
Infant Complex Health Service

This is a service that provides nursing care, advice and support to infants under the age of 1 year and their families within the Great Yarmouth and Waveney area. The Infant Complex Health Liaison Nurse support their patients and families via telephone and home visits. This support can start before discharge if applicable. The service is offered from birth until one year of age, after which the child will then either be discharged from the service or have their ongoing care passed to the Children's Community Nursing Team (CCNT). Complex Discharge planning can also be undertaken for any child with complex health needs. We work closely with all of the multi-disciplinary team and external agencies to provide a Holistic approach for the infant and their family.

The service is offered 09:00-17:00 on Monday, Tuesday, Thursday and Friday.

Who can use this service?

Any infant under the age of one year with a complex health need, including;

- Nasogastric feeding tube
- Home oxygen
- Stoma
- Genetic disorder
- Disability or developmental disorder
- Prematurity
- Complex health discharges from hospital

Services offered

- Stoma care/advice
- Nasogastric tube care
- Home oxygen assessment/ordering/monitoring
- Blood tests
- Health monitoring
- Feeding Support
- Parental teaching in care management skills including basic life support
- Holistic care- support completing assessment for accessing community services
- Complex discharge planning for children with complex needs.

How can referrals be made to this service?

Referrals internally and externally can be received from any professional working with the family or from tertiary centers prior to discharge.

Requests for referrals can be made to: jph-tr.childcommnursingteam@nhs.net

Contact Details

Infant Complex Health Liaison Nurse

Mobile- 07435 993684

Office- 01493 453175

CCNT office- 01493 453965 (can be used on Wednesdays when no service available for urgent enquiries)

Ward 10- 01493 452010 (for urgent issues out of hours)

Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

TRUST VALUES: We CARE for...
our patients... each other... ourselves

BEHAVIOURS:

Courtesy and respect

Attentively kind and helpful

Responsive communication

Effective and professional

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of the
Paget**



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet, contact PALS 01493 453240