

Name of service	Children’s Community Nursing Service	
Service Manager/Contact person	Service Manager Mary Apsey Contact Kate Medhurst	
Contact details	Address: Bungalow 3 Wensley Close Eltham London SE9 5AB	Tel: 020 8294 3130 E-mail: oxl-tr.CCNTeam@nhs Fax: 0208 294 3132

Can your child receive the service? (Eligibility criteria)	<p>The Children’s Community Nursing Service assess and manage the needs of children aged 0-19 years with:</p> <ul style="list-style-type: none"> • acute and short-term conditions • long-term conditions • disabilities and complex conditions, including those requiring continuing care and neonates • life-limiting and life-threatening illness, including those requiring palliative and end-of-life care. <p>This service also includes the needs of children and young people:</p> <ul style="list-style-type: none"> • with complex dietary needs • those who have been identified as requiring an assessment for ADHD, or diagnosed with ADHD <p>The child should be registered with a Greenwich GP.</p>
How your child can be referred to the Service?	A referral form to be completed and sent to the above address with supporting information.
How to complain about anything related to the service you receive for your child?	The Service actively seeks your views and experience of the service. Any concerns should be raised with your child’s nurse or Doctor or if this not appropriate you should speak with the manager of the Specialist Children’s Nursing service. Oxleas NHS Foundation Trust has a formal complaints procedure and the Manager of the Children’s Nursing service can guide you to either the Complaints Department or Patient Advice and Liaison Service (PALS) as you wish.

	UNIVERSAL This means the support from the Service that is available to ALL children in Greenwich mainstream	TARGETED This means the Service that is available for all children with a specialist nursing need attending	SPECIALIST This means the support available to your child through a specialist package, such as a Statement of
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	schools.	Greenwich nurseries, special or mainstream schools.	Special Educational needs or EHC (Education, Health, Social Care Plan).
<p>Learning/curriculum support This is the support from the service, available for teachers and other staff members to adapt the curriculum and environment to make sure your child makes the best possible progress in school.</p>	<p>There is no universal support offered by this service - Children's Community Nursing services are targeted or specialist as they are only available to children who have been referred to the service or require the specialist nursing services of a children's community nurse.</p>	<p>The targeted support is for school staff to support children with specialist nursing needs and to provide information for the healthcare plan in order to be sure the needs of your child are planned for in any community setting. The service will organise support for your child's move home to nursery and to school to ensure that information to support your child is shared</p>	<p>The Children's Community Nursing service is available to your child, if needed; regardless of whether he/she has it specified in a Statement of Special Educational Need or EHC (Education, Health, Social Care Plan).</p> <p>Examples of specialist nursing services provided include:</p> <ul style="list-style-type: none"> • Nursing Assessments of Needs • Health Care Plans • Contributing to MDT/Annual Review/TAC meetings in school • Onward referrals • Specialist training • Liaising with paediatricians to contribute to your child's diagnostic process • Liaising with paediatricians to contribute to your child's diagnostic process • Onward referrals • Report writing • Provision of specialist equipment • Environmental assessments
<p>Physical and emotional well-being</p>			<p>AS ABOVE Children's Community nursing service outcomes impact positively on your child's physical and emotional</p>

			wellbeing
<p>Access and inclusion resources These are the practical materials and other resources needed to support your child in school.</p> <p>e.g .physical equipment, communication devices/support, symbols etc.</p>	<p>There is no universal support offered by this service-all Children’s community nursing services are targeted or specialist as they are only available to children who have been referred to the service and require specialist nursing services.</p>	<p>The service has information leaflets about specific conditions for professionals who are supporting your child.</p>	<p>Provision of additional equipment for education settings for identified children to reduce amount of equipment transported.</p> <p>Health Care Assistants available to support children in school when specified in a Statement of Special Educational Needs or EHC (Education, Health, Social Care Plan)</p>
<p>School based training This is the training support available for school staff and others involved in supporting your child.</p>	<p>There is no universal support offered by this service-all Children’s Community nursing services are targeted or specialist as they are only available to children who have been referred to the service and require specialist nursing services.</p>	<p>Specialist competency based training is available to staff. The training program involves a combination of formal training which provides an opportunity for staff to observe clinical practice and supervision prior to education staff being assessed as competent.</p>	<p>Bespoke training package delivered for education staff for children when specified in a Statement of Special Educational Needs or EHC (Education, Health, Social Care Plan).</p>
<p>Support for families: This means the support available to your family, outside of being involved in planning meetings, observing sessions etc...</p>	<p>There is no universal support offered by this service – all children’s community nursing services are targeted or specialist as they are only available to children who have been referred to the service and require specialist nursing services.</p>	<p>The children’s community nursing service has open access to all children on the caseload via the service telephone number.</p> <p>The children’s community nursing service will:</p> <ul style="list-style-type: none"> • Be available for support to families Monday to Friday 8am-6pm and Saturday 9am-5pm through contact means that are appropriate for the family, eg e-mail, telephone, language line etc. 	<p>Provision of a continuing care package for children when identified in a Statement of Special Educational Needs or EHC (Education, Health, Social Care Plan).</p>

		<ul style="list-style-type: none">• Signpost families to support groups and appropriate community based facilities• Facilitation of parent support groups• Liaison with the medical team when management plans required.	
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