

SERVICE CONTACT DETAILS

Service Contact

Community Children's Nursing Pathway

Children & Family Health Devon
1a Capital Court
Bittern Road
Sowton Industrial Estate
Exeter EX2 7FW

Service opening hours

Monday – Friday: 09:00am – 5.00pm (closed on bank holidays)

My named community children's nurse (CCN) is:

Name:

Phone number:

We may not always be able to respond to phone calls on the same day. Please leave a message or if urgent try contacting the duty nurse via SPA on 03300 245321 or seek medical advice from your GP/ 111 (call 999 if it is an emergency).

If you have a complaint, concern or compliment about the care received from the community children's nursing team then we'd like to hear from you.

Compliments

Please ask your CCN for a paper form or use this code:



How to make a complaint

Speak to your named CCN first. They may be able to deal with it quickly.

If you are unhappy about your child's care and feel unable to speak to your named CCN about it please contact –

Lisa Pullen (service lead) –

07866 937099

Community Children's Nursing Pathway

Special School Nurses



THE TEAM

We are experienced Children's nurses who are part of the CCN pathway in CFHD. We are employed to support children with complex health needs in school up to 18 years old. We work alongside school to ensure that children's health needs are met safely and they can attend as much as possible.

How do I get referred?

If your child is offered a place at a special school, we will send you a screening form to describe their health needs. Children with a complex health need attending special schools will have access to a Special School Nurse.

The nursing needs of the children we support may include:

- Respiratory support and management
- Complex epilepsy
- Long-term oxygen or ventilation
- Specialist treatments such as injections or line care
- Enteral (tube) feeding
- Children with life-limiting conditions, including bereavement support.

The CCN team provide student placements. We would encourage families to accept care given by students under our supervision.

WHAT DO SPECIAL SCHOOL NURSES DO?

- We support families to meet their child's healthcare needs
- We work with you to ensure there are care plans and emergency actions for your child's team to follow in school.
- We provide training to school staff to ensure they are able to care for your child's health needs and understand your child's condition
- We have specialist clinics within school and can support you in these appointments
- We help plan children and young people's care including transition planning
- We work with health, education and social care staff to co-ordinate the provision of care to children and young people with complex care needs
- We contribute to Education and Health Care Plan (EHCP) reviews
- We can offer support including play activities and distraction to prepare for tests and procedures
- We can provide health review including height / weight checks, BP and urine test
- We support children who are unwell or who have been in hospital to return to school with the health support they need



PROFESSIONAL STANDARDS OF CARE

Our staff will treat children, young people and families with dignity and respect

- Children and young people (CYP) will be allocated a named children's community nurse
- CYP and families will be included in care and treatment decisions
- Where possible, visits will be planned and agreed in collaboration with CYP and families
- We won't share confidential information regarding CYP and families with other professionals without your consent, unless it puts a child or young person at risk not to do so.
- Our duty nurse service is available for advice and support during working hours (Mon-Friday 08:30-5pm). This is not an emergency service and if emergency medical advice and/or treatment is required you must call 999 immediately).

