

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Mandatory headings 1 – 4: mandatory but detail for local determination and agreement

Optional headings 5-7: optional to use, detail for local determination and agreement.

All subheadings for local determination and agreement

Service Specification No.	
Service	Childrens Community Nursing
Commissioner Lead	Margaret Courts
Provider Lead	Julie Plant, Childrens Matron
Period	1 st April 2016 – 31 st March 2019
Date of Review	28 th February 2017

1. Population Needs

1.1 National/local context and evidence base

Short term acute health problems, chronic long term health problems and/or disabilities and those who are dependent upon technology or medical equipment. The care may be provided at home, in nurseries, special schools or at the Child Development Centre. The service also aims to give support and advice for parents and carers in their difficult and often demanding caring role.

Community Children's Nursing Service (CCNS) which includes:

- Clinical Suite Nursing Team (Gem Out-patients clinic)
- Child Development Centre (CDC)
- Special School Nurses (SSN)

The teams provide the following services:

- Specialist Nursing Care for children who have acute health problems, usually on a short term basis. Care may include: wound care dressings, injections, infusions, and care during home traction, enemas, eye drops etc. This care may be given at their home, school or the Gem Centre, as appropriate
- Specialist Nursing Care for children who have chronic health problems and / or disabilities, who often remain with the service on a long-term basis. These children are supported in schools, respite centres and home. Nursing care may include assessing care needs and providing nursing/ medical equipment such as suction machines, feeding pumps, syringes etc. Advice and support is available for children who have chronic conditions such as constipation, respiratory problems etc.
- Provision of feeds and medicines via a naso gastric or gastrostomy tube. This care is for children who are dependent upon technology and is provided to enable them to access nurseries, schools, the Child Development Centre. Special school nurses are available in two special schools.

- Bereavement support and confidential counselling is available for both children and parents of children with palliative care needs.
- Assessment and management of incontinence and treatment and/ or provision of continence aids.
- A clinical suite (outpatient department) for children is available at the Gem Centre. Community children's nurses provide support to consultant clinics and hold nurse-led clinics. Other nursing care includes giving immunisations, taking blood and other samples, conducting nursing assessments, giving advice and carrying out treatments such as wound dressings etc.
- The special school nurses available at Green Park and Penn Hall School will provide short breaks support and care across the two schools to those children requiring specialist medical provision to enable this cohort of children participate in curriculum enrichment opportunities. The Short breaks nurse post supported by the Special School Nursing staff available at Green Park and Penn Hall School will support the implementation of the Coventry and Warwickshire NHS Trust web based training programme across the education workforce as well as ensuring competencies are met and maintained.
- The Short breaks nurse post who is supporting the service at Penn Hall School will be expected to provide cover where extra nursing support is needed to allow each child at school to access the residential provision, where, without this additional nursing support, the child would be unable to access the residential facilities. This will be offered in close consultation with the nursing staff to ensure the requested nights can be covered as well as other essential duties as expected by this post. Consideration to be given that Green Park School does not have this facility and the service must be used equitably and fairly across the two schools.

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	x
Domain 2	Enhancing quality of life for people with long-term conditions	x
Domain 3	Helping people to recover from episodes of ill-health or following injury	x
Domain 4	Ensuring people have a positive experience of care	x
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	x

2.2 Local defined outcomes

3. Scope

3.1 Aims and objectives of service

3.1.1. The aims and objectives include:

- Provision of specialist nursing care for children who have acute health problems, long term conditions, complex health needs, life limiting conditions or are technology dependent
- Assessment of children who have complex care needs
- Support, advice and education for children and their families to enable them to manage their nursing care
- Assessment, treatment and management for children who have continence problems including the provision of continence aids
- Shared care with acute hospital staff for children who have oncology conditions
- Counselling support pre and post bereavement for families of children with palliative care needs
- Nursing support in the clinical suite for children attending the Gem Centre
- Special school nursing care, health surveillance and health promotion for the children in the two special schools
- Work in partnership with statutory, private and voluntary sectors in order to meet the needs of children and families.
- Safeguarding children and young people (in accordance with section 11 of the Children Act)
- Supporting special school educational workforce within Green Park and Penn Hall Schools to develop and maintain competencies for supporting young people to participate in an enhanced curriculum.

