

Community Children's Nursing Service

Information for parents and carers



Who we are

The Community Children's Nursing Service (CCNS) is a nurse led service that promotes safe, effective and person-centred nursing care in the community setting.

What we do

The CCNS works in partnership with children, young people and their families to provide a high standard of nursing care in the community. We offer nursing care and support to children and young people from birth to their 16th birthday and collaborate with other services you may be involved with. We are committed to NHS Lothian values of: Quality; Dignity and Respect; Care and Compassion; Openness, Honesty and Responsibility; and Teamwork.

What to expect from our service

- Assess the child or young person's care needs and provide active nursing care
- Work in partnership with other services and share information if needed
- Provide teaching, education and support for you and others caring for your child
- Provide supplies and equipment.

What we expect from you

Our staff need a safe and secure working environment in which to deliver care. When we visit you at home, we ask that the area is smoke-free and that you keep any pets under control. Violence and aggression in any form will not be tolerated.

Supplies and equipment

We ask that you make sure you have enough supplies at home and that you look after any equipment that is given to you. Regular supplies will be delivered during planned home visits or in some cases, will be arranged through a separate home delivery service. Additional supplies may be delivered or posted to your home within 3 working days. Supplies will not normally be delivered at the weekend or on public holidays.

If you need essential supplies or equipment urgently out with our office hours, please phone the Royal Hospital for Children and Young People (RHCYP) on **0131 536 1000** and ask to speak to the Clinical Co-ordinator. Please note you may be expected to collect your supplies.

Questions and concerns

The CCNS is not an emergency service, however if you need any advice regarding your child or young person's care, you can contact us during our office hours. For any medical concerns please call your General Practitioner (GP) or NHS 24 on 111.

How to contact us

Telephone: **0131 312 2336**

Monday - Saturday 08:30am - 4.30pm

Messages left after 4pm will be responded to the next working day. Please give your child's name and date of birth. Saturday service is for essential visits only.

This leaflet may be made available in a larger print, Braille or your community language.

Firrhill House
167 Colinton Mains Drive
Edinburgh
EH13 9AF

