Children's Matters
February 2018
Focusing on Quality

Inside:
Unique electronic consent for school flu immunisation
Find out more about our Health Visiting service
Positive feedback from families and service users

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Welcome

Acting CEO Clare Hawkins looks forward to a successful 2018

Our Children’s and Young People’s Services have achieved a lot in recent months. Our school flu immunisation programme has been really successful. We vaccinated more than 44,000 children and our school nursing teams have been supporting the successful implementation of a new electronic consent form. Back in February 2017, we launched dedicated websites full of helpful information for children and young people - HealthforTeens and HealthforKids - alongside a text messaging service run by our School Nursing service. Support for breastfeeding mums across Hertfordshire gained a boost when our health visiting service and Hertfordshire County Council’s children’s centres were awarded Stage 3 accreditation of the UNICEF UK Baby Friendly Initiative. Over the last year there has been an increasing focus on recommissioning services and it has been important to respond to service redesigns by further developing our efficient use of skills and resources. It’s a time to think about what our patients and service users need so we can continue to offer an optimised skillmix. The health sector is noticing the quality of what we do and our

Healthy Child Programme Group
Development Review Clinics
were nominated for a prestigious Nursing Times award in the Child and Adolescent Services category. We can be proud about what we offer and be positive about the contribution we make to the wellbeing of Hertfordshire people. As the NHS celebrates its 70th birthday let’s look forward to a successful 2018.

High quality, innovative services for children and young people in Hertfordshire

Hertfordshire Community NHS Trust (HCT) provides a comprehensive range of services for people living in Hertfordshire, ranging from school nursing and health visiting for children and young people, to district nursing, diabetes services, rehabilitation in community hospitals, as well as other specialist services for adults and children. Our staff work closely with colleagues in the NHS, social care, education, charities and local government to personalise care packages which support people to maintain their independence for as long as possible.

We provide a wide range of services for children and young people across Hertfordshire, working in partnership with families, schools, children’s centres, local authorities and local commissioners with a focus on illness prevention to support healthy lifestyles. Our services are known for being high quality and we harness the latest technology to facilitate innovative service developments. In this publication we highlight some of our recent news and achievements and how our outcomes-focused work improves the wellbeing of children and young people in the county.

Who’s who

Katy Healy, General Manager
Katy Healy, General Manager, Children’s Universal Services

Kay Gilmour, Deputy General Manager, Children’s Universal Services

Helen Miller, Interim Deputy General Manager, Quality and Improvement

Su Johnston, Deputy General Manager, Specialist Services

Unique electronic consent for school flu immunisation

We are vaccinating more children against flu than ever, thanks to the success of our previous programmes and the introduction this year of an innovative electronic consent form, the first of its kind in the country. Our school nursing teams work with schools and families to deliver the flu vaccination for local children every year. A vital part of the process is securing consent from parents and carers. In the past, this has been a cumbersome, paper-based process which required schools to hold paper forms for every child and for our clinical teams to manually sort through forms to identify children where additional consent is required, for example if a child has an underlying health condition such as asthma. For this year’s programme, we developed the country’s first electronic consent form for delivering the school-age flu vaccination. The form is quick and easy for parents to use and works on PCs, laptops, mobile phones and tablets. The electronic form eliminates the need for our teams to collect paper consent forms from different locations. It enables them to sort forms quickly by child, school and class and to electronically triage those children who have underlying conditions or additional needs where the school nurse needs to contact the child’s parent or carer before delivering the vaccine. Being able to triage forms electronically saves a great deal of time and is far safer, with fewer information governance risks.

Up to the end of 2017, we covered 225 schools and 50,000 children with the electronic consent form, and we are rolling it out further in 2018 with the immunisation programme for secondary school students. We are also working with NHS England to explore how the electronic form could be rolled out to other areas of the country.

Spotlight on: Children and Young People’s Eye Service

The Children and Young People’s Eye Service monitors and treats children with reduced vision and related eye conditions. It is staffed by four orthoptists and a paediatric optometrist. Children are referred by health visitors, school nurses, GPs and paediatricians for orthoptic assessment, as a result of community screening, family history or professional or parental concern. The children are invited for a full orthoptic assessment including vision test, assessment for squint, stereopsis, fusion range and auto-refraction. Some children are then seen by the paediatric optometrist. Many of the children have amblyopia caused by refractive error or squint. Others have eye conditions such as Ocular Albinism and Retinal Dystrophy. Children can be referred on to a tertiary hospital for further tests or for squint surgery. Children with special needs are especially vulnerable to vision problems and are assessed for a variety of eye problems. Their treatment plans are mostly the same as other patients, but the incidence of squint, refractive error and ocular problems is greater. In any child, if amblyopia treatment is not completed by the age of seven, then it may not be effective. Treatment outcomes are excellent where attendance is good and parents compliant. The staff are all very experienced and take a real pride in the quality of the service.