3.1.2. Expected Outcomes including improving prevention

- To improve the health and well-being of children and young people and their families
- To enable each child to reach their full potential
- To enable children to access education and the wider curriculum including supporting training of education staff within Green Park and Penn Hall Schools and providing medical support for short breaks provision.
- To prevent unnecessary admission to hospital

3.2 Service description/care pathway

3.2.1 Service Description

The CCNS provides holistic health Care for children with nursing needs and disabilities ensuring their needs are met and their parent's and carer's are supported and aware of their needs. Services include:

- A community nursing team providing home based care.
- A special school nursing team providing nursing care in two special schools and providing a training package within these schools to upskill education staff and support the short breaks agenda for this cohort of young people.
- Child development centre team working with Education

The core service includes:

- Giving specific immunisations
- Taking blood samples
- Heights, weights, urinalysis, B.P.'s and other observations.
- Special school medicals.
- Record keeping in line with record keeping policy.
- Implementation and updating of individual care plans.
- Gastrostomy/ NG tube feeding.
- Changing of mic-key buttons.
- Tracheostomy care.
- Use of suction and oxygen.
- Care of the ventilated child.
- Administration of rescue medication.
- Administration of daily medications.
- Home visits.

- Multi-agency working.
- Supporting children and their families with complex needs in main stream and special schools.
- Training and regularly updating parents and members of school staff.
- Supporting families during school holidays by providing care in the home.
- Providing holistic care for all children with special needs.
- Supporting school staff by providing appropriate training around specific nursing needs and tasks whilst developing and maintaining competencies.
- Working in partnership with other agencies statutory, private and voluntary sectors in order to meet the complex health needs of children and their families.
- To promote social inclusion for families that through disability find themselves disadvantaged.
- Acting as a key worker for children and their families
- To identify those children who are at risk of being harmed either physically or emotionally and act accordingly in line with child protection policy.
- To contribute to the Common Assessment Framework and Team around the Child process to ensure that children's additional and safeguarding needs are fully identified and communicated.
- Plan for transition to adult services
- Confidential counselling to parents and families following child deaths

3.2.2 Care Pathway

- Any care pathway applicable to the service will be followed in line with the service users needs

3.2.3 Discharge Criteria and Planning

Children and young people who have long term complex needs or disabilities usually remain in the service until transition to adult services or end of life.

Arrangements for transition include:

- A full assessment of need comprising of the appropriate assessments and care required for the individual
- Health Action Plans completed in special schools for young people who have severe learning difficulties
- Handover to adult services where required

Children requiring short term care are discharged when they no longer require care.

3.2.4 Days/ Hours of Operation

Service	Days of Operation	Times of Operation	Comment
Main CCNS service & Clinical Suite	Monday to Friday	8:30- 17:00	Later or earlier visits can be arranged if required
Weekend CCNS Reduced Service	Saturday, Sunday and Bank Holidays	8:30- 17:00	Reduced service at weekends and bank holidays for essential calls only
Special School Service	Monday to Friday	8:30- 16:30	Term time only
Special School Service – short break support	Monday to Friday	After school and nights	Term time plus 3 weeks of the summer holiday (to be agreed amongst head teachers and

			Service Lead)
CDC Service	Monday to Friday	8:30- 15:30	Term time only

3.2.5 Prevention, Self-Care and Patient and Carer Information

A health action plan will be developed for those young people who have a severe learning disability as part of their transition planning. This will contain health information on the patients' needs.

Leaflets with information on relevant conditions will be provided to the child and their family. Advice and training on nursing care will be provided for parents/carers.

