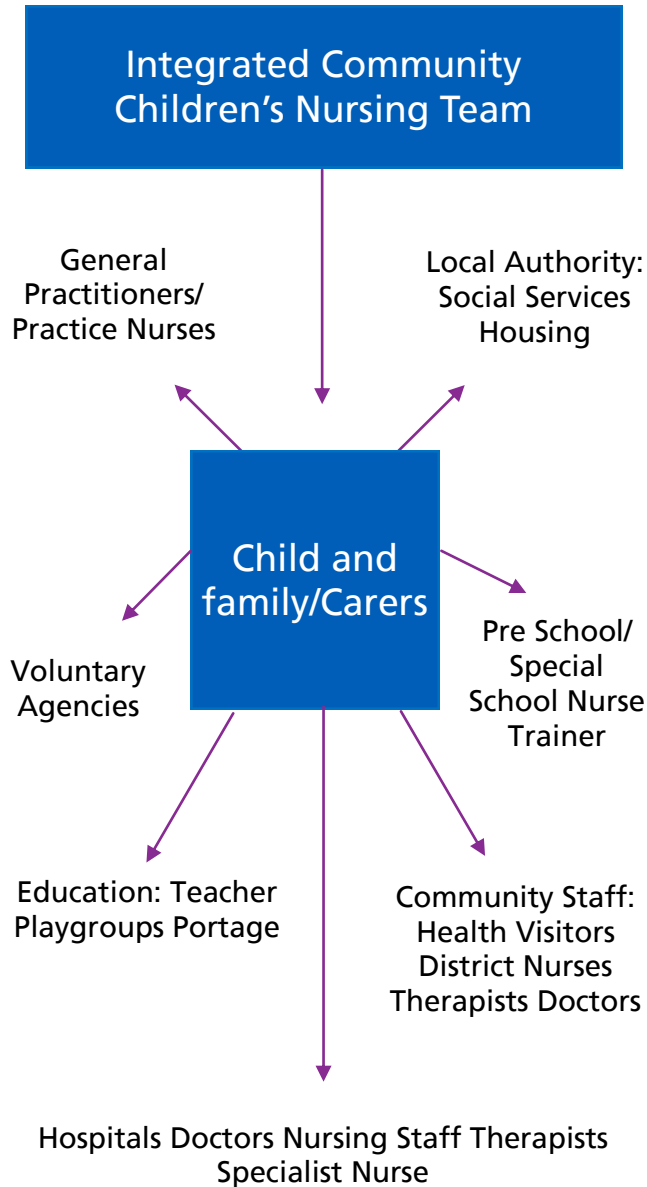


Professionals ICCNT liaise with



Phoenix Children's Resource Centre
40 Masons Hill
Bromley BR2 9JG
020 8464 7578

Bromley Healthcare

better together

The Children's Nursing service is provided by Bromley Healthcare, an award-winning social enterprise working with the NHS, delivering a wide range of community healthcare services to people of all ages in Bromley, Bexley, Croydon, Greenwich and Lewisham.

We provide a wide range of nursing, medical and therapy services for adults and children. These include District Nursing, Health Visiting, Speech and Language Therapy, Physiotherapy and Occupational Therapy. 98% of our patients would recommend our services to their friends and family.

Tell us what you think

We want you to be happy with the service you receive from us, but we know that every so often something might go wrong. If you're unhappy with the care you receive or an element of our service, we want to hear from you.

Of course, we also want to hear from you if you're happy with the care you're receiving - it's good to be able to thank the team and let people know they're doing a good job, so if you have a compliment or congratulation, we'd like to hear from you.

If we are unable to resolve your concerns or you would like to take the matter further please contact us at the address below.

Central Court
1 Knoll Rise
Orpington BR6 OJA
020 8315 8880

bromh.feedback@nhs.net

bromleyhealthcare.org.uk

Bromley Healthcare Community Interest Company Ltd
Company no: 06815987 Registered in England
Registered office: Central Court, 1 Knoll Rise, Orpington, BR6 OJA

BHCHWH102019



How we help your child

Integrated Community Children's Nursing team

We are a team of Children's Nurses who are specifically trained to care for children and their families in the community.

We are based at the Phoenix Children's Resource Centre.
(see address the back of this leaflet)

How to get to the Phoenix Centre:

By train: The nearest station is Bromley South. Turn left out of the station and the Centre is a 10 minute walk.

By bus: 61, 208, 261, 320, 336, 358, 402

By car: There is limited car parking, but if arriving by car, there is a barrier with an entry button to inform our reception of your arrival.

We work in partnership with parents, carers, and other professionals, to offer highly skilled nursing care and support to children within the borough of Bromley.

This includes:

- Pre-discharge planning to ensure a smooth and safe transition from hospital to home
- Providing specialised nursing care for children in their own home
- Teaching nursing procedures to parents and carers and provision of on-going support
- Additional nursing support to avoid hospital admission where possible
- Nursing support in school, enabling children to access mainstream education
- Additional support for children with complex needs in special schools
- Providing specialist training to pre school and after school clubs for children with specific healthcare needs
- Acting as a resource for information and support for professionals, parents, carers and clients
- Support families with children who have Sickle Cell or Thalessemia.

The Team is involved with teaching a variety of nurse students. Your permission would be requested prior to a visit with a student.

Who can be referred?

Any child from birth to under 16 years, or up to 18 years with a learning disability, who has a nursing need is suitable for referral. Young people over the age of 16 access care from the district nursing service. If in doubt, please phone us for advice.

We accept referrals from any person involved with the child.

How to contact us

020 8464 7578
(Monday to Friday 9am – 5pm)

This is our direct line. If no-one is available to take your call, please leave a message. Your call will be returned as soon as possible.

Alternatively you can contact us during office hours via the pager service:

Tel: **0844 8222888**
And ask for **844229**

Out of hours and weekends:

If you require urgent advice or treatment please contact your GP. For non urgent calls please leave a message on the above direct line number.