

MY GUIDE TO...**Hospital at Home (H@H) and Community Children's Nursing Team (CCNT)****Q1. What is the role of the H@H and CCNT?**

The Hospital at Home and Community Children's Nursing Team is an integrated service to provide highly skilled nursing care for children and young people (CYP) in their own homes, clinic or community setting. The service will provide support for children and young people up to 18 years (or up to 19 years if the CYP attends a special needs school in borough). The CYP must be registered with a GP in Bexley or Greenwich.

We provide nursing care within the home, school and clinics to facilitate early discharge from hospital, avoidance of hospital admissions and provide clinical care.

We provide care for children and young people with:

- acute and short-term conditions requiring wound care, intravenous medications/antibiotics, blood pressure and urine analysis;
- long-term needs such as oxygen therapy, tracheostomy care, gastrostomy support, oncology management, palliative care, rheumatology, sickle cell, thalassemia, epilepsy, cardiac conditions, nephrotic syndrome, HSP and asthma;
- complex care needs, including those requiring continuing care in the home at night or sometimes during the day.

We also work alongside Demelza Children's Hospice and The Ellenor Children's Hospice at home teams to provide end of life support and palliative care support.

Q2. How do I access this service?

Anyone, including families, can make a referral to the CCNT. Please contact the team via the Single Point of Access for more information and for a referral form. (See separate Single Point of Access contact details at the end of this My Guide.)

Q3. What happens once I am referred?

On receipt of a referral it will be triaged by the duty nurse in charge. If the referral is accepted you will be contacted by a member of the nursing team who will arrange to see your CYP either at home or in a clinic depending on your CYP's need. At the first visit the nurse will undertake an initial nursing assessment to produce a holistic care plan.

Q4. Where are the H@H and CCNT based?

The H@H and CCNT are based at *Acorns, Queen Mary's Hospital, Sidcup, DA14 6LT*. Please click [here](#) to see the locations of clinics.

Q5. What hospitals do the H@H and CCNT work alongside?

The H@H and CCNT for Bexley and Greenwich work alongside numerous local hospitals, these include:

- Lewisham and Greenwich NHS Trust hospitals
- Darent Valley Hospital, Dartford
- Princess Royal University Hospital, Orpington

The teams also work closely with the larger London hospitals, GOSH, Evelina, Royal Marsden.

Q6. What are the service hours? What should I do outside of these times if I have concerns?

H@H and CCNT: seven-day service, 08:00 – 20:30

Emergency, need life threatening treatment – call 999 or visit local A&E department
Need help fast but not an Emergency – call 111
Urgent but not life threatening – visit an Urgent Care Centre
Symptoms that don't improve such as ear pain, back pain, stomach pain – call GP surgery
Feeling unwell and need advice on fevers, stomach upset, aches and pains – visit a pharmacy

Q7. Where will my child be seen?

Your CYP will either been seen in a clinic near where you live or may be seen at home. The decision to either invite your CYP to attend a clinic or offer a home visit will be dependent on many factors; the main considerations are the CYP's underlying medical condition and the interventions being delivered. We offer clinics five days a week across the two boroughs and will always accommodate your preferred clinic location. In addition, by running more nurse-led clinics this allows us to see more CYP and reduces waiting times.

Q8. Are there any other teams or services that the H@H and CCNT work closely with?

The H@H and CCNT work closely with dieticians, community paediatricians, physiotherapists, occupational therapists, speech and language therapists, music therapists, education, social workers, Child and Adolescent Mental Health Services (CAMHS), local respites, hospitals, and GP surgeries.

Q9. How do I get more equipment for my child?

If your CYP already receives equipment, contact your CCNT either by phone 0203 004 0092 or email oxl-tr.ccnhah@nhs.net to request more supplies. These will be sent to you directly with our volunteer driver, alternatively you can collect from Acorns once the supplies are ready to collect.

If your CYP is known to the CCNT and you feel your CYP requires a piece of equipment they do not already have, inform your community nurse who can follow this up and carry out any assessments that may be required for the equipment. At times this request needs to come from your consultant providing the clinical reasoning, and for larger pieces of equipment this will be presented at panel for a decision.

If your child is not known to the CCNT, please telephone the CCNT or contact your GP/consultant to be referred.

Q10. What happens if I move out of the area?

