



Community Children and Young People's Health Services during the Covid-19 Pandemic



The health and safety of our children, families and staff is our top priority and as the impact of COVID-19 continues to be felt across the UK we are working hard to prevent the spread of Covid-19. We thought it would be helpful to share a brief overview of our current community children and young people's health services and the different ways we are working to keep everyone safe and promote the psychological well-being of children and young people.

Many appointments across our services are now taking place by telephone or video call (Attend Anywhere virtual outpatient appointment) with some face to face where we feel it is necessary and safe to do so.

During the initial NHS response to the pandemic many of our staff across children's services were redeployed to support other NHS teams within adult community teams and our hospital settings. The majority of our staff have all now returned to their regular roles within children's services.

How are we going to help keep everyone safe?

Following NHS guidance all staff working within 2 metres of another adult, child or young person need to wear a surgical face mask. This means that when we visit schools or preschools we will be wearing face masks. This could also include gloves and aprons if we are going to be in close contact ensuring we change this personal protective equipment (PPE) when we see different children and young people. We don't need to wear any PPE if we are able to keep 2 metres apart.

When we take off our PPE we will be using an orange bag and if needed, a red box to gather up the orange bags to dispose of them safely.

Everyone has prepared for schools to return; with plans in place already for special school visits and the most urgent observations of children in schools, preschools where this is an essential part of their assessment or care.



Our Services

Immunisation and Vaccination Service

The Immunisation and Vaccination Team offer school based immunisation programmes to deliver the Human Papillomavirus Vaccine (HPV) programme to boys and girls in Year 8, the Diphtheria, Tetanus and Poliomyelitis (School Leaver Booster) and the Adolescent Meningitis ACWY vaccines to Year 9 students. The seasonal Flu Programme to children from Reception to Year 6 in Primary Schools has been extended to Year 7 in Secondary Schools this year. In Special Schools the Seasonal Flu Programme is offered from Reception through to young people up to the age of 18.

The School Aged Immunisation Service are working with individual schools to plan for the delivery of these vaccinations within the COVID-19 safety measures schools have implemented.

If you have any questions please contact the team on **01743 730028**
shropcom.immunisationteam@nhs.net

Community Children's Nursing Team and Paediatric Diabetes Nursing Team

The Community Children's Nursing Team and Paediatric Diabetes Nursing Team provide nursing care and support to Children and Young People aged 0 to 18/19 years. If the Child or Young Person needs ongoing care in the school we will work with you to ensure there is an individualised health care plan in place and that staff have received appropriate training so that the child or young person can continue to safely attend the school setting.

If you wish to talk to the Community Children's Nursing Team please contact them on the CCN Team on **01743 450855**
shropcom.ccnadmin@nhs.net

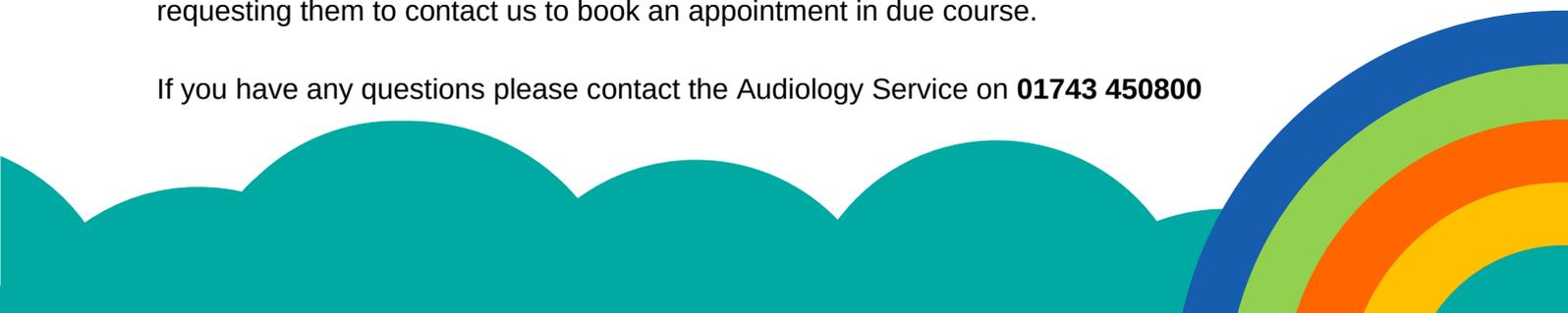
If you wish to talk to the Paediatric Diabetes Nursing Team please contact them on **01743 277 696** or
shropcom.pdsn@nhs.net

Children's Community Audiology

During the initial NHS response to the COVID-19 pandemic many of the audiology team were redeployed to support other NHS teams. Whilst many services were able to carry out assessments over the telephone or video calls this was not possible for audiology as specific face to face tests have to be carried out.

