

Name of service	Childrens Community Nursing Service	
Clinical Lead	Katy Coates	
Team Leader	Rachel Yeates	
Contact Details	3 The Green Stratford Road Shirley Solihull B90 4LA	Tel: 0121 746 4436 Fax: 0121 424 5607

Can your child receive this service?	<p>The Children’s Community Nursing service assess and manage the health needs of children and young people aged 0-18 years with:</p> <ul style="list-style-type: none"> • Short –term conditions e.g. nasogastric management • Long term conditions • Complex health care needs requiring nursing interventions • Life-limiting and life threatening illness, including those requiring palliative and end of life care <p>The child must be registered with a Solihull GP</p>
Who can refer the child to the service?	<p>Referral can be made by:</p> <ul style="list-style-type: none"> • Parents • Professionals • Any other agency <p>Each child or young person will be assessed by either a home visits or on the supporting information gathered from the refer. This may result on the child coming into the service or signposted to another more relevant service.</p>
How to complain about anything related to the service you have received	<p>The service actively seeks and values your views and experience of the service. Any concerns should be raised with your child’s nurse. If you feel this is not appropriate you should contact the Team Leader of the service. The Heart of England NHS Trust has a formal complaints procedure and the Clinical Lead for the service can guide you through the process.</p>

	UNIVERSAL This means the support from the Children’s Nursing Service is available to all children registered with a Solihull GP	TARGETED This means the Children’s Nursing Service is available for all children with a specialist nursing need who are registered with a Solihull GP	SPECIALIST This means the support available to your child through a specialist package of care, such as a Education, Health and Social care Plan or Statement of Educational Needs
Support for families: This means the support available to your family including being involved in planning meetings, hospital appointments, team around the family meetings etc.	There is no universal support offered by this service. All Children’s Community Nursing Services are targeted or specialists due to the child’s health need requiring specialist nursing care and support.	The Children’s Community Nursing Service offers open access to all children on the case-load via the service telephone number or the named nurse’s mobile phone: Support is available from Monday to Friday 8am-6pm The Childrens Community nursing Team will: <ul style="list-style-type: none"> • Contact families through an agreed and appropriate method e.g. telephone, text, • Signpost families to support groups and appropriate community based facilities • Facilitation of meetings e.g. team around the family, • Liaise with the multidisciplinary teams, education, nurseries and voluntary sector 	Assessment of Continuing Care Packages when identified in an Education, Health and Social Care Plan or Statement of Special Educational Needs.

<p>Learning/curriculum support</p>	<p>There is no universal support offered by this service. All Children's Community Nursing Services are targeted or specialists due to the child's health need requiring specialist nursing care and support.</p>	<p>The targeted support is for school and school nurse staff to support children with specialist nursing needs and to provide information for the health care plan so that the needs of your child are planned for in the community setting. The service will provide support for your child's move from home to nursery, from nursery to school and ensure that information is shared to support your child.</p>	<p>The Childrens Community Nursing service is available to your child, if needed, regardless of whether they have a Education, Health, Social care plan: Examples of specialist nursing services provided are:</p> <ul style="list-style-type: none"> • Nursing assessment of Needs • Health care Plans • Contributing to MDT/Annual reviews/TAF meetings in school • Specialist Training • Liaising with Paediatricians • Provision of specialist medical equipment • Environmental assessments • Onward referrals
<p>Physical and Emotional well-being</p>			<p>AS ABOVE The Childrens Community Nursing service outcomes should impact positively on your child's physical and emotional wellbeing</p>
<p>School based training</p>	<p>There is no universal support offered by this service. All Children's Community Nursing Services are targeted or specialists due to the child's health need requiring specialist nursing care and support.</p>	<p>Specialist competency based training is available to staff. The training involves a combination of formal training, staff observation and supervision prior to educational staff being assessed as competent.</p>	<p>Bespoke training package delivered for education staff when specified in a Education, Health, Social Care Plan or Statement of Educational Needs.</p>