

Background

Bromley CCG commission Bromley Healthcare to provide an Integrated Children's Community Nursing Team (ICCNT). This was due to:

- **Growing pressure on acute health services** against a background of falling resources and limited funding.
- **An increasing population with complex health conditions** and those classed as dependant on technology.
- Children attending an acute setting for treatment rather than being seen and managing at home.

Case for Change

- **Improve the quality of care for patients by:**
 - ✓ Raising awareness for families and professionals to reduce avoidable ambulance call outs
 - ✓ Reducing avoidable A&E attendances
 - ✓ Reducing unplanned admissions
- **Improve access for families and children** to the right service within the shortest time possible, improving patient health and well being.
- **Increase capacity of LAS** to attend priority calls, as well as increasing awareness for LAS about complex children in the community with relevant documents such as Ambulance Directives; Emergency Care Pathways; and Symptom Management Plans, as examples.
- **Make best use of resources** and access to community and GP services within hours generating savings to help address the financial gap.

The Solution

The service is made up of specialist Children's Nurses to provide a service to children with complex medical needs. Here are some of the highlights:

- A service which is flexible and can be provided at the patient's convenience, usually within their own home or at The Children's Resource centre
- Help the child to remain at home, providing care and support in clinics, in their own home or at their school.
- Provide smooth transition from hospital to home for children with complex medical needs and close liaison with the Discharge Planning Co-ordinators within the hospital settings.
- Provide information and support for professionals, parents and carers relating to continuing care.
- Monitor and review the quality and effectiveness of care packages once in place.
- New templates implemented through EMIS to improve clinical effectiveness

Impact:

The service has seen over 400 children this year with complex health needs, providing substantial savings of time and cost for acute services.

Acute services would struggle to accommodate some of these complex children in a ward environment when demand for hospital beds are so high. Our aim is to care for children like this in the comfort of their own home and community setting aiming to reduce the pressure on acute services..

Lessons Learnt

Since we have been providing the service we have identified the following lessons:

- Communications with partner agencies throughout our borough has played an important role, in particular with our local hospital provider and Tertiary Centres.
- Skill mix of the team is extremely important to ensure a holistic service.
- Involving families and carers to provide feedback on our service to ensure they are receiving the right care and support.
- Using feedback to structure our service provision going forward.
- Density of data is a key factor in service improvement.



Going Forward

We currently offer a flexible service, but with this cohort of complex children and acutely unwell children increasing, we would like to reduce the number of hospital admissions by extending our provision to provide a service out of hours and over weekends.