

Our commitment to you

The Children's Continuing Care Team aims to provide you and your child with a high quality support service. We welcome your feedback on whether we are achieving this aim. If you are unhappy with any aspect of the support provided to your child by the Team, we would request that, in the first instance, you discuss this with your Child's Named Nurse/Team Leader. The Team aims to resolve any concerns which you may raise as quickly as possible.

If you wish to make a formal complaint, you should contact either the Patient Advice and Liaison Service (PALS) or the Patient Experience Team. Their details can be found in the "Comments or complaints" section of this leaflet.

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

If you would like a copy of this document in LARGE PRINT, Braille or audio tape, or would like this information explained in your own language, please contact 01707 388164.



Hertfordshire Community
NHS Trust

Children's Continuing Care Team (West Hertfordshire)

Information for parents and carers



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CHILDREN'S CONTINUING CARE TEAM

Welcome to the Children's Continuing Care Team. Your child has been allocated a care package that will be provided by the Children's Continuing Care Team in West Hertfordshire.

The Team is made up of qualified nurses and Home Care Support Workers (Carers). The Team provides packages of care to children with complex health care needs. This might include day time and/or overnight care which is usually based in a child's home, though sometimes this may be in a school, nursery or other community setting.

Your child's care package will be managed and coordinated by a Named Nurse Team Leader who will work closely with you and your child in order to ensure that your allocated care package best meets your child's needs. Much of your child's care will be provided by a small team of trained carers, each of whom will be introduced to your family during the course of the next few weeks.

The Continuing Care Team aims to deliver a high quality support service to the families of children who have complex health needs, including the following:

- Assessment of your child's individual needs including your 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 your child's needs.
- Provision of a Home Care Agreement which you will be asked to sign.
- Training and assessment of carers in order to ensure that they are able to meet your child's particular health needs.
- Regular meetings/telephone calls between yourself, your child's Named Nurse and your carers.
- Five day per week access to nursing and office back-up (9.00 am to 5.00 pm)

- Provision of an agreed range of medical equipment, including electrical equipment which will be loaned to you and your child and disposable equipment which you will be asked to order through the continuing care administration team.

Who's who?

Named Nurse/Team Leader: The nurses within the continuing care team are qualified 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 of the carers within 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 specific teaching which relates to the care of each individual child.

Administration Team: The Continuing Care Administration Team work from 9.00am to 5.00pm, Monday to Friday, and are based with the Team at the Peace Children's Centre in Watford.