

Information for professionals and families caring for children and young people with additional health needs

Children's Community Support Service



Our Team Philosophy

To provide quality homecare to support families caring for children and young people with additional health needs.

Who are the team?

We are a team of highly experienced and skilled children's community support workers who provide nursing care under the direction of our registered children's nurses.

What does the team do?

The team provides individualised packages of care to support parents in caring for their children with additional health needs in the home environment.

What is a care package?

Regular hours of respite care provided by a children's community support worker within the family home, adhering to care plans written in partnership with the family. Packages can include day and/or night care.

Who is eligible?

A child who has a disability and requires specialist support to meet additional health needs requiring clinical interventions.

Who can refer?

Children are generally referred via the 0-25 SEND brokerage team. Anyone in receipt of direct payments or a personal health budget from their local authority can self-refer.

What happens next?

- A child and family assessment (if not already completed) will need to be undertaken to determine the family's individual needs.
- The allocated case worker will present the case at panel for the eligibility and the proposed care package to be agreed.
- A registered nurse from the team will then visit the family's home to carry out any necessary risk assessments and to agree care plans with the family.
- A start date will be agreed and the package will commence.

What can you expect?

- Experienced, skilled and appropriately trained staff
- Clear guidelines and risk assessments
- Reliability, flexibility and continuity of care
- Professionalism

Children's Community Support Service

Contact Details

Office: ☎ 01438 288366 (Monday to Friday, 9am - 5pm)

Mobile number: ☎ 07733 227815

Email: adminccct.enh-tr@nhs.net

Correspondence address:

Howlands Clinic

Howlands

Welwyn Garden City

Herts AL7 4HQ

Additional Information

Hertfordshire's SEND Local Offer is a one-stop shop for information, support, services and activities available for children and young people with special educational needs, and their families.

Telephone the customer service centre on **0300 123 4043** or visit:

<https://www.hertfordshire.gov.uk/microsites/local-offer/about-the-local-offer.aspx>

Date of publication: April 2108

Author: J Collins / K Weetman

Reference: Version: 05 (Jan 2022)

Review Date: January 2025

© East and North Hertfordshire NHS Trust

www.enherts-tr.nhs.uk

You can request this information in a different format or another language.