

MY GUIDE TO...**Children's Community Nursing Team (CCNT)****Q1. What is the role of the CCNT?**

We are a team of Children's and Learning Disability nurses and continuing care health care assistants who support Children and Young People (CYP) requiring nursing support in the community.

We provide a service for CYP under 18 who have a registered GP in Bexley or Greenwich, or under 19 if they attend a Special needs school in the borough.

We provide nursing care within the home, school and local clinics to facilitate early discharge from hospital, avoidance of hospital admissions and support with clinical therapies.

We provide care for Children and Young People with:

- acute and short-term conditions such as wound care, intravenous medications/antibiotics, blood pressures and urine analysis.
- long-term needs such as oxygen therapy, tracheostomy care, gastrostomy support, oncology management, palliative care, rheumatology, sickle cell, diabetes, epilepsy, cardiac conditions, nephrotic syndrome and HSP.
- disabilities and complex needs, including those requiring continuing care in the home at night or sometimes during the day.

We also work alongside Demelza Children's Hospice and The Ellenor Children's Hospice at home teams to provide End of life support and Palliative care support.

Q2. How do I access this service?

Anyone can make a referral to the CCNT including families directly. Please contact the team via the Bexley Single Point of Access for more information and for a referral form. (Contact details are at the end of this My Guide.)

Q3. What happens once I am referred?

If the referral is accepted you will be contacted by a member of the nursing team who will arrange to see your CYP either at home or in a clinic depending on your CYP's need. At the first visit the nurse will ask questions to enable them to complete a nursing assessment and a care plan.

The nurse will provide the care required within the home or at clinic and request supplies from the GP as required. These will be written as a prescription for your CYP by his/her GP.

Q4. Where are the CCN teams based?

The CCNT are based at *Acorns, Queen Mary's Hospital, Sidcup, DA14 6LT*. Clinics are run at the following locations:

Mondays – Acorns, Queen Marys, Sidcup, 2-5pm
Tuesdays – Wensley Close, Eltham, 2-5pm
Wednesdays – Acorns, Queen Marys, Sidcup, 2-5pm
Thursdays – Erith District Hospital, 2-5pm
Fridays – High Point House, Shooters Hill 3.30-5.30pm

The CCNT also work in the Greenwich Special Schools (Willowdene and Charlton) and Bexley Special Schools (Shenstone, Marlborough and Woodside).

Q5. What hospitals does the CCNT work alongside?

The CCNT's for Bexley and Greenwich work alongside numerous local hospitals, these include:

- Lewisham and Greenwich NHS Trust Hospitals
- Darent Valley Hospital, Dartford
- Princess Royal University Hospital Orpington.

The teams also work closely with the larger London hospitals.

Q6. What are the service hours? What should I do outside of these times if I have concerns?

- The Bexley CCNT working hours are Monday - Saturday 9am - 5pm
- The Greenwich CCNT working hours are Monday – Friday 8am-6pm & Saturday 9am-5pm

Emergency, need life threatening treatment call 999 or visit local A&E department
Need help fast but not an Emergency call 111
Urgent but not life threatening, visit an Urgent care Centre.
Symptoms that don't improve such as ear pain, back pain, stomach pain call GP surgery
Feeling unwell and need advice on fevers, stomach upset, aches and pains visit a Pharmacy

Q7. Where will my child be seen?

We may ask to see your CYP in one of our clinics in the borough instead of visiting you at home; this is because it enables the nurse to see many more CYP in the clinic than if we needed to travel to everyone's house.

When we decide to invite someone to attend the clinic we consider the CYP's underlying condition and what interventions are to be undertaken. If you feel that we have not taken something else into consideration then please do speak to the nursing team.

Q8. What is continuing care?

Some CYP (up to age 18), may have very complex health needs.

These may be the result of:

- Congenital conditions;
- Long-term or life-limiting conditions;
- Disability; serious illness or injury.

CYP with such complex needs may need additional health support to that which is routinely available from GP practices, hospitals or in the community.

This additional health support is called continuing care. The clinical commissioning group, which is responsible for arranging health services locally, has responsibility for assessing CYP to see if they need a package of continuing care.

Q9. How can we access Continuing Care?

