



Comments, Complaints and Compliments

We value your views and want to hear about your experience of our service. We would like to work with you in shaping and improving the service we offer to your child & family. Please talk to us.

We can be contacted on:

tel: **01743 450855** (Direct line)

fax: 01743 450801 (Fax)

Community Children's Nursing Service
Coral House, Longbow Close
Harlescott Lane, Shrewsbury SY1 3GZ

If you would prefer to talk to someone outside of the team please contact:

Patient Advice & Liaison Services (PALS)

PALS is free, impartial and confidential and can be contacted at:

PALS

NHS Telford and Wrekin

Halesfield 6, Telford

Shropshire, TF75BF

tel: **01952 580478**

email: PALS@telfordpct.nhs.uk

Community Children's Nursing Service





Who are we?

We are a team of experienced children's nurses who hold additional qualifications &/or experience in Community Children's Nursing; Children's Palliative Care and Special School Nursing.

We also have a small team of specialist Community Nursery Nurses / support staff who work under the guidance of a Children's Nurse care-coordinator. This ensures they are trained and competent in meeting the individual medical/nursing needs of children with life-limiting/life-threatening conditions receiving short-break care (respite) from the team.



Our Aims

- To prevent hospital admission &/or facilitate early discharge from hospital where possible & safe to do so
- To work in partnership with families, primary & secondary care services to establish effective communication to support the delivery of a seamless service
- To provide advice, support, information and specialist training to families to encourage independence and self-reliance in the management of their child's health care needs



What do we do?

Working in partnership with the Child and Family and Health, Social Care, Education and Voluntary Sector colleagues we can:

- Provide direct nursing care & treatment
- Monitor & review care & treatment against care/treatment plans
- Provide training, advice & support to the family and/or carers to enable them to continue providing support & ongoing care
- Provide symptom management for life-limiting/life-threatening conditions through to end-of-life care & support
- Coordinate and manage packages of care for children & young people with complex health needs who meet the service criteria for short-break support
- Work with schools to provide training, advice and support to enable every child with complex health/nursing needs to maximise their opportunities and reach their full potential
- Act as a resource for other professionals working with your child for information & advice on specialist/complex nursing care



Criteria for Service provision

The service provides skilled nursing care, advice and support for children & young people with complex health/nursing care needs which may include:

- Technology dependent eg Home Ventilation / oxygen dependent / enteral & parenteral feeding
- Intravenous drug regimes / central line care
- Stoma Care
- Tracheostomy care
- Anaphylaxis advice & support
- Complex wound care / tissue viability
- Chronic constipation (nurse-led clinic Telford only)
- Symptom control/monitoring for palliative care
- End of life care (24 hour on-call service) working collaboratively with other services including children's hospice & acute/specialist services to support the family



What can you expect?

Your child & family will be supported by the team of Community Children's Nurses; however you will have a named Community Children's Nurse who will support your child, lead on the co-ordination of care delivered, act as an advocate on behalf of your child & family and provide a Key-worker role to support you if required.

We will work together with your child & family to provide support, teaching and advice to enable you to manage their care safely and confidently.

We will treat you and your child with dignity, respect and maintain confidentiality, only sharing information with other health professionals and agencies where relevant to your child's needs with your prior consent.

The nurse will assess your child and agree a plan of care to meet their needs, providing information and advice to increase your confidence in their care.

We will work closely with all professionals & agencies involved in caring for & supporting your child.



Service Availability

The Community Children's Nursing Service provides a county wide service to children & young people who have a GP in Shropshire / Telford & Wrekin.



The service is available to all children & young people up to the age of 18 years (19th Birthday if in special education) with an identified nursing need.

The Community Children's Nursing Team

is available:

Monday - Friday 9am - 5pm
excluding public/bank holidays

We provide 24 hour on-call support for children receiving end-of-life care at home

The Community Children's Short-breaks (respite care) Team

is available:

7 days per week 8am - 11pm

The level and duration of support provided will be agreed with the family following a full assessment of your child's care needs. The support provided will be reviewed on a regular basis.

The Special School Nursing Team

is available:

Monday - Friday
during school hours (Term-Time Only)

This team provide nursing care, advice & support to children & young people accessing 'The Bridge' special school in Telford and Severndale special school in Shrewsbury.

The team is integrated into the Community Children's Nursing team and provides some support to children & young people during school holidays including nursing cover for the summer school play scheme.



How do families access the service?

Referral to the Community Children's Nursing team can be via:

- The local Children's Ward or neonatal Unit
- Specialist Centre's (Children's Hospitals)
- General practitioner, School Nurse, Health Visitor
- Child Development Centre
- Any professional working with the child or young person
- Families may also refer themselves directly

Following referral a nurse will undertake an initial assessment to determine whether the child's needs meet the criteria to access the service.

- If the child meets the criteria for service provision a full assessment of need will be undertaken and the level of care/support required will be negotiated with the child & family
- If the child does not meet the criteria for service provision we will endeavour to signpost the family to alternative, appropriate services