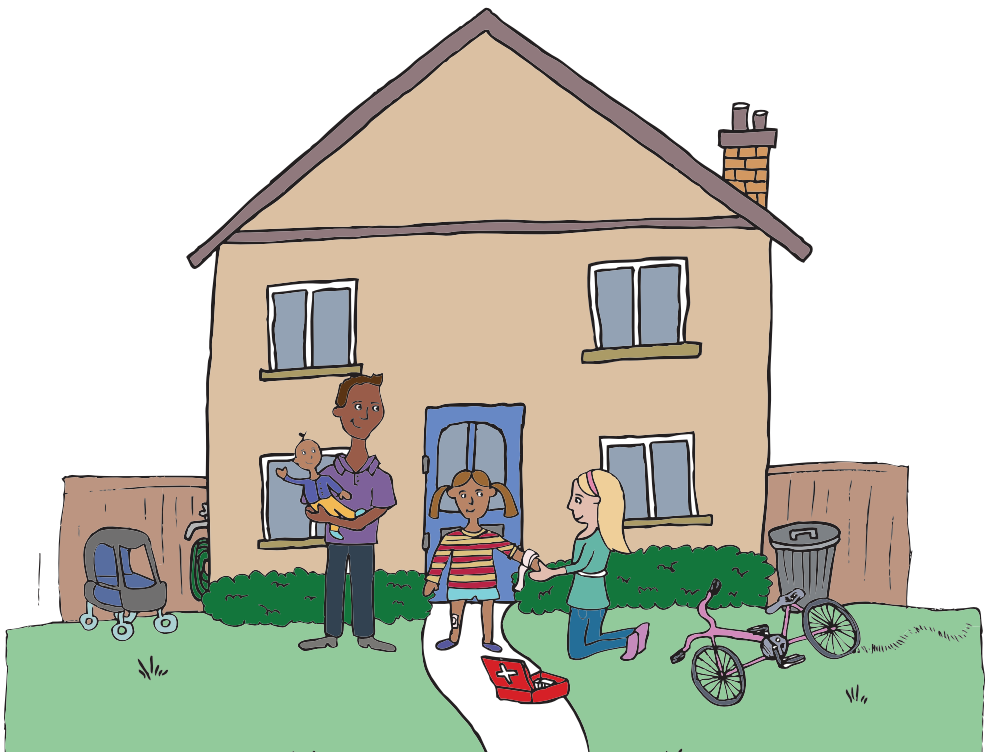
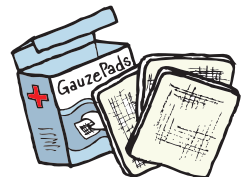
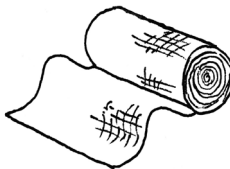


# A Parent/Guardians Guide to treating common childhood conditions



## Giving you confidence



# Welcome



Dear Parent/Carer,

NHS Hillingdon Clinical Commissioning Group (CCG) have worked with healthcare staff, parents and carers like yourself, across Hillingdon, to produce an easy to follow guide for managing common childhood illnesses such as fevers, asthma, trips and falls.

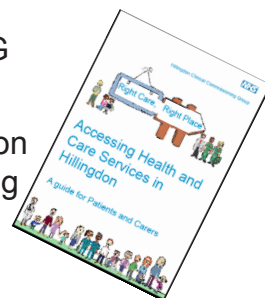
Day or night, whether you need over the phone, face to face advice or treatment, or just to know what you can do at home this booklet will work with you to find the solution right for you and your child. In the right circumstance it could even help you to avoid a visit to Accident and Emergency.

I hope you find this booklet useful. We would welcome your feedback and thoughts on how we can build upon this booklet so that we can continue to help you and those around you.

With thanks  
Dr Steven Shapiro

Hillingdon GP, Children's Clinical Lead and  
Governing Body Member for the Hillingdon CCG

For more information on where to go in Hillingdon for Health Care, please check out our 'Accessing Health and Care Services in Hillingdon' booklet, a Guide for Patients and Carers.



**WARNING- Never give a child under 16 aspirin**

# Contents

## Conditions

<b>Page 4</b>	A Baby Crying	0-2		
<b>Page 5</b>	A Baby Being Sick	0-2		
<b>Page 6</b>	Nappy Rash	0-2		
<b>Page 7</b>	Teething	0-2	2-5	
<b>Page 8</b>	Sticky Eyes	0-2	2-5	6+
<b>Page 9</b>	Coughs, Cold and Flu	0-2	2-5	6+
<b>Page 10</b>	Fever	0-2	2-5	6+
<b>Page 11</b>	Taking a Temperature	0-2	2-5	6+
<b>Page 12</b>	Head Injuries	0-2	2-5	6+
<b>Page 13</b>	Ear Aches	0-2	2-5	6+
<b>Page 14</b>	Nose Bleeds	0-2	2-5	6+
<b>Page 15</b>	Burns and Scalds	0-2	2-5	6+
<b>Page 16</b>	Cuts and Bruises	0-2	2-5	6+
<b>Page 17</b>	Constipation	0-2	2-5	6+
<b>Page 18</b>	Diarrhoea	0-2	2-5	6+
<b>Page 19</b>	Upset Tummy	2-5	6+	
<b>Page 20</b>	Asthma	0-2	2-5	6+
<b>Page 21</b>	Rashes	0-2	2-5	6+
<b>Page 22</b>	Eczema	0-2	2-5	6+
<b>Page 23</b>	Chickenpox	0-2	2-5	6+
<b>Page 24</b>	Hand, Foot and Mouth	0-2	2-5	6+
<b>Page 25</b>	Meningitis	0-2	2-5	6+
<b>Page 26</b>	Meningitis Glass Test	0-2	2-5	6+
<b>Page 27</b>	Immunisations	0-2	2-5	6+

