



# Evelina London @home service

Care closer to home

**This leaflet explains how the Evelina London @home service works and how we care for your child or young person at home.**

showing  
we **care**

## **What is the Evelina London @home service?**

We are a team that looks after children and young people who have a short-term illness but may not need to stay in hospital.

We will visit and care for your child at home.

## **Who do we visit?**

We will visit children who have been seen by a doctor at either Evelina London Children's Hospital or King's College Hospital and who are registered with a GP in Lambeth or Southwark.

## **Who are we?**

We are a team of experienced paediatric nurses who provide assessment, support and advice to you and your child during a period of illness. For example, your child may have diarrhoea and vomiting, asthma, wheezing, a high temperature or be on a short course of antibiotics administered into the vein.

## **Our aim**

Our aim is to make sure your child has a safe and speedy recovery at home. We also want you to become confident in looking after your child when they are sick.

## **What will we do?**

We will arrange to meet you and visit your child at home. We will always try to arrange a time that suits you and your family.

We will decide when and how often we need to visit. This will depend on the concerns of the referring doctor and your concerns about your child's illness.

When we visit we will review your child, assess their progress and arrange a care plan for your child with you.

## **What happens if my child's condition does not improve and they need care for longer?**

If you or your child's nurse feel that your child's condition is not improving, we will discuss this with our hospital team to agree the best way to manage their care.

We will also liaise with our children's community team who will be able to visit for longer should your child need this. We may also carry out shared care with them to make sure that you get the service that best meets the needs of your child.

## **When will my child be discharged?**

We will phone you or confirm when we visit that your child is well enough to be discharged. We will also inform your GP and any other health professional involved in their care.

## **Who can I contact with concerns?**

During working hours please see contact information overleaf.

We work 8am to 10pm every day including bank holidays.

## **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 sources of information

### **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, Monday to Friday, 10am-5pm

**e:** [letstalkmedicines@gstt.nhs.uk](mailto: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](mailto:pals@gstt.nhs.uk)

**t:** 020 7188 3514 (complaints)

**e:** [complaints2@gstt.nhs.uk](mailto: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](mailto:languagesupport@gstt.nhs.uk)

### **NHS 111**

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

**t:** 111 **w:** [111.nhs.uk](http://111.nhs.uk)

## Contact us

To speak to the nurse looking after your child, call the hospital switchboard on **t:** 020 7188 7188 and ask for the nurse on call for the children's hospital @home service.

Service hours: 8am-10pm every day.

In an emergency, dial 999 or out of hours GP (SELDOC), **t:** 020 8693 9066.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit **w:** [www.evelinalondon.nhs.uk/leaflets](http://www.evelinalondon.nhs.uk/leaflets)

## Was this leaflet useful?

We want to make sure the information you receive is helpful to you. If you have any comments about this leaflet, we would be happy to hear from you.

Fill in our simple online form,

**w:** [www.guysandstthomas.nhs.uk/leaflets](http://www.guysandstthomas.nhs.uk/leaflets),  
or **e:** [patientinformationteam@gstt.nhs.uk](mailto:patientinformationteam@gstt.nhs.uk).

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