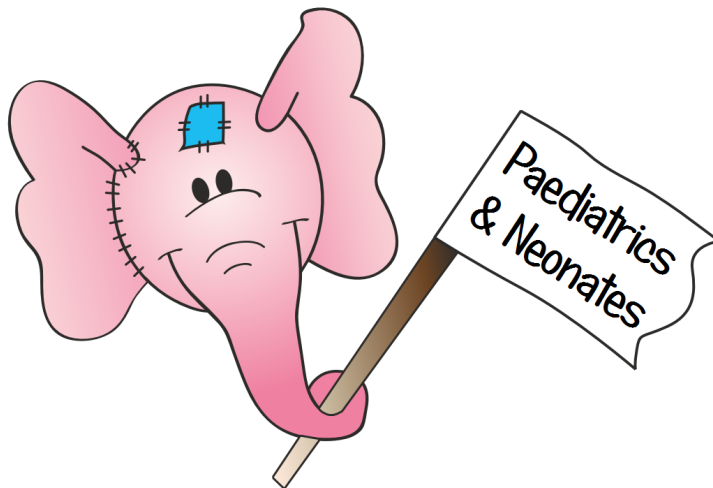


Children's Ward Outreach Team

Children's Ward

Parent and Carer Information Leaflet



Introduction

The Children's Ward Outreach Team consists of specialist nurses who can support you and your child at home after they have been in the Children's Ward (C2) or other departments in the hospital.

What do the team do?

If a doctor decides your child is well enough to go home but will benefit from nursing support, we can help with this. We provide nursing assessment, care, advice, support, and teaching to help you care for your child at home.

We provide this support either by phone or in person in your home. This allows us to help you at home where your child is more comfortable, and it minimises disruption to family life.

We care for children up to 16 years who are registered with a Dudley-based GP.

We work in partnership with the ward team, paediatric doctors and other consultants at Russells Hall Hospital. We also work closely with healthcare workers such as health visitors, dietitians and other community nursing teams. The care will be planned with you and your child according to you and your child's needs.

Please note that we cannot prescribe medicines.

Who is in the team?

The team are trained nurses who all have many years experience caring for sick children at home and in hospital.

When are you available to visit?

We work from 8am to 6pm, Monday to Friday and 10am to 4pm on Saturdays, Sunday's and Bank Holidays.

If we are visiting you, we will normally contact you by phone or speak to you on the ward, to arrange the dates and times we will be visiting. Please note, our calls will come up as an unknown number on your phone.

The team all wear ID badges when visiting your home.

An adult must be present during our visits. This is normally a parent or carer but can be another adult carer over 18 years if age, if we have your permission.

We do not mind pets but may ask you to put them in another room while we are treating your child.

How is a child referred to the Outreach Team?

Doctors or members of the nursing team on C2 (Children's Ward), Children's Outpatient Department, Emergency Department or other local hospitals can ask us to contact you.

How do I contact you?

We are based on the **Children's Ward on 01384 244271**. We can normally be contacted between 8am and 5pm. If we are not in the hospital, ward staff will contact us and we will ring you back as soon as possible.

You can leave **non-urgent** messages at our email address cwot.team@nhs.net but these may not be dealt with until the next working day.

What if my child's needs change?

We can help you assess your child's needs and advise you what action to take or guide you to appropriate services.

Or

You can access the normal range of NHS services, that is: your GP, Emergency Department, Urgent Care Centre (via Emergency Department), 111 service or 999.

If you have any questions, or if there is anything you do not understand about this leaflet, please contact: Children's Ward on 01384 244271. The Outreach Team is usually available Monday to Friday 8am to 5pm, Saturday and Sunday 8am to 4pm.

This leaflet can be downloaded or printed from:

<http://dudleygroup.nhs.uk/services-and-wards/c2-childrens-ward/>

This leaflet can be made available in large print, audio version and in other languages, please call 0800 0730510

ਜੇਕਰ ਇਹ ਲੀਫਲੈੱਟ (ਛੋਟਾ ਇਸਤਿਹਾਰ) ਤੁਸੀਂ ਆਪਣੀ ਭਾਸ਼ਾ (ਪੰਜਾਬੀ) ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰ ਕੇ ਪੇਸ਼ੰਟ ਇੰਫਰਮੇਸ਼ਨ ਕੋ-ਆਰਡੀਨੇਟਰ ਨਾਲ **0800 0730510** ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

यदि आपको यह दस्तावेज़ अपनी भाषा में चाहिये तो पेशन्ट इनफरमेशन को-आरडीनेटर को टैलीਫ਼ोन ਨੰਬਰ **0800 0730510** पर फ़ोन करें।

જો તમને આ પત્રિકા તમારી પોતાની ભાષા (ગુજરાતી)માં જોઈતી હોય, તો કૃપા કરીને પેશન્ટ ઈન્ફોર્મેશન કો-ઓર્ડિનેટરનો **0800 0730510** પર સંપર્ક કરો.

আপনি যদি এই প্রচারপত্রটি আপনার নিজের ভাষায় পোতে চান, তাহলে দয়া করে পেশেন্ট ইনফরমেশন কো-অর্ডিনেটরের সাথে **0800 0730510** এই নম্বরে যোগাযোগ করুন।

إذا كنت ترغب هذه الوريقة مترجمة بلغتك الاصلية (اللغة العربية) , فرجاء ا اتصل بمنسق المعلومات للمريض

0800 0730510 على التلّفون **Information Co-ordinator**

حسب شروط اس ليف ايت كوايبي : بيان (أورد) میں حاصل کرنے کے لئے رومہر پائی ٹیلیفون نمبر **0800 0730510** پر ویب سائٹ اور ای میل (مریضوں کے لئے معلومات کی فراہمی کے سلسلے میں) کے ساتھ رابطہ قائم کریں۔