Total number of school-aged children immunised with the nasal flu vaccine in Herts 2017: 44,495
2016: 27,882
Following a successful procurement for a School Age and Community Immunisation Service (SAIS) across Hertfordshire, we’re pleased to announce that the contract has been awarded to HCT. The commissioned service brings together a number of immunisation programmes for school age children and young people as defined under the Public Health Functions Agreement. Delivery of the new contract will begin from the start of the next academic year.
Supporting early intervention for school aged children - implementing the Lancaster Model

We are one of a small number of healthcare trusts to introduce the Lancaster Model, a method of clearly identifying health issues amongst children in a way that enables early intervention and care. The model helps us and our colleagues in education to:

• Analyse our current interventions
• Assess the needs of children and their families
• Agree who is best placed to help address each child’s needs
• Identify any training requirements that those colleagues may have

We introduced the model in September in schools across Watford, Three Rivers and Dacorum with other localities to follow. We are using it with colleagues in education to help deliver the Healthy Child Programme for five to 19-year-olds. Under this programme, all children and young people receive a health assessment/health and development review at four key stages:

- School entry – four to five years
- Year 6 – ten to 11 years
- Mid teens – 13 to 14 years
- Post 16

At each assessment, children receive a full assessment of their strengths and risks, physical health, growth and development and emotional health, and have the opportunity to discuss any concerns and aspirations. Staff holding the assessments can identify any issues requiring a targeted intervention.

HealthforTeens and HealthforKids - dedicated online health information for children and young people

Earlier this year, we launched the HealthforTeens and HealthforKids websites, which deliver topical health messages and advice through interactive tools and creative marketing materials. By covering subjects which promote health and wellbeing, the aim is to educate and help young people to make the right choices. HealthforKids is aimed at children aged between four and 11 and their families. It includes information and advice on the nasal flu vaccination programme, the National Child Measurement Programme, how hand hygiene can prevent illnesses and information on contacting a local school nurse. The HealthforTeens website is designed for teenagers aged between four and 11 and their families. It includes advice on planned immunisations between 11 and 19, and includes creative marketing materials. By covering subjects which promote health and wellbeing, the aim is to educate and help young people to make the right choices.

ChatHealth - enabling young people to text their school nurse

Our school nurses are tapping into the digital world with ChatHealth – an innovative text messaging service which enables young people aged 11 to 19 to contact their school nurse directly. We have rolled the service out across secondary schools in Hertfordshire, and it is promoted via the HealthforTeens website.

The service runs from 9am to 5pm Monday to Friday, including during school holidays, and is staffed by a school nurse. Text messages sent to the dedicated number - 07480 635050 - are delivered to a secure website, from which they are picked up by the school nurse on duty that day, who then responds. After 5pm and at weekends, the service is staffed by a health support worker.

Focus groups with children and young people

We recently held a focus group with ten 12-to-14-year-old students and a teacher at John Warner School in Hoddesdon. The focus group was an opportunity for us to hear directly from students about their views on accessing health and wellbeing information and their experiences of using the HealthforTeens website and ChatHealth. The students were familiar with both HealthforTeens and ChatHealth from the promotional materials we have supplied to schools. They also suggested adding links and information within the school’s online student portal and supporting them in promoting the services to their peers in form groups and via materials such as business cards. Topics they identified as being pertinent included confidence, self-esteem, eating disorders, help with exams, bullying, gender identity, sexuality, sexual health, growing up, dealing with the loss of family members and sending sexual images that were later regretted.

The students we met with were very willing to be involved. We are now considering how best to use their feedback to improve how we promote HealthforTeens and ChatHealth, as well as running further focus groups at John Warner and in other schools.

UNICEF Stage 3 accreditation gives breast start for mothers

Support for breastfeeding mums across Hertfordshire gained a huge boost last year when our Health Visitor service and Hertfordshire County Council’s children’s centres were awarded Stage 3 accreditation of the UNICEF UK Baby Friendly Initiative. The Baby Friendly Programme is based on a set of standards designed to provide parents with the best possible information to support building close and loving relationships with their baby. It also enables parents to make informed decisions about feeding their baby and then to support those who choose to breastfeed to do so successfully.

Georgia Berg, Infant Feeding Coordinator at HCT, said: “We are delighted to have received this award. Our staff and colleagues demonstrated excellent knowledge and skills in infant feeding, supporting breastfeeding mothers and strengthening relationships between mothers, babies and their families.”

Increased breastfeeding rate

In 2014/15, around 34.5 per cent of mums were breastfeeding at six to eight weeks. That figure rose to around 54 per cent in 2017.

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How well do you know our Health Visiting service?

Two mums illustrate the support they have had from our public health nurses

Two mums who use our Health Visiting service talked to us on camera about their experiences. In both cases they had faced unexpected problems - even though one of the mums had three other children - and they told us how the service has supported them. You can watch the video on our Hertfordshire Community NHS Trust YouTube channel at https://www.youtube.com/watch?v=cpIgl0Z-xF0

How our approach to mandatory child reviews helps families build confidence and resilience through family centred outcomes

As one of the mums in our video explains, parents can feel isolated and scared, and not just when a child is first born. Knowing how to react to different situations and issues is a critical part of parenting skills, and having an effective support network can help parents and families to build their confidence and resilience.

