



Walsall Council

Children's Services - Education

Walsall Local Offer –Health Services for children and young people with SEND

Who we are – roles, qualifications, specialist skills, areas of SEND expertise

School Nursing Service

What we do and what we can offer

We are team of health professionals lead by a school nurse and supported by community staff nurses, nursery nurses, clinical support workers and administrative staff. School Nurses are qualified nurses with specialist training in public health for children, young people and families. We are skilled in identifying health problems or concerns early, to provide early support. School nurses lead and deliver the healthy child programme for 5-19 year olds. It is a programme for children, young people and their families which focuses on early intervention and prevention, offering research based guidance on development reviews, immunisations, screenings, and healthy choices. We work with local communities, the whole family, and individual children in different settings e.g. homes, children's centres, schools, and GP surgeries.

We help support the health and wellbeing of children, young people and families. We provide advice on healthy choices e.g. healthy eating, dental health, sexual health and substance misuse. We work with other health professionals to provide specific support for families with complex needs such as diabetes and asthma, so your child can continue to enjoy their education at school. We offer the childhood immunisation programme which ensures your child is protected against disease and infection. We deliver the national Child measurement program and regular weigh and measure child in certain schools year

If your child meets our service criteria your child will be offered an assessment with a school nurse– this usually takes place in a local clinic or the child's school. You are encouraged to attend this appointment where you can ask questions and the nurse will explain their findings, give advice and suggest further support options if required.

- On-going support may be in the form of 1-1 sessions in a clinic or school,

- access to an appropriate groups,
- advice and training to other professionals and parents.
- Self-care advice so that parents/carers can work at home with their child
- Referral to another appropriate health professional such as a specialist nurse, mental health service or paediatrician.

Advice and training for parents and professionals is an important part of our work so that everyone involved with your child understands the best ways to help and support him or her

The service is delivered from schools, clinics, Children's Centres.

A School Nurse must have a professional qualification in nursing and be registered members Nursing and Midwifery Council. Nursery Nurses and Clinical Support worker also work within the team. They have additional training in working with school aged children and work under supervision from a qualified nurse.

How you can access our services

Referral to the service can be made by anyone (including parents) as long as consent has been obtained.

Eligibility criteria – can everyone do everything?

Referrals will be accepted for any child or young person in a Walsall School who is between school reception age and 19 years of age. This includes children who live in Walsall borough and are home educated.

- Referral for children who are subject of a Children Protection Plan will automatically be accepted into the service and offered a health assessment to identify health needs
- Referral for children who are subject of an Early Help Assessment or who have a Child in Need. The child's key worker or social worker will need to make the referral and explain what the concerns there are about the child's health.
- Long term conditions or medical problems which are impacting on their education This can include children and young people who are not attending school regularly and parents are citing a health reason for poor or non school attendance. Schools should also consider whether it is appropriate to involve the education welfare services.

Emotional Health and Behaviour problems which have present for less than 2 years. If problems have been present for longer then we recommend that parents talk to their child's GP. The GP may then arrange for referral to other service such as CAMHS or Community Paediatrician's if he/she feels this is indicated. This route will ensure more timely access to specialist services if the child or young person requires further assessment. If problems are only present in school then we recommend that parents talk to the school.

- Concerns about weight (overweight or underweight)
- Enuresis (bedwetting).

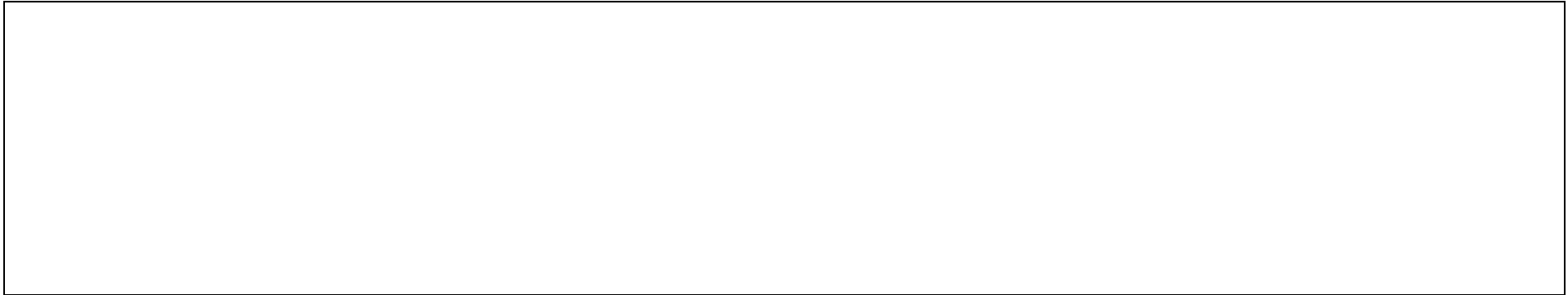
- Children whose development is impacting on their daily activities or education

What we charge for our activities

There is no charge for our core services

How service users are involved in developing the service

We encourage and welcome user feedback about all of our services. We are currently working with the British Youth Council to training young people as School Nurse Champions who can then help shape future service development



How service users are involved in deciding what they do

Service users are involved in setting targets; agreeing future management and evaluating the outcomes.

How to tell us what you think and what you want

You are always welcome to make suggestions to any of our staff either verbally, in writing or by email if you feel we can do better. You may also be asked to complete a questionnaire or attend a group session to let us know what you think.

What to do if you want or need more services

If you feel you need anything different to what you already have you can speak to a member of the service who will be able to discuss your needs and sign post you to other services where possible.

How we work with other services

We work very closely with other children's services in health such as Paediatrician's, mental health service, Physiotherapy and Occupational therapy, dieticians and Health Visitors. We have very strong links with education support services (e.g. SEN service; Educational Psychology) and schools.

If your child sees a clinician e.g. a specialist nurse or doctor then we will liaise with them so that care is not duplicated and is as close to home as possible.

Help with getting there and back (assisted travel)

Unfortunately we do not have a budget to assist with your travel but we will attempt see your child in the most appropriate location for their needs which may be in school, at home, at a child care setting or in clinic.

What to do if you are not happy with our service (how to complain)

First please discuss your concerns with your nurse. If you do not feel comfortable to do this or the matter cannot be resolved then please contact the Professional Lead for School Nursing: Sallyann.sutton@walsallhealthcare.nhs.uk or telephone 01922 423349 or write to Mrs Sallyann Sutton, Harden Health Centre, Harden Road, Walsall. WS3 1ET.

If you are still not satisfied with the outcome then the Walsall Healthcare NHS Trusts Complaints Procedure should be followed:

The Chief Executive
Walsall Healthcare NHS Trust
Moat Road
Walsall
WS2 9PS

Tel: 01922 656463

Email: patientrelations@walsallhealthcare.nhs.uk