

# Patient information

## Integrated Community Paediatric Services

# Children's Community Complex Care Team

### Who are we?

We are a team of Children's Nurses and Specialist Nursery Nurses trained in the care of children with complex care needs. The team provides packages of respite care to children within their own home. This includes day and night care.

### Why do children get referred to the Complex Care Team?

If a pre-assessment checklist meets the criteria for our service, a full assessment is completed by a continuing care nurse assessor. The recommendations are presented to the ICB's monthly Children and Young Person's Continuing Health Care Panel, which has representations from health, education, and social care. A decision is then made as to what care may be allocated to your child.

### What do the Complex Care Team do?

The Complex Care Team provide individually commissioned packages of care to children with complex care needs and/or who are technology dependant in their own home. The care is delivered by specialist nursery nurses who are supported by registered children's nurses. The package is bespoke and aims to meet the needs of your child and family. Our service is available to children with complex needs that meet the criteria between 0-18 years of age.

### Where will we see you?

Care will take place in the child's home, and in exceptional circumstances, can follow to the local hospital. An allocated named nurse will be responsible for the child's care, however, the parents/guardians continue to have primary responsible for the care of their child.

### Service Hours:

We offer day packages that range from 4 to 9.5 hours, depending on the assessed need. This will be with 2 highly trained nursery nurses to enable parents/guardians to

leave the home if they wish. Night shifts are normally 9.30pm – 6.30am and have 1 nursery nurse. These cover weekdays and weekend as well as over public holidays.

### **What happens during a care shift?**

Delivering care during the day or night as identified during assessment by following protocols and procedures from individualised care plans.

Supporting the parents in caring for their child in all aspects of health and social needs.

Supply and /maintenance of medical devices and/or consumables.

Working closely in partnership with other professionals and agencies

### **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.

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.

### **Contacts**

#### **The ICPS team**

West Suffolk NHS Foundation Trust

#### **Ipswich Office**

Children's Complex Care Team  
Allington Clinic  
427 Woodbridge Road  
Ipswich IP4 4ER  
**Tel: 01473 321284**

#### **Bury Office**

Children's Complex Care Team  
Child Health Centre  
Hospital Road  
Bury St Edmunds IP33 3ND.  
**Tel: 01284 741754**

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 Service Lead on the main office numbers.

If you feel you are 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 (24hr answerphone)

### **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>**



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