

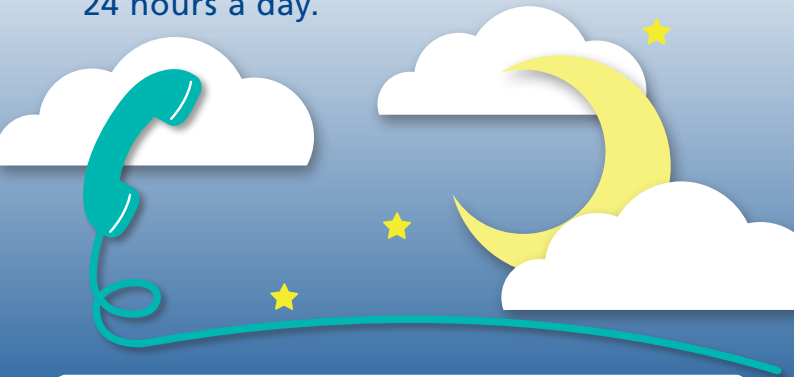


**Birmingham  
Community Healthcare**  
NHS Foundation Trust

Information for parent and carers

## **Children's Community Nursing and Palliative Care Team Urgent On Call Telephone Line**

The Children's Community Nursing and Palliative Care Team want to make sure you and your family feel supported 24 hours a day.



**For urgent out of hours  
telephone advice call:**

**07715 810 760**

**Service Hours:**

**Monday - Friday 19:00 - 08:30**

**Saturday, Sunday and Bank Holidays  
16:30 - 08:30**



*Best Care  
Healthy Communities*

This urgent telephone advice line covers times outside our normal service working hours. On call nurses can only advise on urgent issues that you need an immediate response to. All other queries should wait until the morning.

The nurse will be able to provide you with urgent advice to support you to continue to care for your child at home.

### **Nurses can give you advice on:**

- Managing symptoms such as diarrhoea, vomiting, temperature
- Equipment that has broken essential for your child's care overnight
- Support to contact your GP's out of hours doctor that can see your child overnight if required
- How to contact the 24 hour visiting service for children who are on the Palliative Care caseload

### **Nurses will not be able to:**

- Visit your child to re pass a nasogastric tube/gastrostomy device
- Arrange delivery of routine supplies
- Advise on visits that have been booked for your child to be seen during working hours

**For further information about this service you can call our Clinical Leads during office hours on 0121 245 5775**

<https://www.bhamcommunity.nhs.uk>