<table>
<thead>
<tr>
<th>Name of service</th>
<th>School Nursing Service</th>
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<tbody>
<tr>
<td>Clinical Lead</td>
<td>Jeanette Satterthwaite</td>
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</tbody>
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| Contact Details | 3 The Green  
Stratford Road  
Shirley  
Solihull  
B90 4LA  
Tel: 0121-746 4459 |

Contact details of School Nurse Teams:

**North Solihull**
Craig Croft Clinic
Craig Croft, Birmingham, West Midlands
B37 7TR
Tel: 0121 770 1919

**South Solihull**
3 The Green  
Stratford Road  
Shirley  
Solihull  
B90 4LA  
Tel: 0121 746 4550
| **Can your child receive this service?** | The School Nursing service comprises qualified community nurses (and School Nurse assistants who work under the direction of School Nurses) who are trained in a public health approach to deliver early interventions which are preventative in nature. The service is available to all children (excluding those attending nursery who are supported by the Health Visiting service) and young people attending Local Authority Schools within the borough of Solihull. This includes:
- Pupil Referral Units
- Academies
- Young people aged 16-19 who are enrolled in 6th forms attached to Solihull schools
- Children and young people up to 19 years in Solihull MBC special schools
- Children who are home educated

This service works in partnership with families and other key professionals from a variety of agencies and organisations, including the voluntary sector to deliver the healthy Child programme (5-19 years). Promoting and safeguarding the health and well being of all school aged children is a high priority of this service.

**Operating hours:**
Mondays to Fridays 9:00-5:00 pm
This service does not work Bank Holidays |
| **Who can refer the child to the service?** | Referral can be made by letter or telephone contact from:
- GP
- School
- Self-referral
- Other health and professional agencies |
<p>| <strong>How to complain about anything related to the service you have received</strong> | The School Nursing team encourages regular dialogue between the team and the local community. The team welcomes all comments, queries and complaints. Any concerns can be made directly through to the Service Lead, details above. Alternatively you can contact the Heart of England NHS Foundation Trusts Complaints team via 0121 424 0808 or <a href="mailto:patientservices@heartofengland.nhs.uk">patientservices@heartofengland.nhs.uk</a> |</p>
<table>
<thead>
<tr>
<th><strong>UNIVERSAL</strong></th>
<th><strong>TARGETED</strong></th>
<th><strong>SPECIALIST</strong></th>
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<tbody>
<tr>
<td>This is the support provided by the service to all children, young people and their families.</td>
<td>This is the support provided by the service to children/young people and their families with additional needs.</td>
<td>This is the specialist support provided to those children/young people and their families with multiple/complex needs.</td>
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**Support for families:**

- **The School Nursing service will provide advice and support on a diverse range of areas to promote the safety, health and well being of children, young people and their families. They will also refer onto other specialist professionals and agencies, as appropriate, in partnership with families.**

  - The School Nursing service will routinely screen children at reception and Year 6 as part of the National Childhood Measurement programme and advise children and their families of any extra support if their child is identified as having any additional need.

  - School nurses promote the national childhood immunisation programme which ensures a child is protected against disease and infection and is actively involved in the delivery of the HPV (Human Papilloma Virus) immunisation programme.

  - They provide a drop-in facility for young people at all senior schools to provide confidential advice and support as appropriate/required.

  - School nurses will work to offer short term packages of care and support for children and their families on a wide variety of issues e.g. behavioural, physical and emotional problems. Examples of this are: establishing healthy patterns of eating, sleeping; advice on emotional adjustment to normal transitions in life e.g. puberty changes.

  - There is a small enuresis service for children and young people who have not yet gained full bladder control (a waiting list applies if the service is not over subscribed.)

  - Also the provision and review of care plans for those children that attend school with physical problems.

  - School Nurses also provide training of school staff in the use of epipens or the administration of emergency medications as required.

- **The School nursing service will provide longer term support to children and their families for a wide range of needs. They will often work with other specialised services or agencies that form a team around the family or are part of a multi-agency response where there are safeguarding concerns. There is a specialist school nurse that works within the Local Authority's Youth Offending Team.**
| **Learning/curriculum support** | The School Nursing service will provide health promotion literature (e.g. information on immunisation programmes) and display materials as appropriate (e.g. sun safety). It also assists school staff to create a healthy school environment i.e. the National Healthy School programme.  
   
The School Nursing service will work in partnership with some schools to provide PHSE (Personal, Health, Social and Educational) lessons covering topics such as: healthy eating, smoking, exercise, substance misuse and sexual health. Programme. | School Nurses will provide ad hoc advice and support to schools if there is an agreed extra need e.g. support/provide appropriate information regarding head lice in local outbreaks. | The School Nursing service will refer on to, or work in conjunction with other specialist services, to enable a child or young person to continue to attend school and maintain their optimum health and well being whilst maximising their educational potential. School Nurses will contribute a specialised health report within a Statement for Educational Needs, work with school SENCOs (Specialist Educational Needs Co-ordinators) or Educational Welfare officers to support identified needs for any child. |
| **Physical and Emotional well-being** | The school nursing team will promote physical and emotional well-being to all including advice on healthy eating, physical exercise and mental wellbeing. This will be done through secondary school drop ins and information sessions at schools. | As for the section above relating to “Support for Families” | As for the section above relating to “Support for Families” |
| **School based training** | As above in Learning/curriculum support section | As above in Learning/curriculum support section | As above in Learning/curriculum support section |