## Information

<b>Page 28</b>	Essential items to have at Home
<b>Page 29</b>	Five to Thrive
<b>Page 30</b>	About the Clinical Commissioning Group
<b>Page 31</b>	How to Comment or Complain
<b>Page 32</b>	Some Space For You

# A Baby crying

All babies cry, especially in the first few weeks after birth. Crying is their way of letting you know they need something or are uncomfortable. When a baby cries, it can be upsetting, but it is very important to stay calm and don't be afraid to ask for help.

## Possible causes:

Things to check first are -

- Does their nappy need changing?
- Could they be hungry?
- Could they be too hot?
- Could they be too cold?
- Do they just need a cuddle?
- Has the baby been burped after a feed?



## Colic:

Colic is the medical term for excessive, frequent crying in a baby who appears to be otherwise healthy and well fed. This is a common condition, and affects around one in five babies.

Although common and uncomfortable it is not serious and usually affects babies only in the first few months after birth. The most common symptom of colic is continuous crying, which typically occurs in the late afternoon or evening. Other signs include a flushed appearance, drawing their legs to their chest, clenching fists, passing wind and trouble sleeping.

For more advice speak to your Health Visitor or visit The NHS Choices Website for helpful suggestions to try if your child is suffering from colic: [www.nhs.uk](http://www.nhs.uk)

# A baby being sick

## Causes:

- It is common for babies to be sick in the early weeks while they get used to feeding and their bodies develop
- Being sick often, or lots of it, may be due to 'gastric reflux' where acid from the tummy can come up
- Gastroenteritis is a tummy bug, which can come with diarrhoea (runny poo).



This is more serious in babies than older children, as babies easily lose too much fluid and become dehydrated.

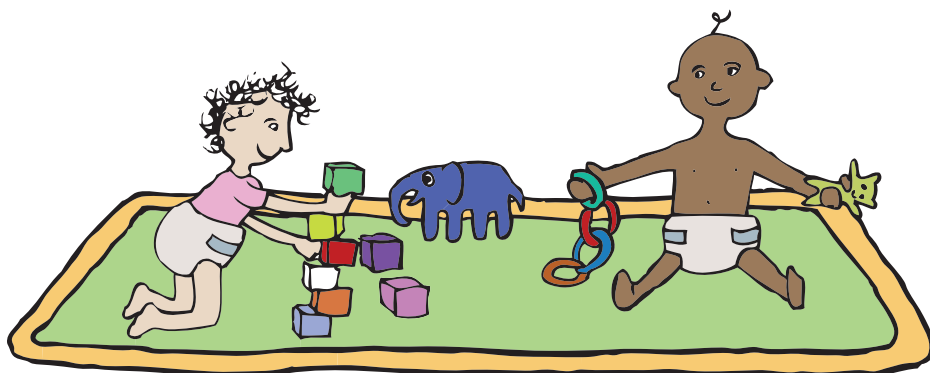
## Dehydration:

Dehydration is usually caused by not drinking enough fluid or by fluid that is lost and not replaced. You can also become dehydrated as a result of an illness, such as persistent vomiting and diarrhoea or sweating from a fever, or exercising in hot conditions. Common signs of this in children may be dry or chapped lips or your child feeling constantly tired and not passing a lot of urine.

## Helping at home:

If your baby is feeding well but do not seem themselves, try changing the baby's position during a feed to make them more upright. Feeding smaller amounts and more often may also help. If they become dehydrated, lose their appetite and have cold hands and feet, contact your Health Visitor or Doctor.

# Nappy Rash



## Causes:

Nappy rash is very common and can affect lots of babies. It is usually caused when the skin comes into contact with wee and poo that collects in their nappy.

A nappy rash causes the skin to become sore and the area may be covered in red spots or blotches.

## Helping at home:

- Try changing their nappy more often
- Try using a barrier cream (talk to your Health Visitor or Pharmacist about the types of barrier cream available)
- Keep your baby in a warm, safe place with no clothes or a nappy on to let the air get to their skin

However, some nappy rashes are more serious and can be caused by something else. Talk to your Health Visitor or NHS 111 if problems continue.

