

### **Contact**

You can contact any of the nurses in CCNT on this number: **0207 059 6700**. It would be useful to ask for your **named nurse** if you are aware of their name. If your nurse is not available and the nature of your call is not urgent please leave a message and we will endeavour to return your call within 24 hours. If your call is urgent then you must talk to any nurse available who may be able to help or contact your GP.

### **Clinic**

If your child has been referred to us by a health professional and it is deemed as an acute condition you may be asked to attend our clinic. We will offer you an appointment time and date to attend, a reminder text will be sent out in addition.

**It is not a drop in clinic , you must have an appointment given to you by a CCNT nurse.**

### **Feedback**

We appreciate and encourage feedback to improve the provision of our service. We have a service user tablet which will be offered to you to give feedback, this is from a project we are currently running called PREMS (Patient response experience measures). If you have any concerns please speak to a member of staff in our team first who will be able to help you or the Patient Advice Liaison service (PALS). Although we will do our at most to deescalate any complaints made.

### **Supplies:**

If you have any issues regarding deliveries (amendments to orders must be done by a nurse/health professional) you can call **Enabled Living** on: **0203 373 2222**

# Children's Community Nursing Service Newham

## Information for Parents and Careers



Name of child: \_\_\_\_\_

My nurse is: \_\_\_\_\_

Contact Number: \_\_\_\_\_

### **What is the Community Children's Service?**

This leaflet will help you to understand what our service provides, what to expect from us and who to contact.

The Children's Community Service is made up of 5 specialities, we have a Dietitian, Children's Community Nurses (CCNT), Psychologists, Diana Team Palliative care, Health Play Specialist, Epilepsy Specialist Nurse and Continuing Care Specialist Nurse. Your child may have one or a few of these teams involved in your child's care in the community. For each team to be involved you must be referred by a health/social professional that is known to your child.

Your child will have a named nurse despite what speciality they are under. There are nursing team leaders for each speciality, this includes CCNT, Diana Team and Continuing care. The contact number for the service is: **0207 059 6700** The rest of this leaflet will give you information on the **Children's Community Nursing Team**

### **Who are the Children's Community Nurses?**

CCNT is made up of experience paediatric nurses, who provide clinical interventions, give advice and support care needs to the children and their families.

### **What do the Children's community Nurses Do?**

CCNT conduct visits at the patients home, our clinics and school/nursery. The team will order supplies/equipment that is appropriate to meet the health needs of your child. At times some equipment must be requested directly from a consultant or General practitioner. The equipment provided will enable you to care for your child at home and in most cases prevent hospital admissions.

If your child is seriously unwell you will need to take your child to the nearest hospital, CCNT will not visit. ***CCNT is not an emergency nursing service.***

### **When are the working hours CCNT work?**

The service is open Monday-Friday 9am-5pm. Last home visits are at 4:30pm.

### **What children do we care for in the community?**

The children's community Service care for children aged 0-16 years old with acute and chronic health needs.

Some examples are as follows:

#### **Chronic health needs**

- Enteral feeding care I.e. Gastrostomy, Nasogastric feeding
- Oxygen Therapy I.e. Neonatal chronic lung disease
- Tracheostomy care
- Non invasive ventilation.
- Respiratory management I.e. Nebuliser, Nasopharyngeal airway
- Cardiac support/monitor
- Central line care
- Oncology care
- Rheumatology care— Sub cut methotrexate

#### **Acute health needs**

- Intravenous antibiotics
- Wound care/dressings including Pin site care
- Eczema management support
- Injections