

# Community Children's Nursing service video transcript

0:00:00.400,0:00:06.720

We are the community children's nursing service.  
We provide expert nursing care, support, and

0:00:06.720,0:00:13.280

advice for children and young people from birth up  
to 18 years old. We also train parents and carers

0:00:13.280,0:00:18.880

to confidently provide care at home and will work  
closely with other professionals involved in your

0:00:18.880,0:00:25.120

child or young person's health and wellbeing. Our  
aim is to reduce hospital visits by coming to your

0:00:25.120,0:00:32.160

child or young person at home or school, allowing  
them to stay in familiar environments. We're not

0:00:32.160,0:00:38.560

an emergency service. If you need immediate help,  
please call 999 or take your child or young person

0:00:38.560,0:00:46.240

to the nearest accident and emergency department.  
You can also call NHS 111 for advice if you have

0:00:46.240,0:00:51.360

urgent concerns, but the situation is not

life-threatening. To access our service,

0:00:51.360,0:00:56.160

your child or young person will need to be registered with a GP in Berkshire and

0:00:56.160,0:01:02.560

referred by a professional working in health, social care or education. We aim to respond to

0:01:02.560,0:01:09.120

routine referrals within five working days. Urgent referrals are reviewed within two working days and

0:01:09.120,0:01:15.200

those for end of life care are prioritised and responded to on the same working day. If your

0:01:15.200,0:01:20.480

child or young person is still in hospital and a referral has been made to support their discharge,

0:01:20.480,0:01:26.000

we may visit the ward to meet you both in person. Before we visit, note down any

0:01:26.000,0:01:32.400

questions you'd like to ask so we can make the most of our time together. You can find

0:01:32.400,0:01:40.080

more information about the community children's nursing service and what we offer on our web page.