Teenage and young adult
Ambulatory Care service
Cancer Services
If you would like this document in another language or format, or require the services of an interpreter, contact us on 020 3447 1837. We will do our best to meet your needs.

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1. Introduction
This information booklet has been designed for our patients and their parents/guardians to provide an overview of our Teenage and Young Adult Ambulatory Care Service. This service is available to patients aged 13 to 24 years.

2. What is Ambulatory Care?
Ambulatory Care is a service that delivers a range of acute treatments that were previously given within the inpatient setting. Due to advancements in supportive medications and new infusion pumps, we know that for some treatments, not all patients need to stay in hospital.

Rather than staying in hospital throughout your treatment you may be offered the choice to receive your care during the day within the day care service. You will stay nearby in CLIC Sargent’s Paul’s House, the Cotton Rooms Patient Hotel or sometimes even at home with your family/carer overnight.

Paul’s House is a self-catering ‘home from home’ near to the hospital and is run and funded by children and young people’s cancer charity called CLIC Sargent (Staff will provide you with a separate booklet relating to Paul’s House). Whilst CLIC Sargent tries to offer CLIC Sargent’s Paul’s House to all eligible patients and families, this is subject to room availability.

The Cotton Rooms is a four-star patient hotel, which is run by University College London Hospital (UCLH) partners. The hotel is designed for and run just for UCLH patients.

Occasionally Paul’s House and Cotton Rooms become full. These occasions are rare, but if this happens you may need to stay in an inpatient bed on the ward, or in a room booked in a nearby hotel until a room becomes available in the Cotton Rooms or Paul’s House.
3. Can I stay at home during my treatment?
Some of our Ambulatory Care (AC) patients do stay at home during the night. This will depend on the type of treatment you will be having and your consultant must also agree to this.

To stay at home you must:

• Live within a 60 minutes travel time to UCLH (according to AA route planner)
• You must have family or a friend available to drive you to the hospital at anytime of the day or night
• You must have a mobile and be contactable at all times.

4. Where is the Ambulatory Care Service located?
Ambulatory Care is based within the day care service on the third floor of the University College Hospital Macmillan Cancer Centre.
5. What advantages does the Ambulatory Care Service offer me?

- You will continue to have full access to medical and nursing care (There will always be a senior nurse to contact 24 hours a day in case you need advice or become unwell).

- You will receive the same treatment as on the ward except that it is scheduled between 08:00 and 18:00. This should mean less waiting therefore allowing you to carry on with daily life away from the hospital and to enjoy a little of London life.

- Staying in CLIC Sargent’s Paul’s House, UCLH Cotton Rooms or a nearby hotel offers a comfy environment to stay in between your daily treatment. This will allow you to spend time with your family and friends in a place that is more homely.

- It is hoped that treatment in Ambulatory Care will offer you more space and private time and will help you feel a bit more independent by not being restricted to a hospital ward.
6. A typical day in Ambulatory Care

• You will be given treatment times to attend each day. This allows you to plan for visitors, your meals and your rest time.

• You will be assessed daily by your ambulatory care/day care nurse; clinical observations will include your temperature, pulse, blood pressure and weight.

• Symptoms such as feeling or being sick, diarrhoea and fatigue will be assessed daily.

• If necessary, you will have a daily blood test.

• If requested by your medical team, other investigations will be carried out.

• You will receive your prescribed chemotherapy treatment and if required, any additional intravenous fluids, blood or platelet transfusions. Please note that chemotherapy, blood transfusions and platelet transfusions are ordered specifically for the individual patient and can take up to two hours to be ready.

• You will be responsible for taking your own oral medications. Your nurse will check daily that you are managing with this and order medications for you when necessary. If you are unable to take your medications independently, a family member or guardian can do this for you if needed. Please tell us if you are having any problems in taking the medications prescribed.

• A doctor or advanced nurse practitioner will see you daily and your consultant will visit weekly.

• You can see your physiotherapists, occupational therapists, dietitians, counsellors and social workers as you need. Please ask your nurse about joint therapy sessions that may be running whilst you are having treatment in ambulatory care.

Please note that treatments may sometimes run later than expected
or you may have days where you feel more tired than usual, so it is important to allow some flexibility for this.

7. What happens during Ambulatory Care out-of-hours?
After 18:00, AC closes and your medical and nursing notes are transferred to our inpatient wards. The senior nurses on T16 South and T12 North will hold the ambulatory care mobile all night, so if you need any help the inpatient team have immediate access to your records.

8. What if I become unwell during my stay in AC?
It is important that you contact our team at any time of the day or night if you develop any of the following symptoms:

• ‘Shivers’ or ‘hot flushes’
• Temperatures close to or above 38 degrees
• Persistent episodes of vomiting and/or diarrhoea
• Shortness of breath or difficulties with your breathing
• Redness and pain around your central line

If you are unwell during AC opening hours:
Call the Ambulatory Care phone: 020 3456 7111

If you are unwell outside of AC opening hours:
Call the Ambulatory Care phone: 020 3456 7111

If you are aged 20 or above press option 1
If you are aged 19 or below press option 2

Your call will then be connected to your appropriate team.
If necessary, you will be asked to make your way to the hospital to be reviewed by your doctor. Depending on your symptoms, it may be necessary to admit you to hospital. You may require to be monitored more closely and receive additional treatment such as fluids or antibiotics that cannot be managed within the ambulatory setting.