If you move out of area or are planning to move please inform your community nurse. You will need to be registered with a new GP for the appropriate CCNT to accept the referral. Please note, your community nurse will ask for your verbal consent for the referral and sharing of information.

Children and Young People Inclusion Team

Q1. What nursing support do we provide in special schools?

- Act as advocate for the families, ensuring the CYP's health needs are met within the school setting.
- Being the link person to bring together the CYP's health professionals recommendations from local and tertiary hospitals, community consultants and the family views on the needs of the CYP whilst in a school setting.
- Provide comprehensive health care plans to support the school to provide the best care possible within a school setting.
- Be available to advise the school on health care related queries for CYP within the school setting.
- Support and train the school staff to carry out clinical tasks in order to meet health care needs of the CYP.
- Provide health promotion, teaching and training on a range of health needs that CYP within special schools may present with.
- Action any health concerns that are reported.
- Attend school meetings when required.
- Support the CYP, family and school with transition in to adult services.

Q2. What nursing support do we provide in mainstream schools?

If your CYP attends a mainstream school and requires someone to undertake a particular care, the CCNT will support the school to undertake the appropriate training and will provide a health care plan.

Q3. Who should I contact if my child needs help regarding wetting/soiling problems?

If your child is under five and are wetting the bed/wetting during the day/soiling or there are problems with toilet training, please email oxl-tr.enuresis@nhs.net or call 0208 319 9973.

If your child is school aged and they are having problems with daytime wetting or if they are wetting the bed please contact your child's school nurse via the school or call 0208 836 8621 option 1 to find out who they are and to speak to the school nursing team.

If your child is school aged and having a problem with constipation or soiling problems please contact your GP to ask for a referral to the Children's Continence Clinic.

Q4. If my child already receives continence products, who do I contact if I have a query?

To request your next delivery please call 0800 030 4466.

Any problems with deliveries:

Attends mainstream school – please call 0208 836 8621 option 1 or email oxl-tr.enuresis@nhs.net

Attends a special needs school – please call 0208 316 1516 or email oxl-tr.willowdeneschool@nhs.net (Term time only. If school holidays, please contact the enuresis team as above.)

Continuing Care

Q1. What is continuing care?

Some CYP (up to age 18), may have very complex health needs.

These may be the result of:

- Congenital conditions
- Long-term or life-limiting conditions
- Disability; serious illness or injury

CYP with such complex needs may need additional health support to that which is routinely available from GP practices, hospitals or in the community.

This additional health support is called continuing care. The clinical commissioning group, which is responsible for arranging health services locally, has responsibility for assessing CYP to see if they need a package of continuing care.

Q2. How can we access continuing care?

A referral can be made by any health professional or parent/carer who feels a continuing care package may be required.

The assessment is undertaken by a nurse delegated by the Integrated Care Board (ICB) who specifically

completes continuing care assessments and is not part of the CCNT. The assessor will gather information relating to a CYP's needs, drawing on the advice of health and care professionals.

A national framework provides guidance and a set of categories of needs to support decisions on whether or not a CYP has a continuing care need.

An important part of the assessment is to capture the preferences of the CYP and their family regarding the support that is required.

Q3. What happens next?

The assessor will make a case to a panel of experts, who decide based on the evidence, whether the CYP has a continuing care need.

If the panel agrees to continuing care, a package of care will be recommended. The package of care should be provided through existing services or could be specially arranged if required.

Oxleas NHS Foundation Trust will keep the package of care under regular review to ensure the developing CYP's needs continue to be supported.

How to contact us:

Bexley Single Point of Access

Acorns, Queen Mary's Hospital, Frognal Avenue, Sidcup, Kent DA14 6LT
T: 0203 004 0092

Greenwich Single Point of Access

Memorial Hospital, Shooters Hill, London SE18 3RZ
T: 0208 294 3130

Community Children's Nursing

Team oxl-tr.ccnteam@nhs.net

Bexley and Greenwich Children's Continuing Care

Team oxl-tr.childrencontinuingcare@nhs.net

Bexley and Greenwich Children and Young People's Diabetes

Team oxl-tr.childrensdiabetesteam@nhs.net

Bexley and Greenwich Children and Young People's inclusion

Team oxl-tr.cypinclusionsteam@nhs.net