



Alder Hey Children's
NHS Foundation Trust

*"for Patients, Communities
and Better Health"*

Where are we located?

The matrons visit patients in their homes and are located within the Liverpool community. We link closely with Alder Hey Children's NHS Foundation Trust and visit the hospital on a daily basis.

Each Community Matron has a mobile phone and can be contacted during working hours. There may be occasions when your matron may not be able to answer the telephone immediately and a message can be left on the voicemail or alternatively contact the 24 hours answering machine service on 0151 293 3645.

This leaflet only gives general information. You must always discuss the individual treatment of your child with the appropriate member of staff. Do not rely on this leaflet alone for information about your child's treatment. This information can be made available in other languages and formats if requested.

Alder Hey Children's NHS Foundation Trust
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www.alderhey.nhs.uk

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**Information for parents
and carers**



What is a Community Matron?

A Children's Community Matron is a senior nurse and advanced practitioner who has undertaken more in-depth training in the care of children. The Community Matron is there for you and your child and will make sure your views are heard, so you can feel in control when decisions are being taken about your child's health.

Who is the service for?

This service is for children who have 2 or more complex health needs, one of which is a neuro-disability. These identified health needs may be unstable and impact greatly on your child's daily living. Referrals to the service can be made by a professional already involved in your child's care.

What does the service do?

The Children's Community Matron's role is to support families and carers of children with long-term and complex health issues. Our service includes:



- **Assertive Case Management** acting as your child's advocate in relation to gaining support and services from other agencies
- **First Point of Contact** if your child becomes unwell or if you have any concerns about your child's health. The Children's Community Matron team will respond to you in a timely manner providing a full clinical assessment of your child with appropriate medicines prescribed.
- **Reducing**, wherever possible, unnecessary attendances and admissions to hospital.

The Children's Community Matron will also work in partnership with other professionals involved with your child's care, for example, children's community nursing team, GP, hospital doctors, social workers etc. to co-ordinate the package of care you receive.

Where is the service delivered?

The Children's Community Matron Service delivers direct care to children with complex health needs in their own homes and short breaks facilities for children in the Liverpool areas who are registered with a Liverpool GP.

What you can expect

You can expect the following from our service:

- Prompt response to your contact / enquiry
- Clinical Assessment of your child
- Treatment and / or referral to appropriate services
- Support and advice



Additional information

The Children's Community Matron service is available Monday – Friday 9am to 5pm.

How will you benefit from their help?

If you have any concerns regarding your child's health you will be able to contact the Community Matron who will either visit you at home or offer advice over the telephone.

Your Community Matron is _____

Contact Telephone _____

