



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

Worcestershire Acute Hospitals – Acute Community Children’s Nursing Team – Orchard Service (provided By Worcestershire Health and Care Trust)

Started: 1996

Region: South Worcester & Wyre Forest and Redditch & Bromsgrove

Geography: Areas of urbanisation but with large rural areas

Estimated local pop. 0-18 years:

Background

Initially acute service promoting early discharge preventing admission. Additional funding over a number of years to develop a comprehensive community Children’s Nursing Service. This includes the above and care of children with complex and life threatening and limiting conditions.

Aims

To prevent unnecessary admission to hospital and promote early discharge. To enable children with complex, life threatening and limiting conditions to achieve their full health potential to maximise their psychosocial and educational outcomes.

Target patient groups

0-18years

The service model

Experienced children’s trained nurses who visit sick children in their own home, school or other setting to ensure their health needs are supported.

- Assessment of sick babies, children and young people.
- Planning of care in a co-produced manner with children/YP and their families.
- Provision of treatment to children and YP with training and support to families to maximise independence.
- Support and advice to parents and carers.
- Education regarding management of common illnesses.
- Management of symptoms.
- Provision of information to enable safe care at home.

- Provision of contact details of who to contact if in the event of changes in a child/YP's condition.
- Signposting to additional services if appropriate to meet individual need.
- Enable your child to be admitted direct to hospital if it is necessary.

The team works closely with HV, SN, Midwives, Hospital Doctors and Nurses, General Practitioners, Social Care, Education and voluntary agencies

Opening times

- South Worcester & Wyre Forest 9am-8pm (7 days a week)
- Redditch & Bromsgrove 9am-8pm (Mon-Fri) 9am-5pm (Sat-Sun)

Staffing

Experienced children's trained nurses. Support for families team is available for children and young people and their families who have life limiting/ threatening condition including bereavement support to children and adults within the family.

Who can refer

Acute care: currently paediatricians only. Complex care: anyone

Who is accountable for patients?

- Acute care –Named Consultant Paediatrician
- Long term- GP or community Paediatrician

Resources

Based in premises outside main hospital building but with easy access in a vehicle

Funding organisation

Children's Commissioning Team, Worcestershire County Council on behalf of 3 locality CCGs

Level of patient/family involvement

Friends and Family Test and family events held at least once per year. Opportunities when families provided feedback or identified any concern with their child's care whether informal or formal and involving them in solutions with information re shared learning.

Level of integration in the system

Good virtual and horizontal integration

Challenges, successes, lessons learned and advice

A comprehensive service is more sustainable and reduces duplication or boundaries / barriers to care delivery. It also provides continuity of care throughout the child and families journey.

Contact for more information

Stephanie Courts Children's Nurse consultant and complex care manager

South Worcester & Wyre Forest: 01905 681590

Redditch & Bromsgrove: 01527 503030

<http://www.hacw.nhs.uk/our-services/childrens-community-health-services/orchard-service/>