When the team reformed, they worked hard to make sure face to face appointments could be carried out in a safe environment for children, their families and the staff. The service is really happy they have now re-started face to face appointments for children. When children and families attend they will notice some things are different. For example, they will be asked screening questions before attending, clinics have reduced number of appointments in each session to allow cleaning in between appointments and team members will be wearing personal protective equipment (face masks). We are working our way through the children on waiting list and are sending letters to parents/carers requesting them to contact us to book an appointment in due course.

If you have any questions please contact the Audiology Service on **01743 450800**



Children's Therapies and Child Development Services

The Children's Therapy and Child Development Centres staff made contact by letter or phone with the parents of children and young people known to the services during the lockdown period. The services we offer will continue to reopen at different times and in different ways. For example some interventions are working well remotely, some are difficult to deliver face to face because of the need for us to wear face masks and other health care practitioners need to see some children directly to complete their assessments and deliver ongoing care.

For school colleagues, as of 1 September 2020, we are only accepting electronic referrals from schools for Occupational Therapy and Speech and Language Therapy to the following email address: **shropcom.childtherapyreferrals@nhs.net**

Please see the information leaflet on our website pages about setting up a secure email system where you can also find the OT and SLT referral forms.

www.shropscommunityhealth.nhs.uk
Please note that Physiotherapy and CDC services both require a medical referral.

Child Development Centres

As staff returned to their team they were able to pilot amended multi-disciplinary assessment; using information gathering by telephone and questionnaires, remote video conferencing and face-to-face sessions. Many of the assessments and interventions offered at the CDCs are in groups. As this is not currently possible we are carrying out assessments in the CDC playrooms with one child and carer attending at a time; using observation mirrors to enable the multi-disciplinary element to be maintained. Training packages have been converted to enable remote delivery and online parent group sessions are being trialled.

If you have any questions please contact the Child Development Centre on either **01743 730012** (Shropshire) or **01952 567300** (Telford)

Children's Occupational Therapy

A core team of staff remained within the team during the pandemic responding to urgent occupational therapy referrals and running the Advice Line service remotely; ensuring that we maintained a link with children and young people for whom access to our service remained vital.

In recent months, the team has reformed and we have been working hard to carry out Attend Anywhere video assessment (virtual outpatient appointments) and treatment sessions to support children and their families. As children and young people return to their education settings, we are now carrying out face to face visits in schools and clinics where this is a priority. We will also continue to offer Attend Anywhere video sessions as appropriate.

If you have any questions please contact the Children's Occupational Therapy Team on: **01743 4500800** (Shropshire) or **01952 567351** (Telford) or email **Shropcom.OT4kids@nhs.net**



Children's Physiotherapy

The Children's Physiotherapy team has worked hard during the Covid-19 Pandemic to continue supporting children and young people already known to the service via remote technologies.

Families were contacted with details of our Physiotherapy Advice Line and reassured that where possible we would offer ongoing support via telephone or video consultation.

We also remotely carried out initial assessments for children and young people currently on our waiting lists.

As the re-opening of NHS services has commenced we have started to see children face-to-face in a variety of settings wearing PPE. This has been well received by children, young people and their families, with everyone working together to ensure we maintain a safe environment to deliver hands on assessment and therapy.

As we move forward into the autumn and winter period we will continue to increase our face-to-face contacts where it is safe to do so and re-open as many areas of our service as possible.

If you have any questions please contact us on **01952 567300** (Telford) or **01743 450800** (Shropshire)

Children's Speech and Language Therapy

During the initial NHS response to the COVID-19 pandemic the speech and language therapists worked to reduce the waiting list for initial assessment. That work is ongoing.

We have also prioritised the redesign of the service which means many interventions can now be delivered remotely. Parents and settings have shared really positive feedback for the appointments via phone and the remote video conferencing. Of course remote working isn't helpful for everyone. The team is beginning to make plans for face to face appointments in clinics.