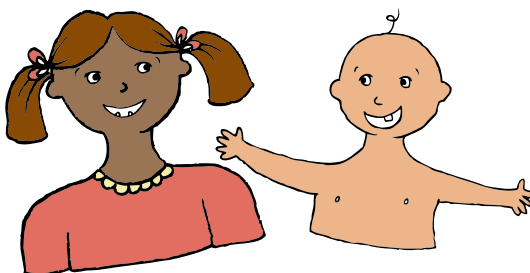
# Teething

A baby's first teeth (known as milk teeth) usually develop before your baby is born. Teeth generally start to show when a child is four to nine months old, although every baby develops at their own pace. This is known as 'teething'.

If your baby is uncomfortable, you may want to give them a medicine which has been made for children which you can buy from the community Pharmacist.

## Signs of Teething:

- Hot red cheeks
- Lots of dribbling
- They are not hungry
- They seem a bit grumpy
- Chewing on everything
- Diarrhoea (runny poo)



## Ways to help make teething easier:

- Give your baby something hard to chew on, such as a teething ring
- Talk to your Dentist or the Pharmacist for advice

## Falls or Bumps:

If your child has had a fall or bumped into something, and the result is a lost tooth or injury to the gums, talk to your Dentist for advice.

# Sticky Eyes

## Causes:

'Sticky eyes' are common in new-born babies and young children while their tear ducts are developing. You may see some sticky produce in the corner of their eyes, or their eyelashes may be stuck together.



## Helping at home:

It normally clears up on its own, but you may have to clean the eyes regularly with damp cotton wool. Use clean, cooled boiled water. Wipe each eye from the corner by the nose outwards. Use a clean piece of cotton wool for each wipe.

## Conjunctivitis:

The signs of 'sticky eyes' can sometimes be confused with an infection called 'conjunctivitis'. The signs of conjunctivitis are yellowy, green sticky goo in their eyes which comes back regularly. This can be passed on easily, so wash your hands and use a separate towel for your baby/child.

Medicine is available from your local pharmacy but always check with your Pharmacist first or read the labels before giving any medication to your baby/child.



# Coughs, colds and flu



## Causes:

- Most coughs and colds are caused by viruses
- Living with smokers presents an increased risk

## Symptoms:

- Cough and a runny nose. The cough is often worse at night
- Symptoms are worse in the first 2-3 days

## Helping at home:

- Plenty of rest
- Fresh air/open windows
- Drink plenty of water/fluids
- Simple pain killers and cough syrups are available at your community pharmacy, always check with your Pharmacist first or read labels before giving any medication to your child

**Please note antibiotics DO NOT kill viruses, so are of no use for most coughs, colds and flu**

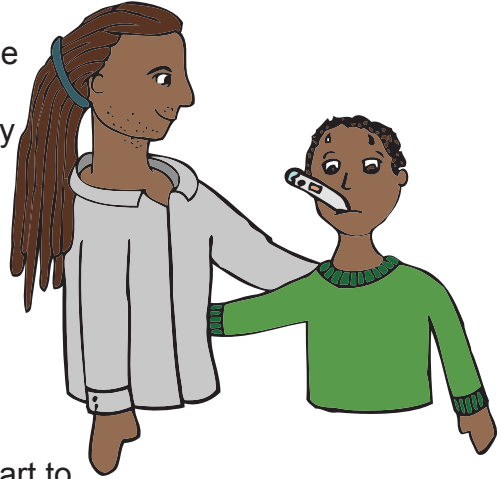


# Fever

## Causes of High Temperature:

A temperature in your child can be caused by -

- Too many clothes on a hot day
- Ear infection, a cold or flu, or suffering from a disease like measles, mumps or chicken pox
- Their body is fighting an infection



## When to call the doctor?

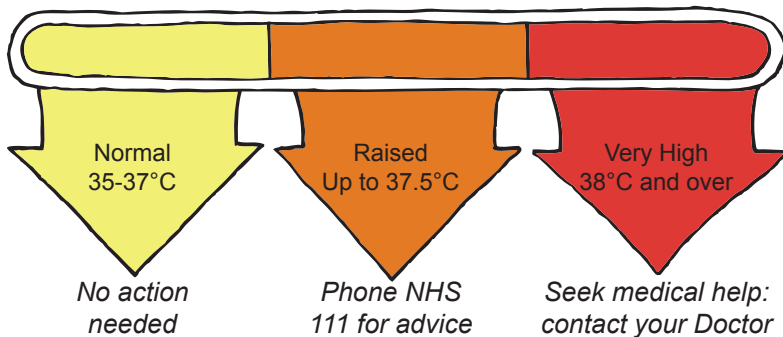
- If the temperature does not start to reduce within 24 to 48 hours
- If you have a baby that is 3 months or under and has a temperature of 38°C or above
- If you have a baby between three and six months old and has a temperature of 39°C or above
- If you have a baby that is over six months old and, as well as a fever, has other signs of being unwell, such as floppiness and drowsiness
- An unusual rash appears
- An abnormal or high-pitched cry
- Pale, blotchy or clammy skin
- A headache and stiff neck
- Won't take any fluids
- Hard to breathe
- Very sleepy



# Taking a temperature

## Temperature Readings:

*Fever is regarded as having a body temperature above 37.5 °C*



You can treat symptoms of fever at home with infant Paracetamol or Ibuprofen. Always check with your Pharmacist or read the label before giving any medication to your child.

