

# West Hertfordshire Children's Continuing Care Service

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## Hertfordshire Community Trust - Our core values

- Care** - We put patients at the heart of everything we do
- Respect** - We treat people with dignity and respect
- Quality** - We strive for excellence and effectiveness at all times
- Confidence** - We do what we say we will do
- Improve** - We will improve through continuous learning and innovation



## What is the approach?

The West Hertfordshire Children's Continuing Care Team provides nursing support and packages of care for children with complex health needs and disabilities. At any one time, the team provides support and care to up to thirty children with the most complex of health needs who are being cared for at home by their parents within West Hertfordshire.

Children are usually referred to the Team following a period of intensive hospital care within one of the Children's Specialist Centres in Central London. However referrals may be made by professionals from any of a number of health or social care settings.

*"We are always so relieved to open the door to a Carer at 10pm."*

## What do families say about us?

*"Last night one of the Continuing Care Carers looked after our little boy and, as is always the case, we were enormously impressed with her professionalism and competency."*

## What are the aims?

The Continuing Care Team aims to deliver a high quality support service to the families of children who have complex health needs. The Team is made up of qualified nurses and Home Care Support Workers (Carers). The Team provides packages of care which might include day time and/or overnight care. The care package will usually be provided in a child's home, though sometimes this may be in a school, nursery or other community setting.

## What does the team do?

The Team provides the following:

- Assessment of individual children and families
- Home- based risk assessments
- Individualised protocols of care
- Bespoke care packages
- A home-care agreement
- Training and assessment of Home Care Support Workers
- Regular reviews of care packages
- 5 day per week access to nursing support and administration team
- Essential medical/care equipment
- Overall coordination of children's care.

## What are the costs?

The service costs approximately £900,000 per year to deliver. At any one time we provide care packages for between fifteen and thirty children.

*Proud to care for you*