

Team Members

Named Nurse/Team Leader: The nurses within the Continuing Care Team are Registered Children's Nurses. Each nurse is responsible for a small caseload of children and coordinates the work of the carers who are allocated to each child.

Home Care Support Workers (Carers): All the carers in the Continuing Care Service have received extensive and specific training in relation to the clinical care of children with complex health needs. Each carer works with a small group of children and has received a comprehensive training programme which relates to the care of each individual child.

Administration Team: The Continuing Care Administration Team work from 9am-5pm Monday to Friday.

Contact the Children's Continuing Care Team

Telephone:
01923 470680

Write:
Children's Continuing Care Team
Peace Children's Centre
Peace Prospect
Watford
Hertfordshire
WD17 3EW

Email:
childrencontinuing.care@nhs.net

Comments or complaints

Hertfordshire Community NHS Trust offer high quality services and aim to be as helpful as possible. If however you are dissatisfied by our service then we would like to know so that we can make improvements.

Please contact either:

Patient Advice and Liaison Service (PALS)

Tel: **0800 011 6113**

10am to 2pm, Monday to Friday

Messages can be left outside these hours.

Email: pals.hchs@nhs.net

Patient Experience Team

Tel: **01707 388036**

9.30am to 4pm, Monday to Friday

Messages can be left outside these hours

Email: complaints.hchs@nhs.net

Hertfordshire Community NHS Trust
Unit 1a, Howard Court
14 Tewin Road
Welwyn Garden City
Hertfordshire
AL7 1BW

Telephone: 01707 388000
Email: hct.communications@nhs.net
Web: www.hct.nhs.uk

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NHS

Hertfordshire Community
NHS Trust

Children's Continuing Care Team (West Hertfordshire)

A guide for health care professionals



Produced by the Children's Continuing Care Team. Date: May 2019. Review date: May 2020

CHILDREN'S CONTINUING CARE TEAM

This leaflet aims to provide you with an introduction to the Children's Continuing Care Team in West Hertfordshire.

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 a number of health or social care settings. Initial referrals to the Team are considered by a Multi-Agency/Continuing Care Panel which includes senior commissioning managers from health, education and social care agencies across Hertfordshire.

The Continuing Care 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.

Each child's care package is managed and coordinated by a Named Nurse Team Leader who coordinates the care package provided by a small team of trained Home Care Support Workers.

The Continuing Care Team provides the following services:

- **Assessment of individual children's needs including family views on those needs.**
- **Risk assessment to cover issues such as clinical care, moving and handling, fire risk, and care environment.**
- **Provision of individualised protocols of care and medication regimes, which are specific to individual child's needs, including regular contact with family GP and hospital medical staff in order to maintain up-to-date prescriptions.**

- **Provision of a Home Care Agreement which parents are asked to sign.**
- **Training and assessment of carers in order to ensure that they are able to meet each child's particular health needs.**
- **Regular reviews in the form of meetings or telephone calls with the family.**
- **Five day per week (9.00am to 5.00pm) access to nursing support and office back-up.**
- **An agreed range of medical equipment, including electrical equipment which will be loaned to family as well as a range of disposable equipment—where this is not available on GP prescription.**
- **Overall coordination of care, possibly as the child's Lead Professional, health key worker and member of the multi-disciplinary team.**