## Helping at home:

- Lots of rest
- Keep them cool
- Drink plenty of water

# Head Injuries

## Causes:

Children are very active and often have little sense of danger, which is why most children will have some kind of head injury while they are growing up.

## Helping at home:

If your child has a minor injury -

- Give them painkillers, such as Paracetamol if they have a mild headache (always read the label or speak to your Pharmacist before giving your child any medication)
- Avoid rough play or contact sports for a few days
- Avoid getting them too excited
- Do not have too many visitors
- Cover sharp corners

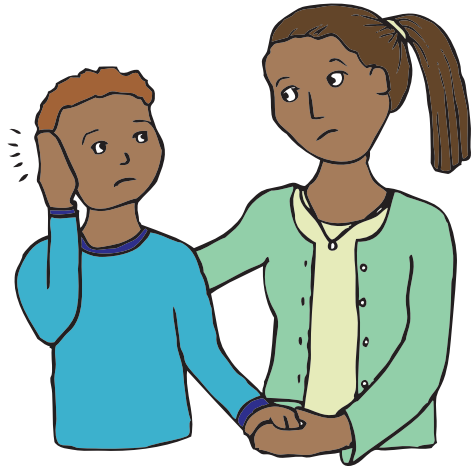


## Take your child to the Accident & Emergency if:

- Your baby has a minor head injury and continues to cry
- They are unusually sleepy or you cannot wake them
- They have a headache that is getting worse
- They are unsteady when they walk
- They develop a squint or blurred vision, or they start to see double
- They are repeatedly sick
- They have a seizure (fit)
- Sleepy and difficult to arouse

# Ear aches

Earache is common in childhood, and in the majority of cases is caused by a virus. Most ear infections clear up in a few days but if your child's earache does not improve within 24-48 hours talk to your doctor.



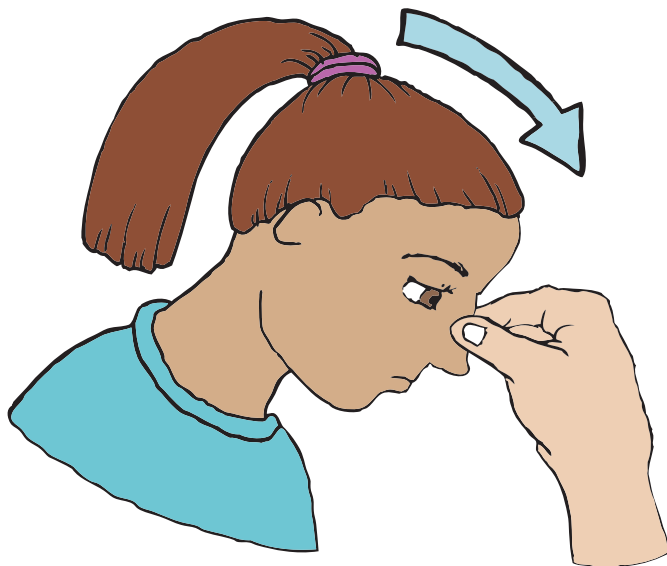
## Helping at Home:

- Paracetamol or Ibuprofen to relieve pain and temperature. Always check with your Pharmacist or read the label before giving any medication to your child
- DO NOT put any oil, eardrops or cotton buds into your child's ear unless GP advises
- Your child may have a problem hearing for two to six weeks. If longer see your GP

**Please note antibiotics DO NOT kill viruses, so are of no use for most ear infections**



# Nosebleeds



## What to do with a Nosebleed:

- Stay calm, keep your child calm
- With child upright tilt their head slightly forward
- Gently pinch the soft part of the nose with a tissue or clean washcloth
- Keep pressure on the nose for about 10 minutes; if you stop too soon, bleeding may start again
- DO NOT have your child lean back
- Have your child relax a while after a nosebleed
- DO NOT place bits of cotton wool up the child's nose

# Burns and Scalds



## The difference:

- Burn - dry heat e.g. from iron, fire
- Scald - caused by something wet e.g. hot water

## Treating a burn or a scald:

- Hold under cold running water for at least 10 minutes as soon as possible
- DO NOT try to remove anything stuck to the burn

## Helping at home:

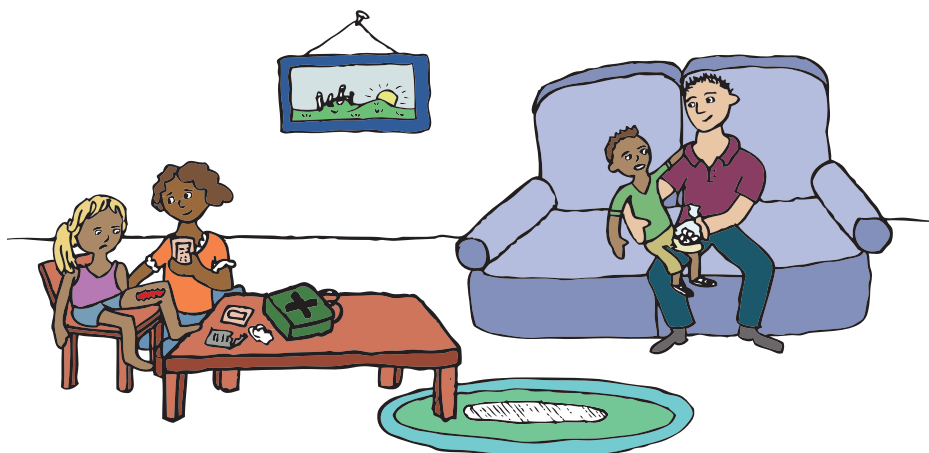
- DO NOT apply creams, ointments or sticky bandages
- After the burn has been cooled, cover with cling film or a clean plastic bag to help prevent infection
- Call NHS 111 if the condition gets worse or for advice
- Take painkillers such as child Paracetamol or Ibuprofen
- For more serious burns and scalds go to A&E or call an ambulance immediately

