

Section 3

Information from
School Health Nursing



Supporting guidance for those considering referral to the school nursing service in relation to concerns around attendance at school

The school nursing service across Sandwell supports the need to continue to work together across the partnership in order to improve attendance.

School nursing recognises the potential impact of educational neglect and significant absence across the school aged population and working in partnership with other agencies

In order to make the best use of the service we encourage all to consider the appropriateness of the referral they are making in order to support this please see the below information:

What the school nursing service is:

- A public health service that provides universal and targeted support for children young people of school age and their families across Sandwell.
- A method of support for children and young people who may be having attendance issues in school linked to health concerns this could be physical or emotional.

What the school nursing service is NOT:

- A replacement for the GP
- A prescribing service
- A service that provides physical examination of children and young people
- A diagnostic service
- A mechanism to access confidential GP and Hospital records without parental consent outside of the safeguarding arena
- A service to find out where a child may be on a hospital waiting list

Sandwell School Nursing - Vision Statement - YouTube

How to refer

Referrals can be made electronically via the team's generic email account. The email account is a secure email.

SWBH.SHNSandwell@nhs.net

Please find a copy of our referral form in Appendix B.

Referrals are received and processed at a single point of entry by a team leader and you will receive an email confirming receipt.

School Nurses will provide support and advice for a wide variety of health needs and will signpost or refer on as appropriate. If you are ever unsure if your referral is appropriate, please do not hesitate to contact our Duty Nurse on 0121 6122974 (09.00 – 16.00). All referrals to the service are subject to a triage process hence if information has been omitted or the referral is inappropriate we will contact you to discuss this further.

When to refer

School Nurses will provide support and advice for a wide variety of health needs and will signpost or refer on, as appropriate. When attendance issues are identified that have a direct link to health it may be appropriate to complete a referral to the school nursing service.

Before referring to the school nursing service please consider the following:

Consideration	Possible action
Does the child / young person need to be seen by a GP	Liaise with parent / carer to advise they need to access their GP.
Has a specialist referral already been made?	Await the outcome of specialist intervention. If needed advice parent to contact relevant hospital for advice / support update from specialist team.
Are attendance issues linked to emotional health? Has the Thrive model been reviewed to establish the level of support required?	Review Sandwell Thrive framework (appendix A) to consider level of support required and appropriate referral.
Are you clear about the support you feel is needed from the school nursing service.	Contact the duty school nurse to discuss a possible referral and available support. Duty school Nurse – 0121 6122974 - 09.00-16.00 Email the School nurse generic email account for advice SWBH.SHNSandwell@nhs.net
If attendance is being affected by general illness has basic information been provided to parents /carers supporting self-help and early intervention prior to a referral being made?	Is my child too ill for school? - NHS (www.nhs.uk) Health for Kids A fun and interactive resource for learning about health Health For Teens Everything you wanted to know about health CHATHealth line 07480635486 (Young People) or 07312 263756 (Parents) Chat Health Sandwell School Nursing - YouTube
Are attendance issues a result of a poorly managed long term health condition or noncompliance with an established treatment plan?	Refer to school health and consider early help.

Parent Line



Sandwell and West Birmingham
NHS Trust

Behaviour

Healthy
Lifestyles

Toileting

Bullying

Diet

General &
Physical Health



ChatHealth

If you are a Parent or Carer of a child in Sandwell
aged 5-19 and would like some confidential
advice and support, from a School Nurse

Text 07312 263756



Referral examples

Below we have provided some examples of referrals to the school nursing service linked to attendance providing some guidance on how to get the best from the services when referring in.

Example 1

Reason for referral

Jo has lots of time off school due to having low immunity he has a lot of repeated colds and sore throats.

Avoid using diagnostic terminology e.g. Low immunity.

Ensure information is informed and factual e.g. Low immunity – have they had a diagnosis of a specific condition.

Be clear in your request, what support are you looking for as a result of the referral e.g.:

- General health check – this would need to go to the GP
- Concern that the family need support from a health professional in understanding the time to keep a child at home due to general ill health and when they should come to school - has generic guidance been given to the family.