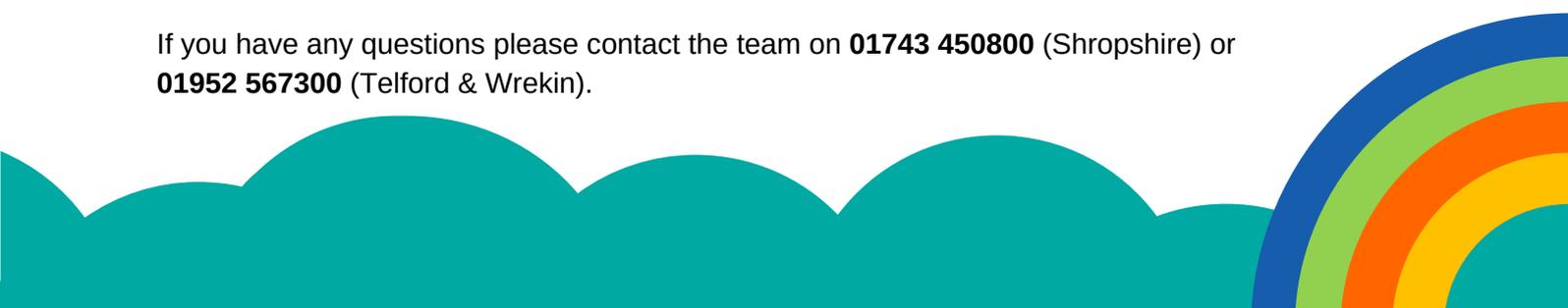
Speech and Language Therapy through a face mask may not be effective for everyone. We will start pilots with Perspex screens and clear face masks over the next few weeks. In the meantime some parents have offered to help us try out different ways of working face to face, for example parents helping us with the assessment for us to observe and support.

If you have any questions please contact the team on **01743 450800** (Shropshire) or **01952 567300** (Telford).

Community Paediatric Service

The Community Paediatricians Team have adapted well in the face of the enormous challenge posed by the COVID-19 outbreak, including: telephone appointments and Attend Anywhere (virtual outpatients) to continue seeing children and families and working in new ways with colleagues from other professions. We have continued to see some children of a face to face basis where there has been an urgent need for example safeguarding assessments. As with other services, Community Paediatrics has not been able to function at full capacity which has increased our waiting lists, however, we are working hard to reduce these.

If you have any questions please contact the team on **01743 450800** (Shropshire) or **01952 567300** (Telford & Wrekin).



0-19 Service – Leading on the Healthy Child Programme

The 0-19 service includes Health Visitors, School Nurses, Nursery Nurses, Support Workers and Family Nurse Practitioners working across Shropshire, Telford and Dudley. The 0-19 service leads on the delivery of the Healthy Child Programme which is an evidence based programme of public health promotion, health prevention and health protection to enhance healthy lives and reduce health inequalities.

All staff have now returned to the 0-19 service and we are currently in the process of restoring and planning the delivery of our full programme which include:

- Antenatal Contact
- New Birth Visit
- 6-8 Week Review
- 1 Year Review
- 2 Year Review
- NCMP Reception & Year 6 (paused in the national prioritisation plan until January 2021).
- Safeguarding and Child Protection underpins all work with babies, children and young people.

We continue to use a variety of client based platforms underpinned by a robust risk assessment to determine the appropriate type of contact such as face to face contact in the home or clinic, a telephone contact, use of texting Chat Health services or the use of a virtual contact.

In addition to our programme shared above we provide support for parents with babies at our health clinics, virtual/face to face breast feeding support, support for children & young people in need of additional support, emotional health and well-being support from the transition into parenthood, the transition into starting school and the transition into adulthood as young people leave school. We provide support for the development of healthy relationships including sexual health advice & school nurse drop-ins in schools to support the holistic health needs of young people. We also provide support for our vulnerable babies, children and young people through our Family Nurse Partnership nursing team who deliver a licensed evidence based programme of early intervention from 0-2 years.

If you have any questions please contact the team on:

Telford 0 -19 Healthy Child Programme **0333 358 3328**
Shropshire 0 – 25 Public Health Nursing Service **0333 358 3654**
Dudley School Nurses – **01384 408992**



The Wheelchair and Posture Service

Our service aims to meet the mobility needs of people of all ages with restricted abilities within Shropshire and Telford & Wrekin. This is achieved through skilled, clinical assessment resulting in the prescription of mobility equipment with associated seating and postural products; ensuring an equitable, appropriate service to all users. To assure users are fully supported, the service provides ongoing reviews and product maintenance.

Due to the age-encompassing remit of the service, there are no changes to provision during children/adult transition. We are beginning to increase the number of children and adults we see on a face to face basis whilst adhering to NHS guidance to keep everyone safe.