**Always check with your pharmacist or read the label before giving any medication to your child**

# Cuts and Bruises

## Cuts - helping at home:

- Apply pressure to the cut area with a clean cloth
- Raising the cut will slow blood flow and control bleeding
- If bleeding does not stop within a minute or blood is spurting out, call NHS 111 or your Doctor
- Pat dry with sterile gauze
- Cover the wound with a clean gauze and plaster



## Bruises - helping at home:

- Put ice or cold pack on the bruise - make sure the ice has no direct contact with the skin



# Constipation

Constipation in babies and children is quite common.

## Causes of constipation:

- Poor diet
- Diet change
- Toilet training
- Stressful events (starting school or nursery)

## Signs and symptoms:

- Not going to the toilet regularly
- Pain or excessive crying when opening bowels
- Abdominal pain
- Withholding or straining to stop passing stools
- Poor appetite, lack of energy

## Helping at home:

- Drink plenty of water
- Eat more fruit, vegetables and wholemeal bread
- Encourage your child to go to the toilet regularly
- If problem persists talk to your Community Pharmacist, Health Visitor or School Nurse



# Diarrhoea



Diarrhoea is frequent runny or watery bowel movements.

## Causes of Diarrhoea:

- Dirty hands and or direct contact with faecal matter (poo)
- A child can become infected by touching a contaminated surface, such as a toilet or toy
- Contaminated food or water

## Helping at home:

- For a bottle fed baby - give them fluids
- Older children - avoid giving them solid foods
- Drink plenty of fluids (water) to prevent dehydration (see page 5 for dehydration definition)
- Medicine is available from your community pharmacy, but always check with your Pharmacist first or read the labels before giving any medication to your child
- Your child should be kept away from contact with other children for 48 hours
- Avoid dairy foods and dairy liquids
- Wash fruits and vegetables thoroughly before eating
- Wash kitchen counters and cooking utensils thoroughly
- Keep bathroom surfaces clean
- Wash their hands well and often

**Please avoid taking your child to your Doctors Surgery and the A&E department.**

# Upset tummy

Sickness and diarrhoea bugs are caught easily and are often passed on in places where there are lots of children - like playgroups or nurseries.

## Symptoms:

Feeling sick and suddenly being sick are normally the first signs. Diarrhoea (runny poo) can follow afterwards. Call NHS 111 or your Doctor's Surgery for advice if your child is unwell for longer than 24 hours, or sooner if they are a new-born, or if you notice signs of dehydration (see page 5 for dehydration definition).



**Please avoid taking your child to your Doctor's Surgery and the A&E department.**

## Helping at Home:

- Offer your child plenty of water
- If they want to eat try offering a light diet of foods that are easy to digest, such as soup, rice, pasta or bread
- Avoid dairy foods and dairy liquids
- Keep them away from other children who may pick up infection
- Be extra careful with everyone's hand washing
- Your child should be kept from contact with other children for 48 hours

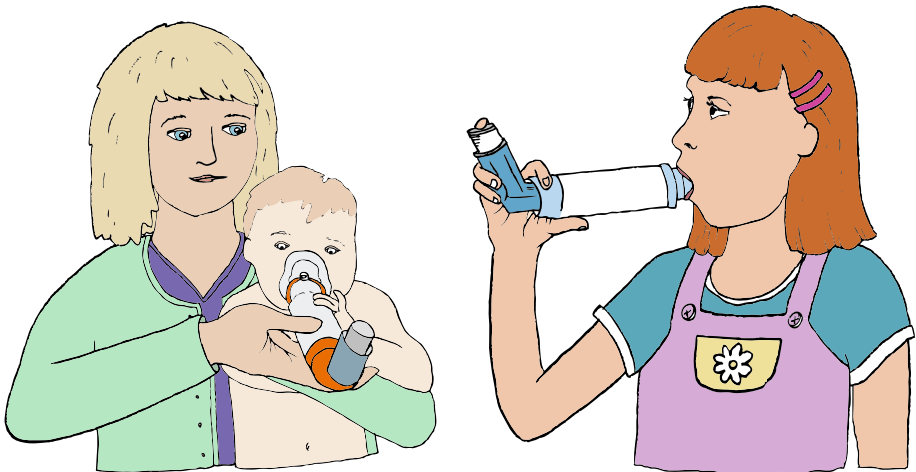
# Asthma

## What is Asthma?

Asthma is caused by inflammation of the airways. These are the small tubes called bronchi, that carry air in and out of the lungs. While there is no cure for asthma, there are effective treatments that can help control the condition. Understanding the triggers and avoiding them where possible should also help.

