

Contact us

Bexley community children's nursing service

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E: oxl-tr.BexCCNT@nhs.net

Greenwich community children's nursing service

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[@oxleasNHS](https://twitter.com/oxleasNHS)



facebook.com/oxleasNHS

oxleas.nhs.uk

Confidentiality

All staff abide by a strict code of conduct on confidentiality and only share information in order to provide good quality care. We usually discuss this with you first.

Your opinion matters

We welcome your views on the services we provide. PALS is a free, confidential service which helps patients, families and carers deal with any concerns about our treatment and care.

Monday to Friday 9am to 5pm
(answerphone available)

Email: oxl-tr.pals@nhs.net

Tel: 0800 9177159 (freephone)
(not free from mobile phones)

Raising concerns

Your complaints, comments and suggestions help us improve the services we provide.

Email: oxl-tr.complaints@nhs.net

Tel: 01322 625751

Accessible information

If you'd like information in your own language, large print, audio or other formats, we can arrange this. Please speak to a member of staff.

Oxleas NHS Foundation Trust

Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG

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Oxleas
NHS

Improving lives

Bexley and Greenwich community children's nursing teams

Information for service users and carers

oxleas.nhs.uk



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The children's community nursing team

As specially trained nurses and continuing care assistants we support children and young people who require skilled nursing support in their own home, a clinic or in the community.

Our aims

We aim to prevent or minimise admission to hospital by providing a high standard of care to children in their own homes. This enables children and their families to maintain a better quality of life during periods of ill-health. We also work closely with other health, education and social care professionals to maintain seamless care.

What type of care we offer

- Skilled care including procedures such as injections, wound care, post-surgery and orthopaedic care
- Symptom control management including regular assessment and monitoring of symptoms, for example pain control in children who need palliative or end of life care
- Help to manage long term conditions
- Support to oxygen dependent babies and children with complex healthcare needs
- Training to help you to continue caring for your child. This could include enteral (through the nose or tummy) feeding, oxygen therapy and the administration of medicines
- Continuing care packages to provide respite support to families caring for children with complex health needs
- Any other nursing procedure that can be safely undertaken outside of the hospital. We will work with you, your family and your child to plan care together.

Who can refer to the team?

We provide services for everyone under 18 who has a GP in Bexley or Greenwich, or under 19 if they have a learning disability. Anyone can make a referral.

On referral, a team member will undertake a full nursing assessment. Our nurse will then agree a plan of care with you and your child. Some children may have needs that our team cannot meet, in which case we will refer them to the appropriate service.

We'll make every effort possible to book visits in advance at a convenient time to you. Occasionally our nurses might be delayed. If we expect to be over 30 minutes late we will contact you.

Students

We are committed to support nurse training and will request your permission before any visit where a student is to accompany your nurse.

Safeguarding children

We have a duty to ensure that children are safe and well cared for, both where the child is a service user and where their parent, carer or other person in the child's family or network is a service user. We routinely consider the needs of children as part of our assessments and ongoing work. We work closely with other professionals involved with supporting families where extra help or support is needed.

Violence and aggression

Oxleas NHS operates a zero tolerance approach to violence and aggression.

Smoking

We would appreciate it if you do not smoke within your house just before and during the nurse's visit.