



York and Scarborough  
Teaching Hospitals  
NHS Foundation Trust

# Welcome to the Children's Community Nursing Team

Information for children, young people,  
and families

① For more information, please contact:  
**Children's Community Nursing Team**

Scarborough Hospital, Rainbow Ward  
Woodlands Drive, Scarborough, YO12 6QL  
Telephone: 01723 342407

York Hospital, Ward 17  
Wigginton Road, York, YO31 8HE  
Telephone: 01904 726118

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## **Who are we?**

We are a team of experienced Children's Community Nurses, Nursery Nurses and Administrative Support.

We have bases in Scarborough Hospital and York Hospital.

We provide a link between the hospital, home and educational settings, offering nursing care, advice and support.

## **Who is the service for?**

We accept referrals from healthcare professionals for children and young people aged 0-18 years (19 years for SEND young people) in the community with a specific health care need, and/or life limiting or life threatening illness.

### **The team aims to:**

- Provide you and your child with assessment, care planning, treatment, care delivery, training and support in your home or community setting.
- Work in partnership with you and your child, the multidisciplinary health team and other agencies.
- Promote early discharge from hospital and reduce the need for admission or re-admission where possible.

# The way we work

The service runs between two teams across sites, and we aim to deliver the same high standard of care in both Scarborough and York.

## Named Nurse

Each child will be allocated a named nurse to coordinate their care. There may be times when other members of the team assist in your child's care.

## My named nurses and their work mobile numbers are:

Name:

Contact Number:

Name:

Contact Number:

We look forward to working with you and welcome your comments and ideas.

## **Sharing Information**

We liaise with other professionals involved in your child's care. This means we share information in a confidential way to try to promote the best service for you and your child. This is done with your consent in line with data protection.

## **How to contact us**

We can be contacted Monday to Friday during the day.

If no-one is available to take your call, please leave your child's name and a contact number and we will contact you as soon as possible. Please note this may not be the same day.

### **Scarborough Hospital**

The office telephone number is: 01723 342407

Monday to Friday, 08:00 to 17:00

For urgent advice or out of hours, please contact:

Rainbow Ward (Children's Ward) 01723 342336

### **York Hospital**

The office telephone number is: 01904 726118

Monday to Friday, 08:00 to 17:00

For urgent advice or out of hours, please contact:

Child Assessment Unit (Ward 18)	01904 726018
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Children's Ward (Ward 17)	01904 726017
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## **Tell us what you think of this leaflet**

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

Stacey Needham, Children's Community Nurse Team Leader, CCN & Specialist Nurses Office, Ward 17, York and Scarborough Teaching Hospitals, Wigginton Road, York, YO31 8HE or telephone 01904 726118.

## **Teaching, training and research**

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

## **Patient Advice and Liaison Service (PALS)**

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [yhs-tr.patientexperienceteam@nhs.net](mailto:yhs-tr.patientexperienceteam@nhs.net).

An answer phone is available out of hours.

# Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

[www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/](http://www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/)

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