



Symptom Management Nursing Service (SMNS)

- We provide specialist nursing advice and support, 24 hours-a-day, 7 days-a-week, for children with unstable symptoms and/or for those who need end of life care.
- We aim to respond to all telephone or email enquiries in a timely manner. If you feel the response is not quick enough, we encourage you to call or email again.
- We assess your child's symptoms and work closely with you and other professionals (as required) to develop an appropriate management plan.
- The assessment can be undertaken in your home, at the hospice or at your local or regional hospital. Sometimes it may be necessary to visit your child if they are in hospital elsewhere (e.g. London) if there is a plan of care to transfer your child to the hospice or home.
- We work in partnership with your child's key professionals to ensure appropriate, individualised care.
- Sometimes SMNS will work with your child and their medical team to help support management of a symptom for a short period of time, until that symptom is adequately managed.
- When necessary, we may direct you to other services to meet your child's health and wellbeing needs.

Team

The EACH Symptom Management Nursing Service (SMNS) is a team of specialist nurses providing symptom management advice and end of life care to any child or young person who meets EACH eligibility.

We are a multidisciplinary service working as part of the Regional Specialist Palliative Care Team, providing an additional layer of palliative care support for you and your child. We always work closely with professionals that you and your child already know.

See the next page to meet the different members of our team.





Hattie Warriner
Interim Asst Director,
Nursing



Melissa Lindsell
Matron, Milton



Cheryl Norman
Matron, The Nook



Nicola Moriarty
Interim Matron, The
Treehouse



Naomi Cash
CNS, Milton



Aimee Tyrrell
CNS, Milton



Laura Berrill
CNS, Milton



Nina Dempsey
CNS, Milton



Kelly Willett
CNS, The Nook



Kate Jay
CNS, The Nook



Penny McIntosh
CNS, The Nook



Sarah Baylis
CNS, The Nook



Lottie Green
CNS, The Treehouse



Holly Davies
Symptom Management
Nurse, The Treehouse



Rachel Van Den Brink-
Bugden LTV CNS, The
Treehouse



Jenna Bennett
LTV CNS, Milton



On-call service

- The on-call service will be available to you when your child needs it. We will discuss this with you at the appropriate time.
- If you require symptom support overnight, at the weekend or during Bank Holidays we will undertake a telephone or virtual assessment to help support your child's needs. If necessary, we will carry out a home or hospice visit to review symptoms and management plans.
- Following a symptom management assessment, we might recommend that you and your child attend your local hospital for a face-to-face clinical review.
- If a home visit is required, the Clinical Nurse Specialist who is on-call will inform you of their estimated time of arrival at your home.
- If you need more urgent attention and are unable to wait for the nurse to visit, you should call an ambulance for some professional support until the nurse arrives.

Call 0808 196 9495 anytime (freephone)

- During office hours your call will be answered by the SMNS administrator who will direct your call to a nurse, or please leave a message and one of the team will contact you as soon as possible.
- Outside of office times, when you have access to the on-call service, telephone calls are answered by a call handling service:
 - Please ask to speak to the on-call Symptom Management Clinical Nurse Specialist.
 - You will be asked for basic information about your child, including name, date of birth and a brief reason for calling.
 - This information will be given to the SMNS Clinical Nurse Specialist who will return your call as soon as possible.
- In the unlikely event you are unable to reach us via this number, please call the EACH central number 01223 800 800 (calls charged at local rate).
- If you need urgent attention, please call 999.

