

## Patient information

### Integrated Community Paediatric Services

# Children's Community Nursing Team

Your named nurse is: .....

### Who are we?

All the Community Children's Nursing Team are qualified children's nurses supported by a clinical nursing lead. We cover all of Suffolk, except the Waveney area.

### Why do children see a Community Children's Nurse?

We provide specialist nursing care, support and training to children, young people, their families and carers to promote high quality family centered care. We aim to prevent hospital admission or promote early discharge where appropriate, carrying out any nursing procedure that can be safely undertaken in the community.

We provide skilled nursing care to those who have a clinical nursing need. For example: gastrostomy care, naso-gastric tube feeding, wound care, intravenous therapy, blood sampling, tracheostomy care, home oxygen, care of central lines, general support, advice and education.

### Where will we see you?

Your child will be seen at home or in another community setting, for example, in school or clinic.

### Who will see you?

Our service is available to children between 0 -18 years who have a clinical nursing need. For some young people with complex health needs we will continue to see them up to 19 years old if appropriate. Your child will be seen by a qualified children's nurse, and we work in partnership with families and other health care professionals.

To assist with communicating with you we have a SMS Text Messaging and Email service available. To use this we require your consent. Please ensure that we always have your correct contact details.

## **What will happen at your appointment?**

Informed consent will be sought for assessment and treatment at all stages of your child/young person's involvement with the service.

An adult with parental responsibility is expected to attend the first appointment.

During your first appointment we will carry out a nursing assessment, if appropriate, with you and your child where we will consider all aspects of your child's care. We will then develop a plan of care in partnership with you and your child, known as a care plan. This will be updated regularly as needs change and will explain the nursing care that will be delivered during each visit.

You and your child will also be allocated a named nurse who will be responsible for your child's care. It may not always be your named nurse who visits you, but they will ensure that all relevant information is shared with other team members as necessary and will also act as 'point of contact' should you need to contact the team for any reason.

Students may be working in the department, fully supervised by senior staff. Your consent will always be sought in advance if a student will be involved in your child's care.

## **Policy for missed appointments.**

We ask that if you are unable to attend appointments that you contact the service as early as possible to cancel or rearrange. If you do not attend a planned session and you have not notified us that you need to cancel it, we may discharge your child back to the referrer.

## **Office bases:**

We have two bases, one based in the East of Suffolk in Ipswich and the other in the West of the County in Bury St Edmunds. Your address will determine which team will see you.

## **Service Hours**

The service is available from Monday to Friday 08:00–18:00 with a limited service during weekends and Bank holidays 09.00-17.00. The office may not always be manned to answer your call and if a message is left after 15.00 it may not be responded to until the following day.

## **Ipswich Office/Bury Office Contact details**

Allington Clinic, 427 Woodbridge Road, Ipswich IP4 4ER Tel: **01473 275320**

[lcps.nursingeast@wsh.nhs.uk](mailto:lcps.nursingeast@wsh.nhs.uk)

Child Health Centre, Hospital Road, Bury St Edmunds IP33 3ND Tel: **01284 741754**

[lcps.nursingwest@wsh.nhs.uk](mailto:lcps.nursingwest@wsh.nhs.uk)

Further information on our services can be found on our website:

[www.wsh.nhs.uk/icps](http://www.wsh.nhs.uk/icps)

## Feedback

We aim to offer a good service to you and your child. We welcome your comments and suggestions. If you have any queries or concerns with any aspect of your child's care that cannot be resolved with your nurse, please contact the team as above and ask to speak to the service lead.

[If you feel unable to discuss your concerns in this way please contact the Patient Advice and Liaison Service \(PALS\).](#)

Email: [PALS@wsh.nhs.uk](mailto:PALS@wsh.nhs.uk) Tel: **0800 917 9673 or 01284 712555** (24 hour answerphone facility)

## Clinical research

West Suffolk NHS Foundation Trust is actively involved in clinical research. Your doctor, clinical team or the research and development department may contact you regarding specific clinical research studies that you might be interested in participating in. If you do not wish to be contacted for these purposes, please email [info.gov@wsh.nsh.uk](mailto:info.gov@wsh.nsh.uk). This will in no way affect the care or treatment you receive.

## Accessibility

If you require this leaflet in a different format, please contact the patient advice and liaison service on 01284 712555 or email [PALS@wsh.nhs.uk](mailto:PALS@wsh.nhs.uk)

**If you would like any information regarding access to our Trust services and facilities, please visit the website for Accessible:** <https://www.accessable.co.uk/organisations/west-suffolk-nhs-foundation-trust>

