



The Halton 0-19 Healthy Child Service Newsletter

July 2020, Issue 1

Welcome to our Bridgewater Halton 0-19s services newsletter. We wanted to use this opportunity to share with you some of the work that our staff have undertaken during the COVID-19 pandemic and to recognise how our teams have delivered services throughout this challenging period to keep our children and families in the Borough safe. It goes without saying how proud we are of all our staff and how grateful we are for all that they have done. We hope that you find this useful and informative and would welcome any feedback that you have so that we can strive to improve and develop our services.

Sarah Quinn, Chief Operating Officer

Reflecting on our response

Together we provide the Healthy Child Programme, which is a planned series of public health interventions for children and families from pre-birth to 19 years and up to 25 years for young people with complex health needs.

Over the last few months we have been faced with unprecedented times as the Covid-19 pandemic emerged but as always our public health practitioners seized the opportunity to continue their support for children, young people and families in new and different ways. Conversely some of staff were redeployed to other health services in Bridgewater such as District Nursing, Midwifery, Staff Wellbeing Outreach Team and Urgent Care Centre in Widnes so they could contribute to the front line delivery of care during the pandemic.

We want to take this opportunity to share some of the experiences and reflections of our practitioners, along with important service improvements including the use of digital technology, our immunisation restoration plan and celebrate our achievements and feedback.

In the month our NHS reaches its 72nd birthday we'd also like to thank our staff because it's their creativity, tenacity, professionalism and commitment that means every child, young person and family in Halton receives the highest quality of care. Join us in reflecting on the last three months.



Remodelling Access



We very quickly adopted new ways of triage, management and allocation of clinical work coming in to the 0-19 service. This ensures that as the pressures change, due to external factors and we worked more agilely as a service, we had a coordinated central point for young people, families, partners and practitioners to access. Through careful, considered and timely reviews we are optimistic for a comprehensive 'One Front Door' to be operational in its more permanent state by the beginning of Q3.

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Being a part of the 0-19 service during the Covid-19 pandemic has been a great challenge both personally and professionally. Despite this, the team has come together to put processes into place to ensure the care and support we provide to the families, children and young people of Halton is still of an excellent standard.

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0-19 Public Health Community Nurse

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I have found this whole thing a real challenge but also enjoyed the tasks that have come my way. I love problem solving, especially when it all gets sorted and works and with no interruptions or distractions. It has been easier to get on top of all the outstanding work which I am pleased to say is now cleared.

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0-19 Clerical Officer

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Working during Covid-19 has presented many challenges but also opportunities for me as a Health Visitor. I have adapted to wearing PPE, to home working and new ways of work being allocated. I have a small number of families who are choosing to self-isolate and do not want home visits, this however has been overcome by using WhatsApp video calling. This has enabled us to have open access to all our families and continue care in difficult circumstances.

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Health Visitor

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The (clerical) team has adopted the changes and kept the essential administrative processes smooth and streamlined. They are a fabulous team who have not only completed the tasks given to them but have also supported each other through this extremely difficult time.

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0-19 Team Leader

Remodelling Offer

Perinatal and Infant Mental Health

Covid-19 has impacted each and every one of us and our mental health. The mental health of mums, dads and their infants is always important, but at a time when families are grieving for the loss of the joy of welcoming a new baby into the family. Isolated from family members and social support mechanisms, and at one point not even able to go out for a walk more than once a day with their babies, the challenges faced by our families was unprecedented.

Health Visitors and Family Nurses had to quickly adapt the way they supported new families and the transition to parenthood. Over the last 12 weeks we have seen support flourish by text, call and video chat. The relationships we have built with families have been more important and more precious to those families.

In response to the increase in mental health concerns being voiced by Halton families we introduced Maternal Anxiety and Mood Advice (MAMA): A telephone or video call service for mums (and dads) who need somewhere to turn to and someone to listen. MAMA has taken several calls since its inception and has some families receiving ongoing support. MAMA's aim is to normalise the feelings experienced by parents, promote self-care, prevent escalation and provide a space for goal setting. The MAMA Service is staffed by the Perinatal Infant Mental Health Specialist Health Visitor.



I have had no one to talk to until my Health Visitor rang me, now we speak each week and I look forward to our chats



Halton FNP

With change comes challenge, the Family Nurses have responded to a sudden change positively in a very short space of time. Our teenage parents are some of the most vulnerable and hard to engage clients in our community, they already live with mental health struggles and the risk of abuse within relationships. The Team has modified their approach and used new and innovative ways to deliver the offer.

Contacts are delivered in a variety of ways, face to face visits in the home and garden wearing PPE ensuring adherence to Covid - 19 guidance. Video calls, WhatsApp, telephone calls, texts, emails, use of Children Centres for clinic contacts, backed up by sending the programme content out electronically. Engagement now feels much more fluid, the contact is meaningful and a therapeutic relationship is being maintained.

A Family Nurse who was shielding was able to review a client's home conditions using WhatsApp video after concerns were raised.

