



For further information about this service contact:

Call the Children's Community Health Hub number: 0300 555 0606

The administrator will ask for your child's name, date of birth and the school they attend so they can identify the school nurse team in your area, who will return your call within 2 working days.



**Children's Community
Health HUB**

**Your one stop
contact point**

Tel: 0300 555 0606

Email: ccs.bedsandlutonchildrenshealthhub@nhs.net

An introduction to the School Nursing Service

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

To find out how we use what we know about you (Privacy Notice) or how to access our buildings (AccessAble), please visit www.cambscommunityservices.nhs.uk and follow the links or please contact us.



If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: ccs-tr.pals@nhs.net.

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.



Who we are

School nurses are part of Bedfordshire Community Health Services' 0-19 team. Our team is made up of specialist nurses, staff nurses and support health professionals.

When your child comes to school we take over their care from your health visitor. We can support your child with their physical and emotional needs from when they start school until they leave. Our role is to ensure that nothing gets in the way of your child's development, so that they can achieve their full potential through good attendance at school.

Our school nurses are mobile health professionals, based in community settings like health centres who can support children and families at all maintained schools across Bedfordshire, but please note we are not permanently based in schools.

Links to additional resources

- NHS www.nhs.uk/common-health-questions/childrens-health/
- NHS Smokefree www.nhs.uk/smokefree
- Change for Life (food and drink advice) www.nhs.uk/change4life/
- Young Minds <https://youngminds.org.uk/>
- CHUMS (mental health and emotional wellbeing) <http://chums.uk.com/>
- Childline www.childline.org.uk
- Sleep council <http://www.sleepcouncil.org.uk>



Privacy policy

For information on how we use your data and why, please refer to our privacy notice www.cambscommunityservices.nhs.uk/privacy-notice

Any health information you share with us is recorded onto your child's electronic health records, which can be seen by your GP and other health professionals, such as the audiology service.

Health checklist before starting school

You can help your child start school in a healthy way, by making sure the following are up to date before they start school. :

- **Register your child with a GP** – find out how to do this here www.nhs.uk/using-the-nhs/nhs-services/gps/
- **Register your child with a dentist**, and have regular dental checks – you can find a dentist here www.nhs.uk/using-the-nhs/nhs-services/dentists/
- Check if your child is **up to date with their vaccinations** – check the schedule here www.nhs.uk/conditions/vaccinations/
- **Check your child's eyesight** with an optician – discover how and when to do this here www.nhs.uk/using-the-nhs/nhs-services/opticians/

When to contact us

Please contact us before your child starts school if:

- They have an additional medical need that will require emergency medication or a care plan (allergies, epilepsy, for example).

You can contact us at any time after your child starts school if:

- Your child has any health issues or needs which require support in school, such as asthma, allergies or epilepsy.
- You are concerned about a child's diet and eating habits.
- You are concerned about your child's development, interaction with others or behaviour.
- Your child is aged 5 or older and wetting or soiling during the day or night, Please also visit www.eric.org.uk for more information in the meantime.

What we do

We support children aged 5-19 with:

- A confidential health service.
- Support for the physical and emotional health and wellbeing of children, young people and families.
- Advice on healthy choices, e.g. healthy eating, dental health, sexual health and substance misuse.
- Healthy lifestyle promotion, including advice on diet and exercise.
- Health reviews
- Advice about the childhood immunisation programme, which ensures your child is protected against disease and infection.
- Support and information for teenage parents.
- Support for families with complex needs such as diabetes and asthma
- We work in partnership with outside agencies to promote the rights and educational needs of young carers.
- Advice and information on the issues of bed wetting and constipation.



Parentline

Parentline is for parents and carers of those aged 0-19 and offers advice and support on a range of issues such as weaning, baby feeding, moving onto solid foods, minor illnesses or sleep and emotional health.



NHS Bedfordshire Community Health Services

Parentline

A confidential text messaging advice and support line for Bedfordshire parents and carers of children aged 0-19.

Text: 07507 331456

Parenting advice and support Sleep Contenance

Immunisations Mental health Minor illness

Speech Behaviour Temper tantrums

Infant feeding Diet & exercise

Child development Parenting

and much, much more....

We might inform someone if we were concerned about your safety but we would usually speak to you first. Your messages are stored and can be seen by other healthcare staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate bounce-back to confirm we've received your text. If you need help before you hear back from us contact your GP, health visitor, or contact our duty line. Our text-based service does not receive pictures or MMS pictures messages. We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). To find out what we do with your information, please contact us on 07507 331456 or visit our website. Prevent the health professionals from sending messages to you, our STOP to our number. Messages are charged at your usual rate.

Bedfordshire adult and children's community health services are provided in partnership by East London NHS Foundation Trust (ELFT) and Cambridgeshire Community Services (CCS) NHS Trust

ChatHealth **Pop-ins**

To access **Parentline**, simply text 07507 331456.

ChatHealth

ChatHealth is for young people (aged 11-19) to confidentially ask for help about a range of issues, such as emotional wellbeing, diet or physical health, or to make an appointment with a school nurse.



Bedfordshire Community Health Services NHS

Need to talk?

Are you aged 11 - 19?

CONFIDENTIAL

Healthy Lifestyles Sexual Health Emotional Wellbeing Bullying Smoking Drugs/Alcohol Healthy Relationships

Designed by Andrea aged 10

Text your school nurse on 07507 331450 (Beds)

Messages are charged at your usual rate
Text messages will be answered between 9am and 4.30pm (Mon to Fri)

ChatHealth

Confidentiality and safety disclaimer

We do not usually inform your parents, or anyone else if you contact our nurses. We might inform someone if we were concerned about your safety, but we would usually speak to you first. Your messages are stored and can be seen by other healthcare staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate bounce-back to confirm we've received your text. Texts will not be seen outside of normal working hours. If you need help before you hear back from us, contact a professional or your doctor. Our text number does not receive voice calls or MMS picture messages. We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). To find out what we do with your information, please visit NHS CCS privacy notice. Prevent the school nurse from sending messages to you by texting STOP to our number.

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