I would like to use the CCN service. What do I do?

You can contact us from Monday to Friday between 9am and 5pm. You can leave a message on the answer machine and someone will get back to you as quickly as possible. The numbers to contact, depending on where you live, are:

- Waterside Health and Care Centre: 028 7132 1720
- Erne Hospital: 028 6638 2187
- Tyrone County Hospital: 028 8283 3298

Your named nurse is

Waterside Health and Care Centre
127-147 Spencer Road
Londonderry
BT47 6AQ
028 7132 1720
What does a community children’s nurse (CCN) do?

CCNs provide nursing support and advice for children who have a long term illness or are disabled, and for their families and carers. CCNs are based in the community rather than in hospitals, though they work closely with hospital staff. They work in teams that include health care assistants.

Health care assistants are trained to provide nursing support at home for children with a disability or with a long term illness. They work under the supervision of CCNs.

CCNs work to:

- co-ordinate care for your child
- get up-to-date information about your child’s condition
- organise any training or equipment you might need
- minimise pain and discomfort for your child.

How does the CCN service work?

A CCN will visit your home to assess your child’s condition and needs and the level of family and carer support available. The CCN will consider any equipment or training your child needs, or anything else that will help, and will work with you and any other carers to develop a plan of care for your child. Our health care assistants may also be involved in caring for your child. Your CCN will arrange a timetable of visits that suits your family’s routine. They will also leave contact details in case you need to speak to them between visits.

What Does the CCN Role Entail:

- Provide skilled nursing support and advice to you and your child in all community settings;
- Co-ordinate care;
- Palliative care;
- Provide relevant up to date information on your child’s condition;

Organise and provide any training /equipment required;

Make relevant referrals and liaise with other health professionals to ensure all your child's needs are met.

What if I'm not happy with the CCN service?

Please tell us. We welcome all comments and complaints. This helps us to know how to improve our service to you and for other children and their families. There is also a formal complaints procedure within the Western Trust. Information is available from the Trust telephone 028 7161 1226 and also from our website www.westerntrust.hscni.net