

## How to Contact Us

**Office:** 01743 450855 option 3 (our lines are open 9-4:30)

If you cannot get hold of our admin team, you can alternatively email our team on [shropcom.ccnadmin@nhs.net](mailto:shropcom.ccnadmin@nhs.net)

**Website:** <https://www.shropscommunityhealth.nhs.uk/ccn>

**Out of hours:** Please either contact your GP practice, NHS 111 or attend CAU/A&E at your local hospital

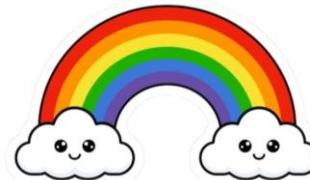
**CAU:** If you have been told that your child has **open access** to the Children's Assessment Unit at PRH, please call them for advice outside of CCN hours on 01952 565918 and take your child to be reviewed if necessary

## When we Work

Our nurses visit between 8-6, Monday - Friday

We also provide 24/7 end-of-life care in the home

We are closed on bank holidays & weekends



## Other Support

For further information on children and young people's health, please visit our website:

<https://www.shropscommunityhealth.nhs.uk/children-young-people-and-families>

You can also find us on Facebook: '**Shropshire Community Children's Services**'

For information on our psychology service, please visit:

<https://www.shropscommunityhealth.nhs.uk/pps-paediatric-psychology-service>



**Shropshire Community Health**  
NHS Trust

# Community Children's Nursing

Providing care for children with acute, short-term conditions, long-term conditions, and complex health needs.

***Information for Parents and Caregivers***



## Welcome

We are a team of experienced children's nurses who support children and young people with healthcare needs at home and in other community settings such as schools.

We are based at Coral House in Harlescott, Shrewsbury. We provide services across Shropshire, Telford & Wrekin.

## The Service We Offer

We will work in partnership with you, your child, and family. We will assess your child's individual needs and provide clinical care, support, teaching and advice, to enable you to manage their care at home as far as possible.

Patient information will remain confidential; however, we work in partnership with health visitors, school nurses, doctors and other agencies to promote quality care. This might require us sharing information about you or your child. Your Community Children's Nurse (CCN) will seek your permission if this is necessary.

Home visits are usually arranged in advance and will take place between 8am & 6pm.

To look after our own staff, we kindly ask that you do not smoke/vape inside your home during our visits, and open windows within the hour before we are due to visit. All pets should also be put into a separate room during our visits.

When our nurses come to your house, even if your child is sleeping, they will still need to see them so that they can record this in the child's notes. They will not do anything to disturb them.

Children who are on the CCN caseload will also have access to our Paediatric Psychology Service. Speak to your CCN for more information.

## Student Nurses

We regularly have student nurses on placement with the team.

Where possible, we will obtain your consent before a CCN visits with a student. If you do not wish for a student to be present, please let your CCN know.

## Equipment

Some children will require equipment to care for their health needs. Some equipment can be loaned from the CCN team. Equipment is serviced yearly and should be handed back to the team when it is no longer in use. Please keep the equipment in good working order.

## Supplies

Supplies can be requested either by telephoning the office or sending an email to our admin team. We require 7 days notice for all supply requests.

Please remember, purple enteral syringes provided by us can be washed and re-used for up to 2 weeks. Ask your CCN if you are unsure.

## Your Opinion Matters

The CCN service is always pleased to receive your feedback as it enables us to know what we are doing right, and how we can make things better.

You can provide anonymous feedback about your experience of using our service by scanning the QR code, or by visiting <https://www.shropscommunityhealth.nhs.uk/patient-experience-and-engagement>



Alternatively, the Patient Advice and Liaison Service (PALS) advises and supports patients when they have a concern, or comments related to NHS services.

They can be contacted on:

Tel: 01743 277689

Email: [shropcom.customerservices@nhs.net](mailto:shropcom.customerservices@nhs.net)