SEND Partnerships

Our 0-19 Team Leaders have worked in partnership with the the Local Authority SEND team, Jane Kinsella, (Clinical Manager of the Children's Specialist Service) and Alison Sutch (Halton CCG) to support the Health Visitors, Family Nurses and School Nurses' contribution to assessments for Educational Health and Care Plans.

We are really proud to report that during COVID-19 we have responded to and submitted 38 health reports the Halton SEND Team. It is due to our clinicians' commitment, determination and hard work that we have avoided any delay and negative impact on the application process for the children and young people.

In order to ensure that we continue to provide quality reports we are holding a number of virtual 'drop in sessions' via WebEx for practitioners to ask questions about writing reports, providing opportunity for sharing ideas and good practice as well as seeking expert advice from Alison Sutch (Halton CCG).

Digital Drop in

Dawn Antrobus one of our School Nurses describes how she used a solution focused approach to stay in contact with the vulnerable young people she supported before the pandemic in her confidential school-based drop in.

'On realising that we would not be able to continue to support our vulnerable young people face-to-face, I contacted them via telephone and letter to ask if they would like to continue to access support and how best they could access this. I have continued to support a number of young people with emotional health difficulties via telephone and text messaging. At each contact we mutually agree a date and time for me to ring them. We have completed direct work including e-safety quizzes and signposting to online services. I feel that given the current restrictions this system has worked well for these young people'.

Infant Feeding

During the pandemic our Clinical Specialist Infant Feeding has worked tirelessly to support mothers with babies with unresolved or complex feeding issues. She has adapted to new safety guidelines for appointments and used a range of settings for appointments including home visits.

For mums who need access to electric breast pumps she has left them on their doorsteps and collected them to ensure they have prompt access when required. New online resources have been shared with mums to support them in addition to the face to face contact and telephone appointments.

Increased venues for the distribution of Vitamin D Drops.



Supporting the Frontline

“ ‘A small group of us were redeployed from the 0-19 Service to work within Widnes Urgent Care to offer help and support during the Covid-19 pandemic. Whilst we were all from different backgrounds and skill mixes, with some of us having a clinical background and others not so much, we were all equally daunted about the change from our “normal”. All staff at the Urgent Care are very friendly and welcoming, helping to alleviate some of our nerves and keen to show us their processes and way of working. We have all played a role with assisting and carrying out swabbing and more recently setting up and carrying out the antibody testing for Public Health England. This experience has helped us to learn new skills and processes, including venepuncture and data collection. We’ve been proud to support our NHS colleagues during this difficult time and we are all glad that we have been able to assist’.

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At the beginning of the Covid -19 pandemic I thought that my secondment would be put on hold and 14 weeks on I am delighted that it has not. I have been able to finalise the 0-19 components of the project so that we are able to launch virtual delivery of core training packages. Restarting face to face practice we are ready to mobilise ‘Your Baby and You’, the two Year Integrated Review pilot and embed the Wellcomm assessments toolkit into all developmental assessments from six months to six years. This will complement the existing service by highlighting children with Speech, Language and communication needs, implement support and review. This will make a huge difference to Halton's Early Years service working together to promote the 'Best Start in Life'.

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‘I was redeployed to Bronze Command as part of the Trust’s Covid - 19 response, to establish a service to provide emotional support to staff as we face the challenges and changes that Covid -19 has brought. The Staff Wellbeing Outreach Team is a new service and is staffed by appropriately qualified redeployed staff to provide ‘Emotional First Aid’ support to all Bridgewater Staff. As NHS staff we are all facing challenges and changes in our work as a result of Covid-19 and it has been a privilege to play a part in establishing this new venture and all it has achieved’.

Therese Woods Family Nurse Supervisor

#Good News #Restart

The School-Aged Immunisation Team was in the process of delivering vaccination sessions in school when the current Covid -19 pandemic started, which resulted in them being temporarily suspended. We received positive news on 3rd June 2020 that we could begin planning the restart of the school-aged programmes.

After putting extra safety measures in place to protect young people and staff from Covid -19 our school-aged Immunisation Team have resumed the vaccination sessions. They have worked in partnership with some of Haltons high schools and Local Authority community settings and arranged for letters and or texts to be sent to parents/carers of young people via Saints Peter and Pauls Catholic College, OBA, OCA and Wade Deacon.

The immunisation team would like to thank all schools for their support, with an extra shout out going to Saints Peter and Pauls Catholic College, for allowing us to immunise their Year 9 pupils on site this month. Schools advertised the sessions and the team's contact details via Social Media and we really appreciate all their help.



Summer Sessions

Ditton Community Centre
8th, 9th 14th, 21st and 22nd July 2020

Murdishaw Community Centre
15th, 16th and 17th July 2020

Upton Community Centre
23rd and 24th July 2020

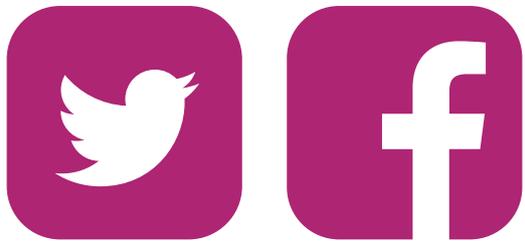
Remodelling Staff Support

In order to ensure that staff had opportunity to access clinical supervision during Covid - 19 we have set up virtual Clinical Supervision group sessions via WebEx with Clinical Supervisors running the groups so staff have the opportunity to reflect on their practice and share ideas.