3.3 Population covered

The service is offered to those children who meet the criteria with the following population restrictions:

- Children and young people aged 0 - 18 (19 years for those attending special schools)
- Children and young people who are registered with a Wolverhampton City GP or registered with a collaborative commissioner GP
- Children and young people attending the two special schools within Wolverhampton, Green Park and Penn Hall

3.4 Any acceptance and exclusion criteria and thresholds

3.4.1 Referral and Acceptance Criteria

Criteria for referral and acceptance onto the CCNS are:

- Children who require advice, support or nursing care for a health problem.
- Children and young people who are diagnosed with either chronic ill health, disability, or an acute illness
- Children with nursing needs in special school/nursery
- Children requiring emergency medication or tube feeding in special or mainstream schools
- Children with life threatening/ life limiting conditions
- Children requiring end of life care
- Children Looked after in special schools in Wolverhampton with nursing needs
- Children attending the Child Development Centre who have additional nursing requirements
- Children attending the Gem clinical suite for clinics
- Bereaved parents or siblings who are referred to the family counsellor.
- Children attending Penn Hall or Green Park Special Schools who need nursing support to enable them to attend Short breaks provision at the schools.

3.4.2 Referral Route

Patients can be referred by:

- Parents
- Health Professionals
- Special school staff
- Social care staff

Referrals can be made by:

- Sending a letter directly to the Gem Centre or
- By telephone

Referrals will be assessed to determine suitability prior to access to the service.

3.4.3 Exclusion Criteria

Children whose needs can be met by universal services

3.5 Interdependence with other services/providers

The Children's Nursing Service has relationships and interdependencies with many health and local authority services including, but not limited to:

- Wolverhampton safeguarding children's board
- Wolverhampton Social Care
- Wolverhampton Education and Learning Department
- Wolverhampton CCG and neighboring CCGs where children access the special schools who live out of area.
- Special schools
- Mainstream schools
- Acute services
- Community based services
- General Practitioners
- School nurses
- Education staff based at Penn Hall and Green Park School

4. Applicable Service Standards**4.1 Applicable national standards (eg NICE)**

All services and advice provided should comply with the following key legislation and guidance:

- Relevant NICE guidelines
- Relevant NPSA and MHRA safety guidance / alerts
- Association for Children with Life-Threatening or Terminal Conditions and their families, ACT (2004)
- Health lives, brighter futures iV The Strategy for children and young people's health, DH / DCSF (2009)
- Better Care: Better Lives, DH/CNO-DCF&M (2008)
- Aiming High for Disabled Children DH/DCSF (2007)
- Making It Better: For Children and Young People, DH (2007)
- NSF for Children, Young People and Maternity Services. Transition: getting it right for young people DH (2006)
- The National Service Framework for Long-term Conditions, DH (2005)
- Commissioning Children and Young People's Palliative Care Services, DH (2005)
- NSF for Children, Young People and Maternity Services. Disabled Children and Young, DH (2004)
- People and those with Complex Health Needs. Standard 8.
- NSF for Children, Young People and Maternity Services, DH (2004)
- Children and Young People who are Ill. Standard 6.
- DH (2003) Getting it right: National Service Framework for Children. Standard for Hospital Services.
- Every Child Matters (2003) HMSO
- Children and Young Peoples Plan
- Health lives/Brighter Futures (2009)
- The Children Act (2004)
- NHS at Home: children's community nursing services (DH, 2011)

4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)

- The NMC (Nursing and Midwifery Council) Standards and Codes of Practice

4.3 Applicable local standards

- Children's Services Case Studies and Best Practice, Improvement and Efficiency West Midlands (IEWM)
- All Trust policies and procedures and clinical Practices
- Wolverhampton Children and Young People's Plan 2006-2009.

The following waiting times are applicable to the Children's Nursing Services:

Priority Level	Response Time
Urgent	Day of referral or next working day
Non – Urgent	Contacted within 10 working days

5. Applicable quality requirements and CQUIN goals

5.1 Applicable Quality Requirements (See Schedule 4A-D)

N/A

5.2 Applicable CQUIN goals (See Schedule 4E)

N/A

6. Location of Provider Premises

The Provider's Premises are located at:

Gem Centre - Child Development Centre and Community Children's Nursing Service
Bentley Bridge Business Park
Neachells Lane
Wednesfield
Wolverhampton
WV11 3UP

Services are also delivered at:

- Green Park Special School
- Penn Hall Special School
- Mainstream or special schools as required
- Respite Centres
- Children's own home
- Residential centres
- Play schemes and nurseries

7. Individual Service User Placement

N/A