

## Information for professionals referring to the School Nurse Service



### Introduction

The role of Walsall School Nursing Service (SNS) leads on the delivery of the Healthy Child Programme (HCP) 5-19 with the aim of improving the health and well-being of children and young people (CYP). This is achieved by working with partner agencies including the voluntary sector to:

- Help CYP to lead healthy lives by providing support, information and signposting to other services to enable healthier choices.
- Provide a universal health intervention and health promotion in accordance with the Healthy Child Programme 5-19 (DH 2009).
- Working as part of Walsall's Early Help offer to support children, young people and families who need additional support.

- Work within local guidelines and follow the recommendations of 'Working Together to Safeguard Children' (DoH, 2015) to safeguard children and young people.
- Support CYP with additional health needs such as those in need with long term conditions, special educational needs and disability, mental health problems and young carers

### Age range

The SNS provides health services to meet the needs children and young people between the ages of 4 (in Reception Year) and 19 years who

- Attend a Walsall school including special school provisions
- Other Walsall education providers
- Children who are resident in the Walsall borough and are electively home educated.

### How to refer to the SNS

The SNS operates an open referral system enabling any professional from any agency to refer a CYP to the service. The parent/carer and when appropriate a young person must consent to the referral.

Professionals must complete the School Nurse Service referral form which can be found [on our website](https://www.walsallhealthcare.nhs.uk/schoolnursing/professionals.aspx) <https://www.walsallhealthcare.nhs.uk/schoolnursing/professionals.aspx>. The referral form must be completed and sent to our single point of access hub or forms can be submit from secure emails accounts to our secure email link (details below). Referrals from school must be accompanied by a school report which can be found at the bottom the of the referral form.

School Nursing Service  
Harden Health Centre  
First Floor  
Harden Road  
Walsall  
WS3 1ET

Or via our secure email [schoolnursing@walsallhealthcare.nhs.uk](mailto:schoolnursing@walsallhealthcare.nhs.uk)

**Parents/carers** can also self-refer their child to the SNS by contacting the service directly via our Single Point of Access telephone line on 01922 423449 or via our Parent ChatHealth\* Service 07520 634909

**Young People aged 11-19** Years can contact their school nurse via our ChatHealth\* text service on 07480 635363.

*\*ChatHealth is confidential and anonymous text service which is manned by a trained School Nurse*

### **What will happen once a referral is received into the service?**

All new referrals are discussed weekly at our service referral meeting or, if appropriate, at the multi-agency paediatric panel which includes representation from community paediatricians, CAMHS and therapies (Speech & Language, Physiotherapy and Occupational Therapy) . A decision will be made about whether the referral will be accepted based on the criteria below.

Once a referral is accepted then the parent/carer will be contacted, by letter and invited to attend either a group session or an individual health assessment, dependant on the reason for referral. The service operates an 'opt- in' system. The parent/carer will be provided with the contact details for the school nursing service and requested to contact the service to book onto a group session or individual appointment to see a school nurse.

Appointments will normally be offered with 12 weeks of referral although priority appointments can be offered if this is deemed necessary. If a child is offered an individual health assessment then, on completion of the assessment, one of the following options may be offered:

- The child's name on a waiting list to receive school nursing intervention,
- A referral or signposting on to another profession or agency,
- Offer support & advice to parents/ carers and discharge the child/young person with the option of a re-referral if further problems occur.
- Discharged from the service if no unmet health needs are identified.

***If a child or young person is experiencing an acute and/or urgent medical problem then please advise the parent/carer to make a GP appointment, seek advice from a local pharmacist, contact 111, visit an urgent care centre or in a life threatening emergency phone 999 or attend Emergency Department. More information about helping to StayWell can be found at <http://walsallccg.nhs.uk/stay-well-walsall>***

Referrals which fall outside of our referral criteria will not be accepted. These will be returned to the referrer or with the families consent, be referred on or signposted to appropriate services/agencies.

If referral forms have incomplete or insufficient information they will be returned to the professional who has made the referral asking for further details to be provided before they can be progressed.

