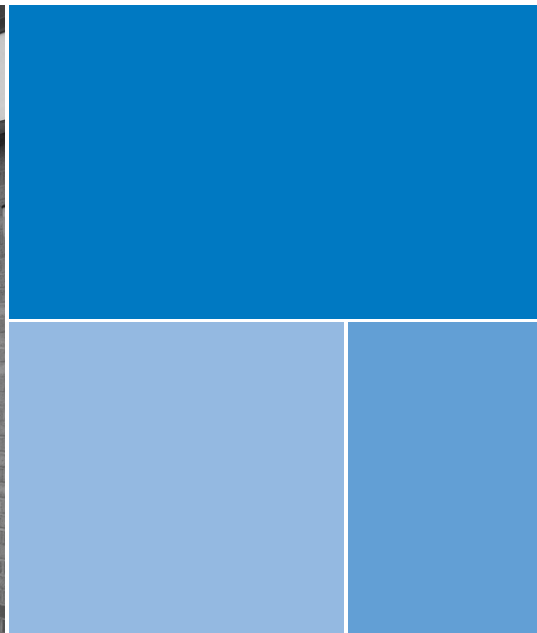




**James Paget
University Hospitals**
NHS Foundation Trust

Children's home based respite service



Information for Parents and Carers

The service we offer

Our Outreach Service, a strand of our Children's Community Nursing Team, consists of a team of trained carers with relevant childcare qualifications, who provide short breaks/respite to families within your own home. The Coordinator is a senior paediatric nurse, experienced in managing care packages for children with complex technical health needs and learning disabilities. She will assess for any additional bespoke training carers may need to care for your child/young person.

How is the service accessed?

The access criteria is for children and young people 0-18 years with complex conditions and is for families registered with a GP living in the Great Yarmouth and Waveney area.

Short breaks/respite can be provided short term (such as an emergency care package) or for a number of months. Care packages are reviewed regularly by the Coordinator to ensure access criteria continue to be met and the number of hours is the right amount for each family, as we understand that home circumstances or your child's needs can change.

Respite sessions can be given in the daytime, evening or overnight (in some instances) and can range from four hours three times a month every month to half-term only. The Coordinator identifies what the best support may be for you and your family, within the constraints of the service. We understand the pressures of having to undertake 24/7 care of your child/young person's health needs with professionals involved regularly.

A written referral is made to the Coordinator by any professional from health, social care or education. They will have discussed the referral with you, gained consent to refer you to this service and outlined any other respite or care package you may be having, so that the Coordinator can determine if this service is suitable.

After receiving a referral, the Coordinator will contact you to arrange an initial home visit and assessment, and determine if our service is suitable. Individualised care plans are drawn up for your child, bespoke to their needs. Any additional training for your carer is undertaken by the Coordinator or community nurse, including specific escalation/emergency plans for epilepsy, diabetes or respiratory concerns written by your hospital consultant or specialist nurse.

Your wishes for your child's care are further determined prior to each session given by your carer.

Documentation is kept within your home and is returned to our Trust once the care package is completed and retained in your child's electronic health records.

Your one-to-one carer will further provide activities and play in accordance with your child's development and abilities. Carers can take your child outside for walks or to the local park, as determined by you.

Risk assessment on this, your home environment and moving and handling arrangements for your child/young person within your home are performed at the initial assessment.

How is your carer identified?

Your carer is chosen for you by the Coordinator. She takes into account the carer's experience, availability, personality and suitability to your needs and will be introduced to you and your child within four weeks of your care package being set up. We understand the importance of being able to build a close relationship with a carer coming into your home regularly in a professional role and your package is reviewed after three months to ensure all is well.

Your respite carer is DBS checked and undergoes regular Trust mandatory training including Basic Life Support, as well as Safeguarding of Adults and Children.

Carers cannot take your child out in their own cars or to their own homes as part of a respite session. However, if you wish your carer to accompany you and your child to an outside activity or therapy session then this is permitted so long as you discuss this with the Coordinator first to determine suitability of transport and insurance. The Coordinator may refuse such requests if deemed unsuitable.

Carers may also be allowed to undertake respite sessions for you in our Children's and Young Person's Unit if your child is admitted as an inpatient. This is determined by the Coordinator as to its suitability on an individual basis at such time.

Contact Details

Eleanor Elder, Team Leader
Children's Community Nursing Team
James Paget University Hospitals NHS Foundation Trust
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NR31 6LA
CCNT Office: 01493 453175

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

Courtesy and respect

- A welcoming and positive attitude
- Polite, friendly and interested in people
- Value and respect people as individuals
So people feel **welcome**

Attentively kind and helpful

- Look out for dignity, privacy & humanity
- Attentive, responsive & take time to help
- Visible presence of staff to provide care
So people feel **cared for**

Responsive communication

- Listen to people & answer their questions
- Keep people clearly informed
- Involve people
So people feel **in control**

Effective and professional

- Safe, knowledgeable and reassuring
- Effective care / services from joined up teams
- Organised and timely, looking to improve
So people feel **safe**



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

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