## Symptoms:

- Tight chest
- Feeling breathless
- Wheezing, that makes a whistling sound when you breathe
- Coughing, particularly at night and early morning



For further advice, talk to your Practice Nurse at your surgery, your local Pharmacist or School Nurse. You can also visit the Asthma UK website at [www.asthma.org.uk](http://www.asthma.org.uk)

# Rashes

## Causes of Rashes:

Childhood rashes are very common and often nothing to worry about. It usually means that the body is fighting off a virus.

## Common causes are:

- Chickenpox
- Eczema
- Ringworm
- Prickly heat
- Measles
- Slapped cheek syndrome

Sometimes colds and fever, also ear infection, can bring out a rash. If you are worried at all you should speak to your Doctor.



# Eczema

## What is Eczema?

Eczema are patches of red, dry, itchy inflammation of the skin that usually appears on the face, behind the ears and in the creases of the neck, wrists, knees and elbows.

If you suspect it could be triggered by something they are eating, discuss this with your Doctor. If you think your baby or child has eczema, see your Doctor to get treatment. Don't try to treat it by yourself.



## Helping at Home:

- Keep their bedroom cool and use cotton sheets or a lightweight blanket
- Soap and bubble baths can make eczema worse. Use plain water and only use creams as directed by your Community Pharmacist or Doctor
- Help them stop scratching, this can make the skin bleed or become infected. Distraction is the best way to help your child

# Chickenpox

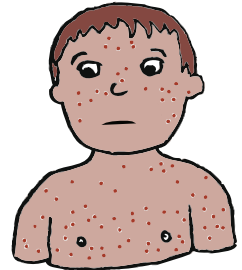
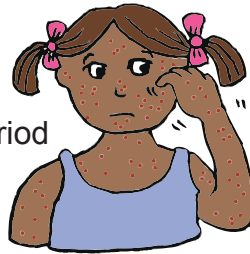
## What is Chickenpox?

Chickenpox is a mild disease that most children catch at some point. It is spread by sneezes and coughs from a person who has chickenpox.

If your child has chickenpox you do not need to go to your doctor unless your child is very unwell.

## Symptoms:

- It starts with cough and cold type symptoms, this is the most contagious period
- Then a rash will develop mainly on the chest and back
- The rash spots will look like blisters
- After the last blister has dried up and burst they are no longer likely to pass on the infection



## Helping at Home:

- Keep them away from others that may be vulnerable to picking up chicken pox. If you are pregnant and have had chickenpox in the past it is likely that you will be immune
- It is important to keep your child cool (the itching gets worse if they are hot)
- Try calamine lotion (especially at night) to help stop them itching and scratching the blisters, which could cause scarring
- Call NHS 111 if you need any advice

# Hand Foot & Mouth

## What is Hand Foot & Mouth?

This is a disease caused by a group of viruses that usually affect young children.

## Symptoms:

- Blisters on the hands and feet
- Mouth ulcers inside the cheeks and on the tongue
- Possible sore throat and high temperature
- Some children infected with the virus do not have symptoms but can still pass it on to others



## Helping at Home:

- Keep your child off school/nursery or child-minders
- There is no specific treatment for this. If a child feels unwell Paracetamol or Ibuprofen may be used
- Wash you and your child's hands after using the toilet
- Avoid sharing towels and face cloths/flannels

**Please note antibiotics DO NOT kill viruses, so are of no use for Hand Foot & Mouth**





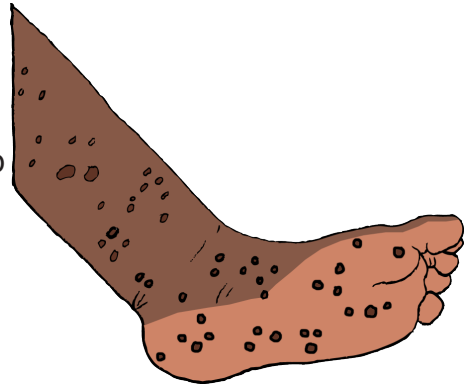
# Meningitis

## What is Meningitis?

Meningitis is a swelling around the brain. It is a very serious illness, but if it is treated early most children make a full recovery. You should always treat any case of suspected meningitis as an emergency. Children with meningitis can become seriously ill very fast, so make sure you can spot the signs.

## Symptoms:

- Early signs may be like having a cold or flu
- A cluster of red or purple spots (do the glass test, see page 26)
- This rash can be harder to see on darker skin, check for spots over your baby or child's whole body as it can start anywhere (check lightest areas first)
- Fever
- Cold hands and feet
- Floppy and unresponsive
- Drowsy and difficult to wake up
- Unusual crying or moaning
- Fretful, dislikes being handled



## Important:

The rash is not always present and not all children will show all these signs. Contact your Doctor immediately if you suspect your child has Meningitis.