The sessions so far have raised a number of issues for staff to explore and come up with solutions. They have been able to bring scenarios to their groups and reflect on good practice as well as lessons learnt which staff have found really helpful. We plan to continue to hold virtual group sessions evaluate this after 6 months.

Our wonderful staff have worked hard in adapting to using technology for group discussions.

Connecting with our Community



Our Twitter and Facebook accounts have been valuable tools for us to communicate with young people, families and professionals during Covid - 19 for knowledge sharing; they enable us to build relationships, share our expertise, increase our visibility, educate ourselves and connect.

They have been an essential way to inform our clients and partners about how our service was changing in a quick and easy way. We shared details of our dedicated phone lines and email accounts; we continued to publish key public health messages and forward posts from our national and local partner agencies.

Between 8 June and 5 July our Facebook post reach was 3,145; our posts had 533 engagements and 30 post links. We have had 33 new Facebook followers in the last 28 days including parents and professionals. Our schools posted our contact details on their Facebook pages and tweeted them and they have supported our public health messages by sharing them widely.

We have also been able to answer parents' questions in real time on Facebook messenger, the appropriate practitioner has then been able to respond quickly. These platforms are integral to the 0-19 communication pathways.



'Thank you for all your support over the last 18 months. You will never understand how much I appreciate your help. I know you'll probably say you're only doing your job but honestly it's much more than that - you care. You made a BIG difference.' (parent)

"Thanks so much for this and for all you do for our children, so glad we have you Charlotte - can't tell you how much we appreciate your input with our students. I've been in school safeguarding for 20 years and I have never worked with such a proactive school health nurse and believe me, I'm a big fan of nurses - half my family and friends are nurses and midwives!!"
(Halton Secondary School)

Spotlight on our Students



Victoria Briscoe (Student School Nurse)

'During the Covid -19 pandemic I have been given the opportunity to continue and complete the SCHPN course, it has been a different way of learning and providing support to children, young people and their families than I thought it would be. It is something that was out of our control but nevertheless children, young people and their families still require support. I have been given the opportunity to work as a Public Health Practitioner enabling me offer and deliver support to children, young people and families using telephone conferencing, video call, liaising with schools and teaching staff. I have been completing home visits using the PPE to complete health assessments with the children and young people as it is important they are continued to be supported through the pandemic. I am very grateful I have been given the opportunity to continue the specialist community public health nursing (SCPHN) Course in such a difficult time'.



Hannah Stevens (Student Health Visitor)

'Working throughout the Covid -19 pandemic has been very different than pre pandemic. Visits have been changed to phone contacts unless there is a clinical indication to attend the house, and if we do attend the house it is in PPE. As a student this has meant finding new ways of working and learning. Most notably this has meant learning to complete visits and communicate through PPE, when working with children who rely on facial expressions. As there are no clinics we have had to ensure that all our public health messages are delivered during our phone and home contacts with families. Furthermore, we have been providing a lot more mental health support to families who are struggling due to the lack of support from family and friends as well as reduced services around them. The changes have highlighted how well the 0-19 Service can adapt in times of need and how we can still benefit our families even in the most difficult of circumstances'.

Next steps...

We are scoping the introduction of CHAT HEALTH a secure and confidential text messaging service for young people (age 11-19) to enable them to contact the 0-19 Team for advice about their physical or emotional health.

We are exploring the use of digital platforms to connect our clients with professionals for bespoke programmes such as 'Time for Me' and Parent Craft.

Stay Connected

If you have a query please contact our Duty Practitioners on 0151 495 5200 for Widnes residents and 01928 593056 for Runcorn residents.

If you need to speak to one of our 0-19 Team Leaders or Specialist Nurses please ring our Duty Phone on 07717 421884 or email bchft.0-19teamleaders@nhs.net

If you need to speak to one of our Clinical Managers Gill Eaves or Helen Young please contact them on 0151 495 5065 or email them on gill.eaves@nhs.net or hyoung4@nhs.net.

Activity

Family Nurse Partnership...



Video Calls

52



Phone Calls

503



Face to Face

69



Texts

689

Health Visiting

Total Activity over the last 30 days

715

Total Activity face to face over the last 3 months

2003

School Nursing

Total Activity over the last 30 days

207

Total Activity face to face over the last 3 months

715

Contact

Telephone:

0151 495 5200 Widnes Health Care Resource Centre
01928 593056 Oaks Place, Caldwell Road, WA8 7GD

Email:

bchft.0-19widnes@nhs.uk
bchft.0-19runcorn@nhs.net



@halton019



019service

www.bridgewater.nhs.uk