

# Children's Community Nursing Team

## Information for patients, relatives and carers

**December 2023**

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No: IL1012

Author: A Ryder

## The Children's Community Nursing Team

The Children's Community Nursing Team provided Nursing care within the community setting from birth to 19 years old (within education). The team consists of 9 qualified Children's Nurses. Student Children's Nurses may also become part of the team during their training and attend the family home and meetings with other members of the CCNT. Our service runs 365 days of the year, weekdays 08:00-20:00, weekends and bank holidays 08:30-17:00.

The Borough of Gateshead covers 55 square miles, making it the largest of the five Tyne & Wear authorities with a population of 196,100 (ONS Census 2021).

We receive referrals from hospitals all over the country but also accept referrals from G.P. practices and the wider multi-disciplinary Team. Referrals are accepted for patients who are registered within a Gateshead based GP and who live within Gateshead.

The aim of the Children's Community Nursing Team is to provide high standard Nursing care relevant to the child/young person, to prevent hospital admission and to facilitate early discharge from hospital. We provide nursing intervention for acute episodes as well as long term care for patients with life long illness.

We provide a range of nursing care services at a variety of different settings including: Health Centre's, Family Homes, Nursery, School, Playgroups, Respite Care Facilities, Residential care homes, Clinics, Play Schemes and Kids clubs.

**The Children's Community Nursing Service is not an emergency service. In an emergency you must telephone 999.**

However if you require support or advice for your child's care please contact the Children's Community Nursing Service.

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We carry out routine planned daily work but also receive unplanned work throughout the day such as feeding devices dislodging, urgent clinical assessments and strategy meetings. Routine planned work can include:

- Catheter care
- Wound Care
- Enteral feeding support and care
- Portacath and CVC/PICC Line Care
- Tracheostomy care
- Oxygen saturation monitoring/weaning
- Intravenous antibiotics administration and infusions
- Intramuscular/subcutaneous injections
- Phlebotomy
- Discharge planning meetings
- Child protection/ LAC Reviews
- Parent/carer training
- External services training e.g. Child care providers.
- Palliative care
- Home support packages/continuing health care/referrals to other services
- Clinical Assessments/Vital observation monitoring
- Team Meetings
- Student Mentorship
- Nursing care and support in the Gateshead Special Schools
- Palivizumab Clinic
- TSH Clinic

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We will endeavour to give you a time slot and some contacts may have a specific time due to the nature of the visit.

However due to the Borough being so large there may be times when the time slots cannot be managed due to the complexity of our caseload, heavy traffic and inclement weather.

Please allow some leniency in timings. We may not always be able to contact you to rearrange the time of the visit but really appreciate your understanding and patience.

We are based at:

**Low Fell Clinic**  
**Beacon Lough Road**  
**Low Fell**  
**Gateshead**  
**NE9 6TD**

## **Hours of work**

Monday – Friday 08:00-20:00

Saturday / Sunday/ Bank Holidays 08:30-17:00

Last visits are 30 mins before end of shift

## **Contact Telephone numbers**

CCN Team mobile: **07790934372**

Low Fell clinic reception **0191 2834660**

Answerphone facility on both phones

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## How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have.

If you have any suggestions or comments about your visit, please either speak to a member of staff or contact the patient advice and liaison service (PALS) on 0191 445 6129 (10.00 – 16.00, Monday to Friday). You can also email PALS at [ghnt.pals.service@nhs.net](mailto:ghnt.pals.service@nhs.net)

Alternatively, you may wish to complain by contacting our Complaints department:

Mrs Trudie Davies,  
Gateshead Health NHS Foundation Trust,  
Trust Headquarters,  
Queen Elizabeth Hospital,  
Sheriff Hill,  
Gateshead,  
NE9 6SX

The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

## Data Protection

Any personal information is kept confidential. There may be occasions where your information needs to be shared with other care professionals to ensure you receive the best care possible. In order to assist us to improve the services available, your information may be used for clinical audit, research, teaching and anonymised for National NHS Reviews and Statistics. Further information is available via Gateshead Health NHS Foundation Trust website ([Privacy - QE Gateshead](#)) or by contacting the Data Protection Officer by telephone on 0191 445 8418 or by email [ghnt.ig.team@nhs.net](mailto:ghnt.ig.team@nhs.net).

**This leaflet can be made available in other languages and formats upon request**

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