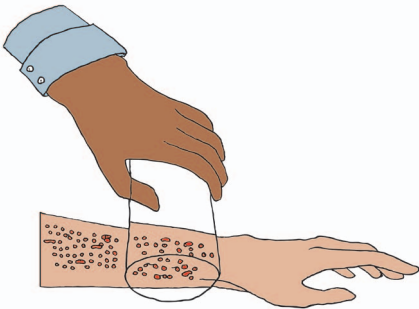
For more information visit the meningitis website at [www.meningitisnow.org](http://www.meningitisnow.org)

# Meningitis Glass Test

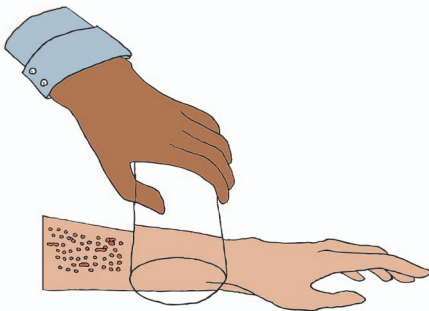
The glass test is a really useful way of spotting suspected meningitis. If your child has a cluster of red or purple spots, press the side of a clear drinking glass firmly against the rash.

If the spots under the glass have virtually disappeared, it is unlikely to be meningitis. But if you are still worried, contact NHS 111 or your Doctor.

If the spots are still visible through the glass, contact a Doctor immediately (e.g. your own Surgery, NHS 111 or Urgent Care Centre). If you cannot get help straight away, go to the Accident and Emergency Department.

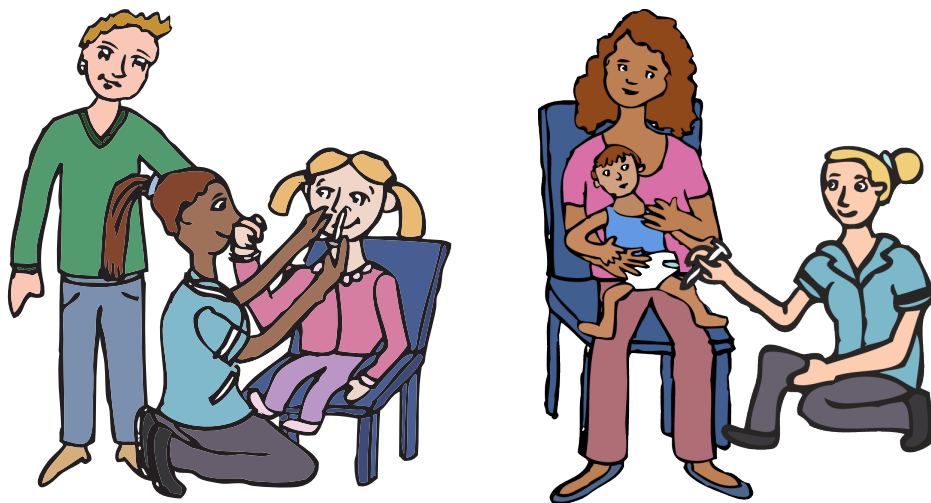


If your child or a young adult is clearly ill and a purplish or red rash has appeared, press the side of a glass tumbler firmly against their skin. If you can see the rash through the glass, the person has septicaemia (blood poisoning), a symptom of meningitis.



If the spots under the glass have virtually disappeared, it is unlikely to be meningitis. But if you are still worried, contact NHS 111 or your Doctor.

# Immunisations



Immunisations, also known as vaccinations, are usually given by injection in the first five years of a child's life. It is important to have vaccinations at the right age to keep the risk of disease as low as possible.

Children in the UK are offered vaccinations for free against a variety of diseases as part of the Healthy Child Programme. This usually takes place in your own Doctor's Surgery.

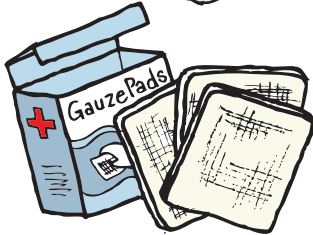
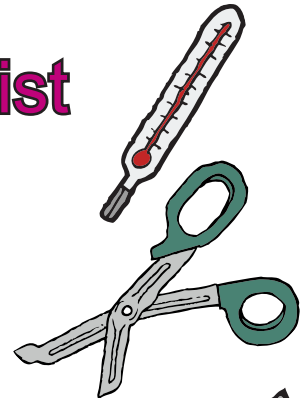
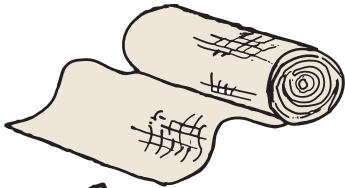
A record is kept in the Parent Held Child Health Record (red book) which is a book you keep containing information on your child's health. Keep this in a safe place as you may need to refer to it later in life. It is normal to worry about vaccinations. Do not hesitate to contact your Health Visitor or Doctor about your concerns or for advice.

