Liaison officer emails Parent Carer Wing co-ordinator requesting availability of rooms when required by parents. Guarantee Paperwork must be forwarded at time of booking.

Central Coast Kids in Need – CKN manager or parents contact us – Parent/child residing in the Central Coast of NSW are automatically covered by CKN and invoiced accordingly.

Check-out Procedures

Families need to return their keys and swipe cards either to Parent Carer Wing office or in the Key Drop Off box allocated at entry of the Parent Carer Wing (room's 7-29 side).

Refunds

Refunds are available if necessary. Families need to complete Health Share Refund Form to commence the refund process.

Damaged, Lost or Stolen Keys / Swipe Cards

Damaged, lost, stolen keys or swipe cards must be reported immediately to the Parent Carer Wing Co-ordinator. After hours, please contact Security Office.

Immune Suppressed En-suite Rooms

Location

Level 1 down corridor towards Engineering & Maintenance Department.

General

A total of 6 rooms are co-ordinated by the Parent Carer Wing Office. These rooms are intended for families awaiting transplant or post-transplant. Therefore, families with any form of illness must not stay in these rooms. Visitors to this area must be entertained outside the Immune Suppressed Facility.

Accommodation costs are currently in line with the IPTAAS reimbursement figure, except in the case of liver transplant families being assessed or during the transplant admission. Social Work Department or The Parent Carer Wing co-ordinator will assist parents to complete the necessary IPTAAS forms.

Allocation Priority – Immune Suppressed

Priority (high = 1)	Patient location / type
1	Existing transplant families, booked as inpatients for transplant surgery.
2	Families of children awaiting imminent transplant booked for outpatients treatment
3	Other families who are emergencies as agreed between Parent Carer Wing Co-ordinator and social worker or ADON after hours

Parent Carer Wing– General Services

Linen

The hospital provides a reasonable quantity of linen including towels, sheets & cotton blankets for use in overnight accommodation. Parents are required to make up their own beds.

Cleaning

The occupants are responsible for maintaining their rooms in a clean and orderly manner including the kitchen and communal areas during their stay except corridors and bathrooms. Rooms are cleaned subsequent to occupants vacating a room or on request.

Laundry

Coin operated Laundry facilities are available adjacent to the entrance to the Immune Suppressed Rooms (Located on Level 1 – near Maintenance Department). For assistance, please contact the management company Coin-Op directly on phone: 9319 2911.

Coin operated Laundry facilities are available in the Parent Carer Wing (room's 1-6 side).

Domestic

The Domestic Department is responsible for the cleaning of the Parent Carer Wing & Long Stay Units on a day to day basis including Weekends & Public Holidays.

- Weekends & Public Holidays
 - Cleaners are responsible to collect keys from the Key Return Box
 - Once key is returned Cleaner needs to clean room
 - Once room/unit is cleaned keys need to be returned to Security for the next parent or carer

Parking

Parking and Fees are in accordance with the Visitor Parking Policy and parents need to go to Secure Parking Office on Level 2.

Central Point of Contact – Parent Carer Wing

The day-to-day management of the Parent Carer Wing is Phone Ext 52958. Beyond this, escalation should be directed to the Manager of Parent Carer Wing Ext 53030 or Corporate Services Manager Ext 52095.

Escalation Procedure

If at any time, there are decisions or concerns that need to be made beyond these protocols and procedures they must be escalated to the appropriate level including:

1. Social Work Department Head
2. Manager of Parent Carer Wing
3. Manager of Corporate Services

Offensive Behaviour

Offensive behaviour by parents will not be tolerated. If the matter is urgent, please contact Security Ext 52000. All offensive behaviour must be reported to their supervisors as soon as possible and also advise:

- Social Work Department Head
- Manager of Parent Carer Wing
- Manager of Corporate Services
- AHNM – After Hours Nurse Manager

Any person who is either disruptive or aggressive will be asked to vacate their room and find alternative accommodation outside the hospital.

Security

The hospital is patrolled by Hospital Security Officers. Any offensive behaviour should be reported immediately to Security Office on Ext 52000.

The Parent Carer Wing main entry doors are on a timer between 8am – 5pm. For entry out of these hours Swipe Cards are needed to enter.

Notwithstanding any negligence on its part CHW accepts no responsibility for any damage to or theft of personal belongings in any room within the Parent Carer Wing.

It is the responsibility of parents and carers to ensure valuables are locked up in their rooms.

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