

For further information about this service contact:

Telephone: 0300 790 6893 (free service number)

Email: ccs.beds.childrens.ccn@nhs.net

Our clinic locations:

Monday – Friday
Union Street Clinic, Union Street, Bedford, MK40 2SF

Weekend and Bank Holidays
Child Development Centre (CDC), Hill Rise, Kempston, MK42 7EB

Shefford Clinic (alternate Fridays):
Shefford Health Centre, Robert Lucas Drive, SG17 5FS

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

To find out how we use what we know about you (Privacy Notice) or how to access our buildings (AccessAble), please visit www.cambscommunityservices.nhs.uk and follow the links or please contact us.



If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: ccs-tr.pals@nhs.net.

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.



Welcome to

Bedfordshire Children's Community Nursing Team



Who are we?

We are a team of professionals who provide care to children and young people in the community. We often are referred to as Children's Community Nurses (CCN's). Some children and young people are under the care of the community nurses for a few days and others for many years. We often work alongside schools, nurseries, social care, GP's and all other health professionals.



Who do we look after?

We look after children and young people who are aged 0-18 years.

The child or young person may have a:

- Short term care need, e.g., IV antibiotics or wound care

And/or

- Long term health need e.g., oxygen dependency, enteral feeding tube, central line care, physical monitoring and/or supporting multiple complex medical health needs.

What do we do?

We provide clinical nursing care to babies, children and young people closer to home when it is safe for them to be discharged from hospital and to avoid unnecessary hospital attendance. We also aim to support parents and carers to be confident in caring for their needs in the community too. This may include help and support in gastrostomy care, caring for a child with an oxygen dependency or administration of medicines via intravenous, intramuscular or subcutaneous routes.

Our team's involvement will be dependent on your child or young person's individual health needs. These needs will be assessed and reviewed regularly. Our aim is to work in partnership with the child, their parents, carers, specialist health teams, schools, nurseries and social care to ensure the best outcomes for the child or young person.

Helpful Links

BLMK Healthier Together—you'll find clear information on common childhood illnesses, including advice on what 'red-flag' signs to look out for, where to seek help if required and how long your child's symptoms are likely to last.

<https://www.blmkhealthiertogether.nhs.uk/>



Bedford Borough Local Offer:

<https://localoffer.bedford.gov.uk/kb5/bedford/directory/home.page>



Central Bedfordshire Local Offer:

<https://localoffer.centralbedfordshire.gov.uk/kb5/centralbedfordshire/directory/home.page>



All children and young people with a long term condition or complex health needs will have a named CCN to co-ordinate their care. Whilst they will get to know you really well, your routine cares may be carried out by any member of the team. This gives the child or young person to get to know the whole team. We can also offer training to ensure the child or young person can be safely supported out of the hospital setting.

When do we work?

Monday – Sunday 9am – 5pm
(This includes bank holidays)

Appointments are from 9.30am and the last appointment is usually 4.00pm.

If your child needs support outside of these hours we will let you know how and where to get help.



Where will you be seen?

Our team runs a mainly clinic based service, so we can give care to as many children and young people as possible. If a clinical assessment shows that the child or young person's care cannot be met in our clinic, we will then plan with you for care to be given in an alternative location.

Outside of clinic care, if clinical care is to be given at an alternative location to our clinic, we would ask:

- That there is a clean surface we can put and prepare our equipment on.
- A sink with hand soap so we can wash our hands and a supply of kitchen roll or a clean towel to dry them.
- Ideally, any animals are kept out of the space where the clinical staff and care will take place.
- You to let us know of any parking or other issues that may affect us.
- Be at the home or arranged location for the time of your appointment.

How else can we help?

Unfortunately we are unable to supply long term medicines but we can support you to organise repeat prescriptions via your GP.

Some equipment can only be supplied by us, so we will give you information about how to order and collect this.

Need to cancel an appointment?

If you cannot make an appointment, please email ccs.beds.childrens.ccn@nhs.net or call our main office on 0300 790 6893 as early as possible to let us know. By letting us know at your earliest convenience might mean that another child can have our support instead. Our phones are closely monitored in working hours and there is also an answer phone service. Please leave a message with the patients name and a contact number and we will pick these up from 9am each day.

If you have any questions, please do not hesitate to contact us (you'll find our contact details on the back page of this leaflet). Our team will be in contact once a referral into our service is received so please ensure that the referrer has your correct details.

We welcome your feedback

We'd love to hear your experience of our team, so have created some surveys below. We learn from all feedback provided.

To complete the survey, simply copy or click the relevant link below or scan the QR code using the camera on your smartphone.

PARENTS:

<https://www.oc-meridian.com/cambsCommunityServices/completion/custom/default.aspx?slid=310&did=BCCN3>



CHILDREN AGED 9-11:

<https://www.oc-meridian.com/cambsCommunityServices/completion/custom/default.aspx?slid=308&did=BCCN2>



CHILDREN AGED 12-18

<https://www.oc-meridian.com/cambsCommunityServices/completion/custom/default.aspx?slid=309&did=BCCN1>

