

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 (excluding bank holidays)

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

Name:

Phone number:

We may not always be able to respond to telephone contacts on the same day. Please try contacting the duty CCN via SPA on 03300 245321 directly if an urgent response is required or seek alternative medical advice from your GP/ 111 (or 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 named CCN for a feedback form if you'd like to provide some formal written feedback.

How to make a complaint

We would always encourage you to speak to your named CCN in the first instance. In many cases, it will be possible for them to resolve the concern straight away.

If you are concerned about an element of your child's care and don't feel able to speak to your named CCN about this please contact –

Lisa Pullen (service lead) –

07866 937099

Community Children's Nursing Pathway



THE TEAM

The community children's nursing (CCN) team is made up of nurses and clinical support workers who support the needs of children and young people (CYP) with complex and specialist nursing needs. The team plan and provide care in the community working within mainstream and specialist schools, patients homes and other community settings.

The nursing needs of the children we support may include:

- Support with chronic respiratory support and management
- Management of artificial airways (nasopharyngeal airway (NPA)/ tracheostomy) and long-term ventilation
- Long-term home oxygen therapy
- Support with specialist treatment regimes
- Management of indwelling venous devices
- Enteral feeding support
- Children with life-limiting conditions requiring nursing interventions
- Children requiring palliative and end of life care, including bereavement support.

The CCN team provide a placement environment accessed by students. We would encourage families to welcome and accept care delivered by students under the supervision of the named CCN.

WHAT WE DO

- We support and empower families to meet their child's healthcare needs at home
- We aim to reduce hospital visits and admissions
- We provide specialist nursing care in the community
- We act as a named nurse and help plan children and young people's care
- We liaise with other health, education and social care professionals to co-ordinate and support the provision of care to children and young people with complex care needs
- We offer emotional support including play activities and distraction to support with unpleasant or painful interventions



Help us achieve the best for you and understand what matters most to you, by answering questions about your experience using the QR code.



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).