



Children's Community Nursing

# Community Children's Nursing Service Oxfordshire: Information for families

## What we do

The community children's nurses working in Oxfordshire aim to:

- prevent or reduce hospitalisation for children and their families.
- provide nursing care in the child's home and other community settings.
- support the family and other carers to promote independence, as far as possible.

## Aims

The community children's nursing team achieves its aims by:

- working in partnership with healthcare professionals and other carers
- assessing and promoting the needs of the whole family to ensure good collaborative care planning between all services involved in the child's wellbeing
- working closely with the children's respite nursing team to support families
- providing the support of a play specialist within the team
- training and monitoring other care workers from statutory and voluntary agencies under the Shared Care Protocols for Children.

## Who we visit

We visit families with a child or children whose condition requires nursing advice and support, and who has an Oxfordshire general practitioner.

For example, the child may:

- be technology-dependent (for example require home ventilation or oxygen therapy)
- be on complex drug regimes
- be on intravenous drug regimes
- have complex feeding regimes
- have a chronic illness, special or complex needs
- require wound care

## How information is shared

Information about children we visit will normally be shared within the team and, when appropriate, shared with other members of the multi-disciplinary team, who include social services and other non-healthcare professionals. This is discussed with the child and family at the initial assessment and written consent is obtained.

We take part in the education of student nurses and other healthcare professionals. Sometimes they will accompany us on home visits – this is negotiated with families.

We also provide:

- Care of a dying child (including 24-hour support at the end of the child's life) bereavement visits

- Any nursing procedure that can be undertaken safely at home
- Clinics for eczema and constipation

## Who we take referrals from

We accept referrals from:

- Medical staff including GPs, district nurses and health visitors
- Social workers
- Nursing staff
- Therapists

Please refer in writing to the address shown on page six or by telephone, fax or email. For more urgent cases please telephone. A referral form is available for professionals to use. Please telephone our office to request a copy.

## When the service is available

Our core service hours are 8am to 8pm every day of the year. Any telephone messages left will be checked at regular intervals during these times. Messages left late in the day may not be responded to until the next day.

If you cannot attend an appointment or no longer need it, please let us know so that we can offer it to someone else.

## Reviewing our service

Let us know what you think about our service by completing a short survey at [oxfordhealth.iwgc.net](http://oxfordhealth.iwgc.net) (where directed put in the 4 digit code: 1969)

## Making a comment, suggestion or complaint

We would like to know what you think of the services we provide to you. We like to know when things go wrong, so that we can put them right. The Patient Advice and Liaison Service (PALS) will provide advice and support to patients, their families and carers. It also provides on the spot help to sort out any problems or concerns you may have.

You can contact PALS on 0800 3287971, or email [PALS@oxfordhealth.nhs.uk](mailto:PALS@oxfordhealth.nhs.uk)

## Contact us

Community Children's Nursing Team  
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23 Between Towns Road  
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Oxford  
OX4 3LX

Tel: 01865 902700 Fax: 01865 261702

Email: [CCNTeam@oxfordhealth.nhs.uk](mailto:CCNTeam@oxfordhealth.nhs.uk)

Website: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)



Please contact us if you would like the information in another language or different format.

**Arabic** يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسيق مختلف.

**Bengali** আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে

পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

**Urdu** اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

**Chinese** 若要以其他語言或格式提供這些資訊，請與我們聯繫

**Polish** Aby uzyskać informacje w innym języku lub w innej formie, skontaktuj się z nami.

**Portuguese** Queira contactar-nos se pretender as informações noutro idioma ou num formato diferente.