



Evelina
London

Children's Community Nursing Team

Care closer to home

**This leaflet explains the Children's
Community Nursing Service and how
we care for your child or young
person at home.**

showing
we **care**

What is the Evelina London Children's Community Service?

We are a team of experienced paediatric nurses who provide nursing care to children and young people in the community. We care for those with acute and complex needs and those with life limiting and long term conditions. We also provide oncology treatment supported by a specialist oncology nurse.

Our aim is

- to improve the quality of life of children and young people by caring for them in their home and reducing their risk of returning to hospital
- to provide ongoing support to families
- to help families to be more confident in looking after their child at home.
- to work with other professionals on behalf of families to ensure their child gets the best care and experience.
- to meet the needs of children and their families in end of life, death and bereavement.

Who do we see?

We see children who are registered with a Doctor (GP) in Lambeth and Southwark, who are;

- aged 0-16 years
- young people up to 19 years who have a disability and are still in full time education
- young people who are already known to the service and receiving treatment for cancer.

Who can refer to us?

Anyone can refer to the team - GPs, hospitals, parents. The team will assess if the child or young person's nursing need meets our referral criteria. Please call and discuss with one of the nurses if you are unsure.

How do we receive referrals?

Referrals can be made via email to Gst-tr.evelinalondonccnteam@nhs.net

Examples of what we do:

- wound care
- intravenous and intramuscular medication
- blood tests
- sleep studies
- naso gastric and gastrostomy care
- oncology support
- care for children with long term conditions.

This is not a full list so please call us if you would like more information from a member of the team.

What will we do?

Following referral to our team. A nurse will contact you to discuss your child's needs and arrange a visit.

Wherever possible we will try to arrange an agreed two hour time slot to visit. However, this may not always be possible depending upon the clinical needs of other children.

We will keep your GP and any other professionals involved in your child care informed of their progress.

How to get more supplies

You can email

evelinaccnsupplies@gstt.nhs.uk

Or call 020 3049 5858 **before** 12 midday to speak to a member of the admin team.

Calls will only be picked up between the hours of 9am to 12 midday, any messages left after this time will not be dealt with until the next morning.

Supplies can also be picked up from Sunshine House between the hours of 9am to 12 midday **by prior arrangement only**.

Please note we need 7 to 10 days' notice to order supplies

How are we doing?

We'd like to know what you think about our service. Your nurse will give you a feedback form to complete. Your feedback is very important to us.

Useful information

For more information leaflets on conditions, procedures, treatments and services offered at our hospital please visit www.evelinalondon.nhs.uk/leaflets

Evelina London Medicines Helpline

If you have any questions or concerns about your child's medicines, please speak to the staff caring for them or contact our helpline.

t: 020 7188 3003 10am to 5pm, Mon to Fri
e: letstalkmedicines@gstt.nhs.uk

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS)
e: pals@gstt.nhs.uk
t: 020 7188 3514 (complaints)
e: complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch:

t: 020 7188 8815
e: languagesupport@gstt.nhs.uk

Contact us

t: 020 3049 7585

Evelina London Children's Community Nursing Team provide a seven day service from 8am to 6pm, Monday to Sunday.

Please leave a message if there is no answer. The nurses will check the answerphone regularly during these hours and get back to you as soon as they can.

Remember that the team is not an emergency service.

If it is an emergency, or you are worried about your child, dial 999 or 111.

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A list of sources is available on request



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