

## Student nurses

We have students who are training to be children's nurses working with us at regular intervals. Please tell us if you would rather not have student nurses visiting you.

## Violence and aggression

We work hard to provide the best possible care. Please help us by being courteous and co-operative. The Trust does not tolerate verbal or physical abuse to staff or damage to property. Occasionally, children are seen in the hospital setting if it is deemed unsafe to do so in the community.

## Useful Telephone Numbers

**Community Children's Nursing Team** ☎ 01438 288370

Monday to Friday, 9am - 5pm (not weekends or Bank Holidays)

This 'phone number has a 24 hour answer machine

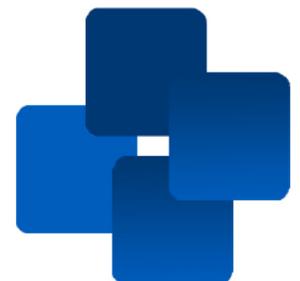
**Email:** [ccnteam.enh-tr@nhs.net](mailto:ccnteam.enh-tr@nhs.net)

Community Children's Nursing Team  
Howlands Clinic (QC261)  
New QEII Hospital  
Howlands  
Welwyn Garden City  
Herts AL7 4HQ

# Information for families

## Community Children's Nursing Team

We are children's nurses who support you  
in the community



## Who are we?

We are a team of experienced paediatric nurses many of whom have a specialist qualification in community nursing or another specialist area. Our team is based at the New QEII Hospital site, supporting children and families across East and North Hertfordshire.

## What we do

We provide specialist nursing care for the child in the home, school or other community setting. We might also see patients in the children's day services (Bramble Unit) at the Lister Hospital. We aim to facilitate the effective management of your child's condition.

We allocate a named nurse to each patient so although any of the team may visit your child, there will be one nurse who oversees care and liaises with other teams if needed.

## Who is eligible for the service?

We see children aged 0-16 years who are registered with a GP in Hertfordshire.

Referrals to the service usually come from professionals who already know your child. We see children who have a specialist nursing need that cannot be provided elsewhere.

## What happens next?

A children's community nurse will contact you once we have received the referral to arrange an initial assessment visit.

During the first visit we will ask you for information about your child and family. We will assess your child's nursing needs and agree a plan of care with you.

We may be able to teach you how to carry out elements of your child's nursing care should you wish to do so. We will discuss this with you if it is an option.

## We're here to help

Our service offers nursing care and support to children within their home environment and other community settings. Referrals are accepted based on community nursing needs, not diagnosis. Our work includes care and support for children with:

- cancer and blood disorders
- respiratory and cardiac problems
- enteral (tube) feeding
- rheumatology conditions, such as arthritis
- acute conditions that require intervention/follow-up nursing care, such as intravenous antibiotics and wound care
- metabolic and endocrine diseases
- symptom care and palliative care

We aim to:

- provide innovative high-quality nursing care and support
- put the child first and work in partnership with families
- shorten hospital stays and prevent readmission
- help the child and family meet their own care needs when appropriate
- signpost families to other services as needed

We work closely with other agencies to help achieve the highest quality of care for children and families.

## Confidentiality

We work in conjunction with the other professionals involved in your child's care and therefore ask your permission to share information with them if required. All information shared will remain confidential.