## **Important:**

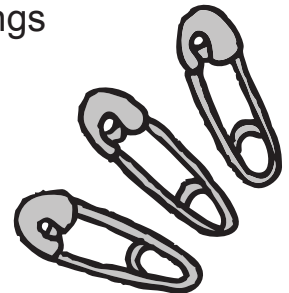
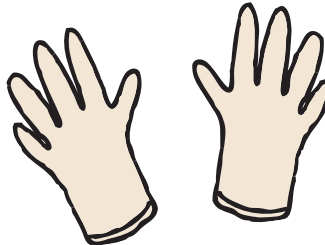
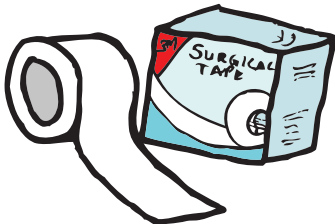
It is recommended that all young children have a flu vaccination. For more details contact your Health Visitor or Doctor.

# Essential items to have at home:

## First Aid checklist



- Bandages
- Sterile gauze pads
- Triangular bandages
- Sterile bandage tape
- Safety pins
- Disposable non-latex gloves
- Safety Scissors
- Antiseptic cream
- Thermometer
- Paracetamol
- Plasters
- Syrup - for bites and stings



Always read the label before use

# Five to Thrive

## Building Brains for Better Futures: Five to Thrive

Our bodies need “five a day” every day to grow. Babies brains need “Five to Thrive” every day to develop.

### The what and the why

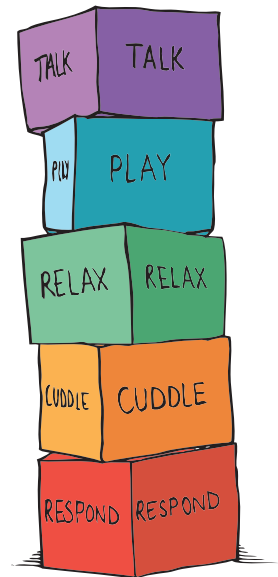
When you **respond** to me I look, I understand, I learn and my brain grows

When you **cuddle** me I feel safe, I learn about feelings and will learn to care for others.

When you **relax** with me I learn to manage stress and how to calm myself down

When you **play** with me I learn about my world and develop my memory which gives me understanding and language

When you babble and **talk** with me I learn to listen, make sounds and words.



# About NHS Hillingdon Clinical Commissioning Group (CCG)

NHS Hillingdon Clinical Commissioning Group (CCG) is made up of all the GP practices in Hillingdon. We are responsible for the planning and design of many of the health services you use in Hillingdon. These include: planned hospital care; urgent and emergency care; rehabilitation care; community health services; mental health and learning disability services. We work closely with Hillingdon Council, The Hillingdon Hospital Foundation Trust, Central and North West London NHS Foundation Trust and many community and voluntary organisations, to ensure our patients and carers are always accessing the right care, in the right place and for the right amount of time.

## Get involved:

There are many ways that you can get involved with the work of the CCG. You can share your views, volunteer and/or attend our public events which take place four times a year. To learn more about the CCG and the opportunities for getting involved visit [www.hillingdonccg.nhs.uk](http://www.hillingdonccg.nhs.uk) or call 01895 488 188, Monday to Friday 10am-4pm.



# How to Comment or Complain

NHS Hillingdon Clinical Commissioning Group recognises that every person's experience counts and that suggestions and complaints provide valuable insight into services.

If you have a comment or complaint about any other health service provided by Hillingdon Clinical Commissioning Group, please send an email to [bhh.complaints@nhs.net](mailto:bhh.complaints@nhs.net) or call 020 8966 1059/1065 Monday to Friday 9am-5pm.

If you have a comment or complaint about a hospital, mental health or community trust, you should contact the service provider's complaints team directly.

If you have a comment or complaint about a GP, Dentist, Pharmacist or Optician, which you feel cannot be resolved locally with the service provider you can contact NHS England using the following details:

NHS England, PO Box 16738, Redditch, B97 9PT  
Phone: 0300 311 22 33 Monday to Friday 8am-6pm  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)



Alternatively you can contact Hillingdon Healthwatch on 01895 272 997 Monday to Friday 9am-5pm or by email at [office@healthwatchhillington.org.uk](mailto:office@healthwatchhillington.org.uk).

Hillingdon Healthwatch monitor the boroughs' health and social care services you use. They also provide, or can tell you how to obtain information that will help you make choices about health and care services.

# Some Space for You

Thank you for reading this booklet, brought to you by the Hillingdon Clinical Commissioning Group.

If you have any further questions or require this in a different language please contact the Hillingdon Communications team on: [hillccg.hccgcommunications@nhs.net](mailto:hillccg.hccgcommunications@nhs.net)

We hope you have found this information useful.

Please use the space below to note down details about your local Doctors Surgery.

Health Visitor Name:	
Telephone Number:	
Hours of Work: Mon <input type="checkbox"/> Tues <input type="checkbox"/> Weds <input type="checkbox"/> Thurs <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun <input type="checkbox"/>	
Name of GP Surgery:	
Address:	
Telephone number:	
Website:	
My regular GP:	
Opening Hours: Mon <input type="checkbox"/> Tues <input type="checkbox"/> Weds <input type="checkbox"/> Thurs <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun <input type="checkbox"/>	
How to make an appointment:	
Urgent appointments:	
Non-urgent appointments:	
When my surgery is closed call:	