### **Referral criteria**

Children and young people can be referred to the school nursing service for the following reasons:

1. Referral for children who are subject of a Children Protection Plan

The service will be notified by social care of any children who are to be subject of an initial Child Protection Conference. We will automatically accept into our service and offer a health assessment to identify health needs

2. Referral for children who are subject of a Child in Need or Early Health Assessment

- I. Referrals will be accepted from the child's Social Worker (CiN) or Lead Professional (EH)
- II. The referral must clearly articulate the concern that the family or professional has about the child or young person's **health**.
- III. On receipt of the referral the parent/carer will be sent a letter inviting them to 'opt in' the service and to see a School Nurse for a health assessment or to attend one of our parent workshops\*

3. Long term conditions or medical problems which are impacting on their education

This can include CYP:

- i. 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)
- ii. Whose health or medical problem is impacting on their engagement in school life\*\*

*\*\*Children with medical conditions may need a care plan and it is the responsibility of schools to ensure that, in collaboration with parents that a plan is put in place. Parents can access information to support schools to develop plans from the health professionals who is treating the child. This could include a GP, Specialist Nurse or Paediatrician. Please refer to the DfE guidance for supporting pupils with Medical*

Needs which can be accessed at:  
<https://www.gov.uk/government/publications/supporting-pupils-at-school-with-medical-conditions--3>

4. Emotional Health and Behaviour problems

- i. We will accept referrals for children who present with behaviour problems at home and home/school. It is preferable that parents have already been invited to and attended a parenting programme <http://childrens-services.webwalsall.com/parent/parenting/>
- ii. The first part of the pathway will be to offer the parents a place on our parent workshop\* for managing children's behaviour.
- iii. If behaviour problems are present at school then the referrer will need to evidence what intervention has already been tried in school.

5. Children who have moved 'new' into the country

These CYP do not have to be presenting with a health concern at the time of referral but will be offered a routine health assessment to determine if they have any unmet health needs

6. Concerns about weight (overweight or underweight).

Parents can access programmes directly which offer advice on weight management/lifestyles

or

Parents can access the School Nurse Service Lifestyle workshop

7. Enuresis bedwetting)/Continence

We accept referrals for children who wet the bed on a regular basis.

For children who have day time wetting problems, then we will accept a referral once a medical practitioner (GP or Paediatrician) has excluded physical problems for wetting.

Parents can access the School Nurse Service Continence workshop

8. Children whose development is impacting on their daily activities or education

Children who are presenting with developmental problems will be discussed at paediatric panel and it is therefore essential that a detail referral is made which clearly outlines the concerns about the child's development and is sent directly to the community Paediatric Secretaries c/0o route 221, Walsall Manor Hospital, Pleck Road, Walsall

### **Exclusion criteria**

Children who are not yet attending full time school (i.e. of Early Years Age) are offered support from the Health Visiting Team. Contact details can be found by asking the GP's surgery.

We do not take referrals for health problems which professionals can directly refer to or parents can self-refer to. These include:

#### **Services accessed via GP only**

- Child and Adolescent Mental Health Services
- Physiotherapy
- Podiatry Services

#### **Services accessed by school or GP**

- Occupational Therapy - Children's Service referral to Child Development Centre, Coalheath Lane, Shelfield. (Referrer must have received OT referral training)
- Community Paediatricians – Children's Service referral form sent to Community Paediatrics', Route 221, Walsall Manor Hospital, Pleck Road, Walsall

#### **Services accessed by self-referral (from parents/carers), school or GP.**

- Speech and Language Therapy – Tel: 01922 605400 or complete Children's Service referral form and send to Blakenall Village Centre, Thames Road, Blakenall, Walsall
- Orthoptist – 01922 721172
- Audiology - 01922 721172 ex 6687
- Counselling services -WPH Counselling, Corner House Play Therapy, Kooth Counselling
- Parenting support for behaviour problems – Family Information Services (FIS)  
Tel: 01922 653383

### **How can I contact my local School Nurse Team?**

Professionals, parents/carers and young people can contact the School Nurse Service if they need advice or are unsure if a problem meets our referral criteria. We operate a 'Single Point of Access' and the contact details are:

**School Nursing Service** - Harden Health Centre, Harden Road, Walsall. WS3 1ET  
Email: [schoolnursing@walsallhealthcare.nhs.uk](mailto:schoolnursing@walsallhealthcare.nhs.uk)  
Tel: 01922 423349

### **Our ChatHealth Text Services**

Parents/carers: 07520 634909

Young People aged 11-19: 07480 635363.

### **Our Websites**

Information for young people: [www.healthforteens.co.uk](http://www.healthforteens.co.uk)

Information for children and their parents: [www.healthforkids.co.uk](http://www.healthforkids.co.uk)

Information for professionals: [www.walsallhealthcare.nhs.uk/our-services/school-nursing/](http://www.walsallhealthcare.nhs.uk/our-services/school-nursing/)