If you have any questions please contact the team on: **01743 444051** or email **Shropcom.swaps@nhs.net**

The Paediatric Psychology Service

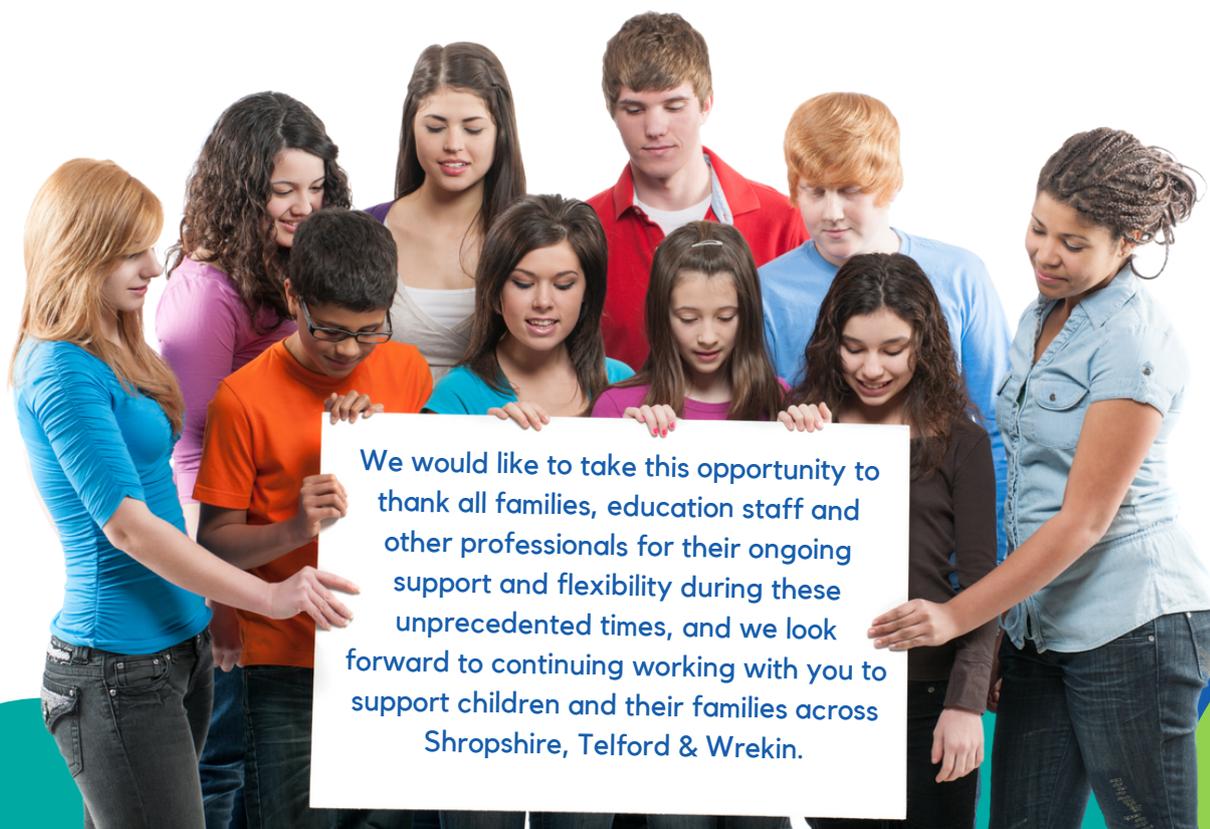
The Paediatric Psychology Service works with children and young people with various physical health conditions and their families, across Shropshire, Telford and parts of Powys. We work into specific medical teams, as well as supporting children who are cared for by our Community Children's Nursing Team.

The pandemic has affected us all. Life is completely different to what it was only a few months ago. It is absolutely expected that we will all have a mixture of feelings bubbling away, during this time of great uncertainty and even more so for parents as the return to school has arrived.

There are widespread conversations about this topic, leaving parents with yet another set of concerns, weighing up both the physical and psychological risks and benefits. For the vast majority of children though, school remains a secure base where they are able to feel safe to learn, develop, socialise and play.

As things are going to be very different when children return to school we have produced some information that might be helpful to support children and their families through this transition period.

The Paediatric Psychology Service can be contacted on: **01743 730138** or **shropcom.ppsadmin@nhs.net**



We would like to take this opportunity to thank all families, education staff and other professionals for their ongoing support and flexibility during these unprecedented times, and we look forward to continuing working with you to support children and their families across Shropshire, Telford & Wrekin.