Our health visiting teams are working to encourage families - particularly difficult to reach groups - to attend group sessions run in partnership with children's centres, where they can gain confidence and reassurance and build an effective support network. At the same time, this group approach is helping us to deliver the mandated first and second year reviews for all the children in our care in a more effective way.

Following the success of the two-to-two-and-a-half-year pilot in Stevenage and Watford last year, the one-year pilot commenced in Welwyn Hatfield and Hertsmere in October 2017 and we are currently evaluating the results after completion of ten weeks of group sessions.

Parents find it reassuring to compare their children and experiences

Parents like hearing about each others' experiences and find it reassuring they are not alone with their concerns and challenges. Parents like comparing their child with others; although one felt if there was something wrong, they would not welcome comparison in a group setting.

What we have learnt so far:

• Parents who have experienced a previous one-to-one review for an older child have said they prefer the groups.
• Parents especially like their child having the chance to play and interact with other children. They also like the fact they meet other parents, exchange stories, gain reassurance, and learn from each other. Some thought groups work very well particularly for first time parents.

Want to know more?

Thank you for reading Children's Matters. If you have a question about any of the services covered in this issue, or would like to offer feedback, please email engagement@hct.nhs.uk.

PALMS: Positive Behaviour Group Support

PALMS (Positive behaviour, Autism, Learning disability and Mental health Service) works across the county providing a specialist multidisciplinary service for children and young people up to 19 years of age who have a global learning disability and/or Autistic Spectrum Disorder, and their families.

PALMS’ Positive Behaviour Analysts have created a Positive Behaviour Support Group (PBS). This is an intervention within PALMS which aims to familiarise parents and carers with the core principles of PBS and develop behavioural strategies they can implement at home. The PBS group is attended by parents / carers and is facilitated by two PALMS clinicians. Families must attend all sessions, unless there are exceptional circumstances. The main aims are:

• To consider parents'/carers’ understanding of their child’s behaviour in a contained environment with group sharing of experiences.
• Group sessions introduce practical strategies and ideas to be tried between sessions and drawn on parent / carer expertise.
• Through the group, parents and carers have the opportunity to develop a wider understanding of the reasons for their child’s behaviour. An individual support plan is created with the support of PALMS’ clinicians within the group.

Children and Young People’s Occupational Therapy

Constantly improving services

Service: patient engagement

Occupational therapists recently teamed up with the Communications team to obtain feedback from families who are receiving therapeutic intervention. The purpose of the sessions was to identify areas for improvement and feed back on changes within the service.

Children and Young People’s Speech and Language Therapy: SCERTS

HCT has been leading on an integrated approach to supporting children and young people with social communication difficulties across Hertfordshire. This innovative approach involved delivery by a multi-agency team.

The first trials of the SCERTS (social communication, emotional regulation, transactional support) episode of care started in September 2017 with ASD Link Speech and Language Therapists working in community teams across early years settings, mainstream schools and special schools within Hertfordshire.

Evaluating the results after the first trial, the SCERTS pilot that we have been involved with:

• Where all professionals involved come together to really discuss and almost brainstorm, this has made a huge impact on his progress.
• Without a doubt, I would put it's improvement this year down to the SCERTS pilot that we have been involved with.
• The results from this have been life-changing for us as a family.

Feedback from parents includes:

• "Where all professionals involved come together to really discuss and almost brainstorm, this has made a huge impact on his progress." Impact on the child as reported by parents and settings:

"Wonderful to see children from all stages progressing, learning how to be successful communicators.

"Without a doubt, I would put it's improvement this year down to the SCERTS pilot that we have been involved with.

"The results from this have been life-changing for us as a family."
What do our families think?

We welcome feedback from our families and service users and this is essential for planning improvements. Here are some recent examples of feedback.

**Health Visiting:** “You have been an absolute star helping us with our child. Without you we would not have known there was a problem and therefore life would be even tougher than it already is. You are so caring and treat every child as an individual, showing care and support all the time. We are so happy we have you as our health visitor and would recommend you to everyone!”

**Children’s Physiotherapy:** “Staff have helped me to understand my daughter’s situation and have always been so supportive. I feel confident because they involve me in the decisions about the care of my daughter.”

**Children’s Transitional Care Service:** “The transition nurse is always very helpful and her continued support is welcomed. We think of her now as part of our family and will miss her support immensely.”

Families who have completed the PALMS Positive Behaviour Group

“It has been so helpful to learn about the functions of behaviour and strategies to deal with them. Using the strategies on all the children rather than just the autistic child. Very enjoyable course. Was very useful to discuss specific issues relating to my child and get a tailored plan.”

“Thank you for all your time spent trying to help my child.”

In the 2017 Friends and Family Test, 99 per cent of service users said they would recommend our Health Visiting service, and 100 per cent were satisfied with the School Nursing service.

“Thank you for all your time spent trying to help my child.”