

Welcome to Walsall School Nursing Service

Information for Parents & Carers



Our contact details

Single Point of Access

Harden Health Centre,
Harden Road,
Walsall
WS3 1ET

Tel: 01922 423349

Email: schoolnursingduty.walsall@nhs.net

Website:

<https://www.walsallhealthcare.nhs.uk/our-services/school-nursing/parents-and-carers/>

Parent ChatHealth Text: 07520 634 909

Teen ChatHealth Text: 07480 635 363

The service is delivered by School Nurses and supported by community staff nurses, nursery nurses, clinical support workers and administrative staff. We work as part of the NHS.

School Nurses are qualified nurses with specialist training in public health for children, young people and families. We are skilled at assessing health needs and providing advice about the promotion of wellbeing, prevention of ill health and early support when problems arise.

What age of child or young person do we support? The service takes over care from a Health Visitor once a child starts in reception year at school. Support is offered to young people up until the age of 19 years or older if they have additional needs. The service supports children who attend school and those who are electively home educated, in training or in work.

What does the School Nurse service provide? School Nurses lead the Healthy Child Programme for 5-19 year olds. We work in partnership with parents/carers, children & young people to provide advice and support on a range of health and wellbeing issues. The programme focuses on promotion of wellbeing, prevention of poor

health and early intervention when problems arise. The service is delivered in a range of places including schools, community venues and clinics. The support offered might include health promotion to groups of children or young people through to support for an individual child or young person.

Who do we work with? School Nurses work with other health professionals, GP's, children's services, voluntary services and schools to ensure that children and young people health needs are met are safe & well. Any professional can refer a child to the service however they must have discussed the referral with the child's parent/carer and have their consent.

How can School Nurses support your child? The service offers confidential advice and support about health and wellbeing issues. A referral by school or another professional is not required. A parent or carer can contact the service by email, phone or text and ask for advice and support.

Teenagers who are confident and competent to make decisions about their health can seek the advice from a School Nurse without their parents/carers consent. They are entitled to confidentiality however we do encourage teenagers to involve their parent or carer. We have a text service just for young people.

How does the service provide advice & support? The service offers advice and support in a number of ways and for a range of physical, emotional health and behavioural issues. Advice and support can be accessed via our websites, phone/email or text, workshops & group interventions or health assessments.

What happens when a parent/carer contacts the service for support or a child is referred by a professional to the service?

A nurse will listen to the concerns that a parent/carer or young person has and discuss the ways that the service might be able to support.

A pathway approach is used which enables a child or young person to have access to the right support at the right time. This might mean that advice is given during a telephone or text conversation, or that a workshop or group intervention is offered. If further support is needed then a child or young person might be offered a health assessment with a nurse.

Sometimes other services might be better placed to support a child or young person. A nurse can support access to other services or with a parent's consent make a referral to another service.

National Child measurement Programme (NCMP) The service delivers the NCMP. Children in reception year and year 6 are offered height and weight checks. Parents/carers are informed about when this programme takes place in their child's school and can withdraw their child from the programme.

Continence (day time and night day wetting) The service provides advice and support for children who wet the bed and/or are not toilet trained. Continence products might be supplied on prescription after an assessment by a nurse.

***Confidentiality and information sharing.** *All professionals have a legal duty to keep children safe. Sometimes it is necessary to share information with social services to protect a child. We will talk to you if we have such concerns and explain that we need to talk with a social worker.*

Service Operating Hours

The service operates between 9am and 5pm weekdays including during the school holiday periods.

The service does not operate at weekends or during bank holiday.

Out of Hours

Text messages and emails can be sent to the services outside of the working hours. However these will not be responded to until the service re-opens. Our email and text service will send an automated response which will provide information about services that can support if more urgent help is required.

Our websites have access to lots of information on a range of health and wellbeing topics and can be accessed at anytime.

Health for Kids www.healthforkids.co.uk has games and activities for children and pages for parent/carers.

Health for Teens www.healthforteens.co.uk is a site for young people and has blogs and information for young people.

