Information for parents and carers

Health Visiting Service

Children’s Services / Community & Therapy Services
North Lincolnshire

This leaflet has been designed to give you important information about the Health Visiting Service.

For more information about our Trust and the services we provide please visit our website: www.nlg.nhs.uk
Information for parents and carers

How can health visitors support you and your child 0-5 years?

We support the health and wellbeing of your whole family, from pregnancy until your child goes to school.

Using the assessment framework at every contact...

...we can offer (for example):

- Advice on healthy choices e.g. breastfeeding, weaning and healthy eating
- Development reviews to ensure your child is reaching their full potential or identify any needs early and support
- Promotion of the childhood immunisation programme which ensures your child is protected against disease and infection
- To support and give information to families with specific difficulties such as depression or anxiety
- To support your whole family into education, training or work
- Advice and information on wider issues such as housing problems or domestic abuse
- Partnership working with specialist services to support families with additional needs e.g. speech and language therapists
- Working closely with children’s centres to promote family activities which help build a strong bond with your child
- To support parents to feel confident in their parenting skills and to provide the best opportunities for their baby
- To support families who may have other identified needs using an Early Help Assessment

What your local health visiting service does

Community (Your neighbourhood)

In the community there are a range of health services for children young people and their families. Health visitors lead in ensuring that you know about these services and that they are made accessible to everybody. We work with local communities to ensure they are equipped to deliver local services.

Universal Service (Offered to every family)

Health visitors lead and deliver the Healthy Child Programme to ensure a healthy start for each and every child focusing on helping early and preventing problems.

This programme starts in pregnancy through to school leavers and includes promoting positive physical and mental health, supporting new parents, and assessing the health and development of children and young people.
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Universal Plus (Further support for families)
Health visitors are able to support parents, children, young people and families when they need extra help. Some examples include support with specific parenting or child behaviour issues and depression or anxiety.

Universal Partnership Plus (Families who need additional support)
Health visitors are able to provide ongoing support working together with the family and a range of local services supporting them to deal with more complex issues over a period of time. Health visitors will work together with many other agencies and services to ensure children are safe and can achieve their full potential.

Who is in the Health Visiting Service?

Health Visitors
- Are qualified nurses or midwives with specialist training in public health for children, young people and families
- Work with local communities, the whole family, and individual children in different settings e.g. homes, children’s centres, nurseries and GP surgeries
- Lead and deliver the healthy child programme for 0-5 year olds
- Are skilled in spotting health problems or concerns early, to provide early help
- We work with other services to ensure each child lives in a safe environment

Community Nursery Nurses
Hold a nationally recognised relevant qualification in overall child development.

Nursery Nurses work alongside Health Visitors to meet the needs of children and their families.

Administration Staff
May well be your first point of contact with the service and provide valuable support to all team members.

From time to time there may be other professionals working within the service, such as student nurses and student Health Visitors. All staff carry appropriate identification or you can ring the general office number if you are unsure about the identity of someone wanting to visit you from the Health Visiting Service.

If you want to discuss health or developmental concerns about your baby or child aged 0-5 years, feel free to drop into one of our child health clinics or contact your local health visiting team on the number in the front of your red book.

When can you expect to see a member of the Health Visiting Service?

- When you are expecting a baby you will be contacted by a Health Visitor to arrange a visit after 28 weeks of pregnancy
- 10-14 days after your baby is born a Health Visitor will visit you at home
- When your baby is 6-12 weeks old a Health Visitor will visit you at home
- At 3-4 months a Health Visitor will visit you at home
- At 6-12 months you will be offered a developmental assessment for your child by a Health Visiting team member

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- At 2-2 ½ years your child will be offered a developmental assessment for your child by a Health Visiting team member which may be a joint assessment with your child’s nursery, preschool or childminder.
- Other home visits and contacts may be arranged as agreed between you and the Health Visiting service based on your individual needs.
- The Health Visiting Service run a number of Child Health Clinics and you are welcome to attend – no appointment necessary (see information regarding times and venues in your red book).

Accessing the Health Visiting Service

- Health Visiting staff are available to contact 8.30-5 Monday to Friday except Bank Holidays.
- The Health Visiting Service is a ‘Universal Service’ which means it is available to all at no charge and with no referral necessary.
- If you are intending to move house please inform your health visiting team as soon as possible.
- If you have recently moved into North Lincolnshire please register with a GP and ask for details of your local health visiting team.
- For feedback on the Health Visiting Service including complaints / compliments the Health Visiting Service Manager can be contacted on 01724 203719.
- For information, advice, support on any health concerns needed outside the opening times please contact your GP or 111.

Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which situated on C Floor.

Alternatively you can email: nlg-tr.PALS@nhs.net

Confidentiality

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.
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Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

Northern Lincolnshire and Goole NHS Foundation Trust

Diana Princess of Wales Hospital
Scartho Road
Grimsby
01472 874111

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
01724 282282

Goole & District Hospital
Woodland Avenue
Goole
01405 720720

www.nlg.nhs.uk

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