



Healthy London Partnership
Improving children and young people's out-of-hospital care

Manchester Community Children's Service

Region: Covers City wide Manchester

Geography: Urban

Estimated local pop. 0-18 years: 120,000

Aims

- Deliver nursing care closer to home for children and young people who are acutely ill, have long term conditions or who have complex health needs
- Reduce avoidable hospital admissions of acutely ill children and young people
- Facilitate early discharge from hospital after elective and non-elective admissions
- To improve access to health services for all children and young people according to their needs, particularly by co-locating services and developing integrated ways of working
- To improve health outcomes and life chances for all children and young people

Objectives

- To provide more care closer to home, promoting the shift of service delivery (including staffing resources) from a hospital based to community based model.
- Care will be provided from a variety of community settings including the family home.
- Offer greater access to high quality child centred healthcare.
- Reduce inpatient admissions and length of stay
- Facilitate earlier discharge

Target patient groups

- Age 0-16 years (and up to 18/19 for special needs or complex needs)

The service model

Two interlocking services: home service and community clinic service.

Referrals are triaged by the team leader / shift coordinator. Families are contacted within 4 hours and arrangements made for visit or clinic appointment.

Home service

- Hours 8am-10pm 365 days a year
- Can be referred once have a diagnosis (IV administration, chemotherapy, wound care, TPN -total parenteral nutrition)

- Seen at home if infected or infectious
- Also seen at school if possible
- Help to train SN e.g. stoma care
- Maximum frequency of visits is 6-hourly (3 times/day)

Community nurse-led clinic service

- Various community clinics venues across the City of Manchester on a daily basis, Monday to Friday.

Alongside the acute team, the Community Nursing Service also incorporates complex care team, palliative care team, continence, epilepsy, asthma specialist teams and special needs community and school nursing. All teams are managed by the Head of Service for CCN service.

Opening times

Hours 8am-10pm every day

Staffing

A skill mix of Band 7 team leaders, Band 6, Band 5, Assistant Practitioners, and Band 2 and 3 clinical support workers and administrators

Who can refer Secondary care wards (ED, clinical decision units, oncology, day surgery, medical assessment unit, paediatric wards) from:

- Local DGH (district general hospital)
- Local specialist hospitals
- GP referrals
- HV referrals

Resources

The acute team are based in a local health centre.

Funding organisation

Funded by CCGs. Run by Central Manchester Foundation Trust

Level of integration in the system

Horizontal linking – we work in collaboration with education and social care.

Evaluation

The CCN acute team use the friends and family test currently, with results of over 90% who would recommend our service.

Challenges, successes, lessons learned and advice

- Good communication (via letters) with GP, SN, case workers
- No conflict of interest for hospital trust expediting discharge, because it helps to create efficient patient flow

- Very helpful to have a co-coordinator who does RAG (red, amber, green) ratings to prioritise patients.

Contact for more information

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