



Children's community nursing

End of life community children's nursing support

Community children's nursing service

Our CCN service helps prepare you to come home with your child for end of life care. We recognise that your time together is precious and aim to be sensitive to your needs and time together as a family.

Planned visits

A nurse will visit you and your child at home at least once a week to assess your child's condition. This is flexible to your needs but it's important that there are regular visits to make sure the appropriate support and care is available.

Support

The nurse will call you every morning for an update and plan when visits will be needed. If your child needs non-oral medication, like intravenous infusions or injections, the CCN team can support with this and help you to manage your child's care at home.

If your child's condition changes

You can call the CCN team to talk through the changes. It is possible that the nurse may discuss with you whether you need a home visit for support or review.

The nurses may be some distance away, visiting other children or at home (if out of hours: 8pm until 8am) and will therefore not be with you immediately. Depending on your location, it can take up to an hour to reach you, so it is important to call as soon as you feel concerned.

The nurses will be able to give you telephone advice prior to visiting you. Once you feel able to manage your child's symptoms, the nurses will leave you to ensure you have family time together.

The CCN service occasionally will be on-call for another child. If the situation arises where both families require a visit at the same time, the nurses would need to give you telephone advice and identify alternative support.

Community children nurse on-call service

The On-Call Service is set up to support families who have been told that there is no further active treatment available for their child and that they are going to die. Your child will have shown signs of deterioration and will be in the end of life phase of their illness.

The CCN service aims to inform you of the choices of care and treatment available to you at this difficult time. The service is 24 hours a day, 7 days a week.

Your need for the on-call service is reviewed regularly. The nursing team will monitor your child's condition and agree the support for you at home.

If your child's condition stabilises you may no longer need the on-call service. In this case the on-call service will be deactivated. The team will continue to visit and support you at home with your child. If there are signs of deterioration, the on-call service can be reactivated.

How to contact the nurse on-call:

Tel: 01865 902700
Between 8am - 8pm

Tel: 01865 901000
Ask for CCN (palliative on call) between 8pm - 8am

The nurse will be able to give you telephone support or arrange a home visit. They will inform you of the approximate time of arrival.

Please note that it is our policy for two nurses from the CCN team to visit you at home during evening or night calls.

If your child's condition deteriorates and you do not access on-call service

If the on-call service is not currently 'activated' you will need to contact the ward your child attends or the CCN Team (from 8am until 4pm 7 days a week), GP or emergency services (999) for support.

In the event that your child's condition changes, your child may need additional medication to support them via an infusion. Daily visits will be needed.

What is the end of life phase

It is difficult to predict what stage your child may be at in their illness. Some children deteriorate rapidly, others may fluctuate in and out of the 'identified' end of life phase of their illness.

When your child dies

You will have received a booklet with information for after your child has died. This information will help to guide you through what you need to do. It may be useful to read through this information before your child dies, in order to be aware of what needs to be done.

As long as your child has seen your GP or family doctor within the past 14 days, and was expected to die within days, you do not need to call anyone straight away. You can spend time together as a family. If you feel you would like swift support at home the nurses will be able to come to visit you.

PALS: Complaints and comments

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the Patient Advice and Liaison Service on freephone 0800 328 7971.

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: EqualityandInclusion@oxfordhealth.nhs.uk

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

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

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 innym formacie, skontaktuj się z nami.

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

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