Feedback
We welcome all feedback from parents, carers and children.
You can do this by completing our family and friends test (FFT) or patient/parent questionnaire.

How to contact us
You can contact the Children’s Hospital at Home Team Monday-Friday between the hours of 08.30-18.30.
We also offer a limited weekend service between the hours of 09.00-15.00 Saturday and Sunday.

We are NOT an emergency service, if you are concerned about your child you should seek medical advice from your GP, or dial 111 or 999 if appropriate.

Telephone: 0208 274 6428
Pager: 07659 144 802

Telephone Contact:
0208 274 6428
Our office answerphone is accessed frequently during the daytime
From 09.00 until 17.00
If your call is NOT urgent you may leave a message outside of these hours.
If you need to speak to the team urgently between the hours of 08.00–22.00
Please contact us via our pager.

Pager Contact:
07659 144 802

Our Address:
12-18 Lennard Rd,
Croydon
CR9 2RS

Twitter:@CHAHCommunity
Facebook: Children’s Hospital At Home Team
Email: Mhn-tr.chah@nhs.net
About the Team

The Children’s Hospital at Home Team (CHAH) provide a range of services to children and young people who require support in their homes or other community settings.

The service is provided to all children and young people with a nursing need, who are registered with a Croydon GP and are aged 0-18 years (or up to 19 years for those with special needs).

Who are we

We are a team of children’s nurses and support workers who provide:

- Acute nursing care for children who would otherwise receive treatment in hospital i.e. Intravenous antibiotics, wound care
- On-going support for children with long term conditions, including; Respiratory, Cardiac and Oncological conditions.
- Nursing care for children with complex health needs who require palliative or end of life care
- Advice for families caring for disabled children

We also refer on to other parts of the CHAH team, including; willow bereavement and asthma nurses, should a child or family require input from these services.

Appointments

We cannot offer an exact appointment time but will aim to visit within a specific time slot.

The appointment slots we can offer are; 8.30am-10am, 10am-12pm, 2pm-4pm and 4pm-6pm

Multi Professional Working

In order to provide care for children in the community, we work closely with other professionals including:

- GPs
- Paediatricians
- Specialist nurses
- Hospital staff
- Health visitors
- School nurses
- Social workers
- Children’s hospices

Safeguarding Children and Young people

We have a duty of care to ensure that children are safe and well cared for and work closely with other professionals in order to safeguard children and young people.

Confidentiality

We only share information with other agencies and professionals on a need to know basis in order to provide high quality care.

Pets

Please Keep ALL pets out of the room during our visits in order for us to provide care in a safe and clean environment

Smoking

Household members must NOT smoke immediately prior to and during our visits to the home, to ensure well-being of our staff.