



Children's community nursing team

This leaflet explains what we do 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 children's nurses who provide nursing care to children and young people in the community. We care for people with sudden and complex needs, and those with life limiting and long-term conditions. We also provide oncology treatment supported by specialist nurses that are based at the shared care hospitals.

Our aims are to:

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

Who we can see

We see children who are registered with a GP in Lambeth and Southwark, who are:

- aged 0 to 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 are receiving treatment for cancer.

What we can do

There are many ways that we can look after a patient at home:

- wound care
- intravenous and intramuscular medicine
- blood tests
- sleep studies
- nasogastric and gastrostomy care
- oncology support
- care for children with long term conditions

This is not a complete list, so please call us if you would like more information.

Who can refer to us?

Anyone can refer patients to us. This includes GPs, hospitals, and parents. The team will assess if the child or young person's nursing needs meet our referral criteria. Please talk to one of the nurses if you are unsure.

How to make a referral

Email: Gst-tr.evelinalondonccnteam@nhs.net

What happens next?

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

We will try to arrange an agreed 2-hour time slot to visit. This is not always possible depending upon the clinical needs of other children.

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

How to get more supplies

Contact us **before** 12 midday to speak to a member of the admin team,
email: evelinaccnsupplies@gstt.nhs.uk,
phone: 020 3049 5858.

Calls will only be picked up from 9am to 12 midday. Any messages left after this time will not be dealt with until the next morning.

If you need supplies as an **emergency**, you can collect them from Sunshine House from 9am to 12 midday. **You must make arrangements with us first.**

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 can help us improve our service.

Contact us

If you have any questions, please contact us, **phone** 020 3049 7585. We provide a 7-day service. Monday to Sunday, 8am to 6pm.

If there is no answer, please leave a message. The nurses will access the answerphone regularly throughout the working day and will get back to you as soon as they can.

Please remember that we are not an emergency service. If it is an **emergency** or you are worried about your child, dial **999** or **NHS 111**.

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

Evelina London Medicines Helpline

If you have any questions about your child's medicines, please speak to the staff caring for them or contact our helpline, **phone** 020 7188 3003, Monday to Friday, 10am to 5pm, **email** letstalkmedicines@gstt.nhs.uk

NHS 111

This service offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day, **phone** 111, **web** www.111.nhs.uk

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS), **phone** 020 7188 8801, **email** pals@gstt.nhs.uk. To make a complaint, contact the complaints department, **phone** 020 7188 3514, **email** 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, **phone** 020 7188 8815, **email** languagesupport@gstt.nhs.uk

NHS website

This website gives information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing, **web** www.nhs.uk

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