A referral can be made by any health professional or parent/carer who feels a continuing care package may be required.

A Children's Community Nurse (CCN) will assess and gather information of the CYP's needs, drawing on the advice of health and care professionals. A national framework provides guidance and a set of categories of needs to support decisions on whether or not a CYP has a continuing care need.

An important part of the assessment is to capture the preferences of the CYP and their family regarding the support that is required.

Q10. What happens next?

The CCN will make a case to a panel of experts, who decide based on the evidence, whether the CYP has a continuing care need.

If the panel agrees to continuing care, a package of care will be recommended. The package of care should be provided through existing services or could be specially arranged if required.

The CCG will keep the package of care under regular review to ensure the developing CYP's needs continue to be supported.

Q11. How do I get more equipment for my child?

If your child already receives equipment, contact your Community nursing team either by phone or email to request more supplies.

If your child is known to the CCNT and you feel your child requires a piece of equipment they don't already have, inform your community nurse and they will follow up and carry out any assessments that may be required for the equipment.

If your child is not known to the CCNT, please telephone the CCNT or contact your GP/consultant to be referred.

Q12. Are there any other teams or services that the CCN team works closely with?

The CCN team works closely with the dieticians, community paediatricians, physio's, occupational therapists, speech and language therapists, music therapists, social workers, Child and Adolescent Mental Health Services local respites, hospitals and GP surgeries and all the local schools.

Q13. What Nursing Support do we provide in special schools?

- Act as advocate for the families, ensuring the CYP's health needs are met within the school setting.
- Being the link person to bring together the CYP's health professionals recommendations from local and tertiary hospitals, community consultants and the family views on the needs of the child whilst in a school setting.
- Provide comprehensive health care plans to support the school to provide the best care possible within a school setting.
- Be available to advise the school on health care related queries for CYP with in the school setting.
- Support and train the school staff to carry out clinical tasks in order to meet health care needs of the CYP.
- Provide health promotion, teaching and training on a range of health needs CYP within special schools may present with.
- Action any health concerns that are reported.
- Attend school meetings when required.
- Support the CYP, family and school with transition in to adult services.

Q14. What nursing support do we provide in mainstream schools?

If your CYP attends a mainstream school and requires someone to undertake a particular care, the CCN Team will support the school to undertake the appropriate training and will provide a health care plan.

Q15. Who should I contact if my child needs help regarding wetting/soiling problems?

If your child is under 5 and are wetting the bed/wetting during the day/soiling or problems with toilet training? Please contact the Children's Continence Team on 0208 836 8621 Option 1 or email oxl-tr.enuresis@nhs.net

If your child is school age and they are having problems with daytime wetting or if they are wetting the bed please contact your child's school nurse via the school or call 0208 836 8621 option 1 to find out who they are and to speak to the school nursing team.

If your child is school aged and having a problem with constipation or soiling problems please contact your GP to ask for a referral to the Children's Continence Clinic.

Q16. If my child already receives continence products, who do I contact if I have a query?

To request your next delivery please contact 0800 030 4466

Any problems with deliveries:

Attends mainstream school - please call 0208 836 8621 Option 1 or email oxl-tr.enuresis@nhs.net

Attends a special needs school - please call 0208 316 1516 or email oxl-tr.willowdeneschool@nhs.net
(term time only – if school holidays please contact the enuresis team as above)

Q18. What happens if I move out of the area?

If you move out of area or are planning to, you will need to inform your Community nursing team who will refer to the community nursing team in your new area.

How to Contact Us:

Bexley Single Point of Access

Acorns, Queen Mary's Hospital, Frogal Avenue, Sidcup, Kent DA14 6LT

T: 0203 004 0092

Greenwich Single Point of Access

Memorial Hospital, Shooters Hill, London SE18 3RZ

T: 0208 294 3130

Community Children's Nursing Team

oxl-tr.ccnteam@nhs.net

Bexley and Greenwich Children's Continuing Care Team

Oxl-tr.childrencontinuingcare@nhs.net

Bexley and Greenwich Children and Young People's Diabetes Team

oxl-tr.childrensdiabetesteam@nhs.net

Bexley and Greenwich Children and Young People's inclusion Team

oxl-tr.cypinclusionteam@nhs.net