**Please note:** if you or your parent/guardian experience any infective symptoms e.g. runny nose/sneezing, diarrhoea or vomiting, you must telephone and inform us, especially before attending the Cancer Centre. We will advise you where to attend for your assessment, as it is important that you do not mix with other patients. If you have infective symptoms and need to be admitted, you will need to have a bed where you can be isolated from other patients. This is often on a different ward than your usual ward. Please be assured however that your medical team will remain the same and they will know which ward you have been admitted to.

**What should I do in an emergency?**
An emergency is any urgent situation that you require immediate medical or nursing assistance.

If you require urgent medical attention:

- Call 999 immediately
- State your symptoms and location
- If you have a carer/companion staying with you they should call the AC phone to update the team

In an emergency please call 999 — as you would if you were at home.
9. What should I bring with me?

- A thermometer to check your temperature when not in the hospital
- A mobile phone with charger
- Daywear, nightclothes and toiletries (please remember to keep your luggage as light as possible so that it may easily be transported from your accommodation to the hospital if necessary)
- All medication you are taking (whether prescription, over-the-counter, herbal, homoeopathic or traditional)
- Books, magazines, games and gadgets
- Mobility aid(s) if you need them
- Food for you and your family/guardian while in Paul’s House. There are lots of supermarkets and cafes nearby.

10. What about my meals?

If you are receiving treatment in the Cancer Centre during meal times, we will provide you with a meal. You can also buy snacks and convenience meals in the Cancer Centre on the ground floor.

CLIC Sargent’s Paul’s House is a self-catering facility with several spacious kitchens with various appliances, allocated cupboard space and communal dining areas.

The Cotton Rooms Hotel and nearby hotels will provide patients and their overnight guest with breakfast. As there are limited catering facilities at the hotel, meal vouchers (to the value of £5) are available to buy lunch or dinner from the main hospital canteen.

You may wish to bring some food from home for your stay, or alternatively you or your family could shop at the supermarkets or restaurants on Tottenham Court Road.
11. What if my mobility is restricted?
All accommodation providers have rooms and facilities suitable for wheelchair access or for those unable to climb stairs.

If your treatment requires you to carry a backpack, we will make an assessment of your ability to safely do this before you commence ambulatory care.

12. What happens if my blood counts are low?
During the period when your blood counts are low and you are ‘neutropenic’ you are more at risk of infection. Your AC nurse will advise you daily regarding your blood counts and provide you with written information regarding symptoms to look out for, and what you should or shouldn’t do.

13. Where will I be staying?
The Ambulatory Care team will advise you where you will be staying on your first day.

Checking into the Cotton Rooms Hotel and other hotels
• You may check into your room after **14:00**.

• AC will cover the cost of your room and breakfast for both you and your companion.

• AC will cover the cost of phone calls to the hospital or AC mobile.

• AC will not cover any extra expenses such as laundry services, external phone calls and any non-accidental damage to the hotel during your stay. You will be asked to pay these additional costs when checking out of the hotel.
Checking out of the Cotton Rooms Hotel
• You will need to check out of your room at 16:00.

• If you need to go into hospital during your stay in AC, you or your carer/companion must ‘check out’ at the hotel reception as soon as possible. If you are unable to do this, please inform the nursing staff who will be happy to do this on your behalf.

• If you are admitted to hospital after 16:00 your carer/companion may stay in the hotel overnight, but must ‘check out’ after breakfast the following morning.

• Unfortunately, if you are admitted to hospital before 16:00 we cannot offer hotel accommodation for your carer/companion for that night.

Checking into CLIC Sargent’s Pauls House
• You will need to check into your room by 16:00.

• The Paul’s House team will orientate you to Paul’s House when you arrive.

Checking out of CLIC Sargent’s Pauls House
• Paul’s House staff will advise you what time you need to check out.

• Please leave your room key in the drop box.
14. Follow up care
When discharged from Ambulatory Care you will be given:

• A discharge letter which contains information about your current cycle of treatment

• **What to do** and **who to call** once you have been discharged from AC

• Your next clinic appointment with your next cycle of chemotherapy dates

• If needed, dates for community nurses to take blood samples and changes dressings.

• If applicable, dates and forms for blood tests

• If required, we will organise community nurses to provide weekly central line care and take blood tests.

• Depending on your particular treatment, you may be required to return to AC during your neutropenic period. AC staff will arrange this for you.
15. Important contact numbers

Please contact us if you require help, advice or assistance at any time—there will always be someone to answer your call 24 hours a day.

- 24hr contact number for TYA Ambulatory Care  
   (to use when undergoing treatment on ambulatory care)  
   **020 3456 7111**

- TYA Ambulatory Care bleep:  
  Call **020 3456 7890**,  
  dial 2 when instructed,  
  enter bleep number: **5555**

- Ambulatory Care direct line:  
  **020 3447 1837**  
  (Monday to Friday, 08:00 to 19:30)

- Adolescent Urgent Advice Mobile:  
  07908 468555

- Adult Haematology Urgent Advice:  
  07852 220 900

- Adult Oncology Urgent Advice:  
  07947 959 020

- Taxi company:  
  **020 7383 3333**

Or you can contact your CNS as you normally would during normal working hours

In an emergency dial 999 for an ambulance
16. Our Address
Teenage and Young Adult Service
3rd Floor
UCH Macmillan Cancer Centre
Huntley Street
London, WC1E 6AG

17. Useful Addresses

Paul’s House
Huntley Street
London, WC1E 6DD

Cotton Rooms
1 University Street
London, WC1E 6JQ

University College London Hospital (UCLH)
235 Euston Road
London, NW1 2BU
18. How to find us
Space for notes and questions
One of our patients on the doorstep of CLIC Sargent’s Paul’s House