Example 2

Reason for referral

Mum says this child has a long term condition and shares they have appointments mum shares appointment letters but we have no evidence of a diagnosis.

Be clear in your request, about what support you are looking for because of the referral. From the referral above it is not clear what is being requested.

Consider if this is an appropriate request? E.g. is there a reason the parent is not being believed and if so, is this safeguarding issue rather than a school nurse referral.

Example 3

Reason for referral

Jo has a long term condition that is impacting on their attendance at school. Despite asking the parents outside of initial diagnosis letters they do not always provide written evidence of appointments at hospital.

This child has a long list of medication including pain relief that I consider to be extreme but the parent insists this is part of their regime.

I have asked the parent to go to the GP for review but the GP has shared with them all is fine.

The child is using suppositories which have been prescribed by the Dr I have challenged this with the child and family as it doesn't seem right.

A referral is required to a paediatrician to establish what is going on.

Ensure information is informed and factual and not based on opinion or personal beliefs e.g.

“That I consider being extreme but the parent insists this is part of their regime.”

“I have challenged this with the child and family as it doesn't seem right.”

Be clear in your request, what support are you looking for as a result of the referral e.g. in this case is the referral alluding to a safeguarding concern or is the referral based on personal beliefs and values rather than facts therefore would this be considered an inappropriate referral?

Example 4

Reason for referral

Jo has been prescribed an epipen which has not been collected by the parent yet, we require an IHP for Jo and they will not be able to attend school until this is in place so this needs to be done today.

The school nursing service complete IHP's (Individual healthcare Plan) for schools, on average we process around 1000 referrals for long term conditions in an academic year for consideration for an IHP.

IHP referrals will always be triaged as urgent, but this does not mean they can be completed on demand as engagement is required from parents and often specialist health professionals.

If a child is awaiting their IHP completion they should not be prevented from attending school, if the child presents as having concerns during the school day in the absence of an IHP and medication 999 emergency services should be called.

Example 5

Reason for referral

Jo's current attendance level at school is at 60%. Over half of these absences are reported to be due to health issues that would be considered minor, coughs and colds general illness. As a school we have initially done the following:

- Guidance given to the family in relation to when a child should or shouldn't be off school
- Advised the family to seek advice from the GP due to the number of episodes of general illness over the past few months. Parents have confirmed this has been undertaken and the GP has shared there is no underlying health issue.

We would like to refer to school health to take a joined up approach with the school to communicate expectations of the family, establish if there is something else that we need to consider in order to support attendance at school.

Possible joint early help assessment.

This referral is clear in the reason for referral, gives a clear outline of interventions already undertaken and the support that is being requested to move forward.

Example 6

Reason for referral

Jo is regularly suffering with constipation, Mum states that they will only do a poo in a pull ups, because of this the skin on her bottom is becoming very sore and can bleed.

Due to this there are frequent absences from school and her attendance is currently 65%.

In school there are concerns that if they need the toilet they will hold it in until they get home. They will use the toilet for a wee in school but not poo.

Mum has shared that she has prescribed medication for the constipation but this is only taken when needed and not daily.

Mum and school would like some advice around toileting and how we can encourage her to use the toilet within the school environment.

This referral is clear in the reason for referral, gives a clear outline of interventions already undertaken and the support that is being requested to move forward.

Example 7

Reason for referral

Jo has the following diagnosis as shared by the family:

- ♦ IBS
- ♦ Fibromyalgia
- ♦ Mild scoliosis
- ♦ Hypermobility

Due to these conditions the child is required to have a number of hospital appointments which often fall within the school day.

The child requires support with medication throughout the school day which is managed by school using the management of medical needs in school document.

As a school we would like to ensure that all the support that can be offered is put into place to support the child's access to education and an increase in their attendance as there are a large number of people involved from a health perspective and it feels there's no coordination of support which is adding pressure to the family.

The above referral is clear in the reason for referral and what support school are looking for to support attendance.

Example 8

Reason for referral

Jo has had a lot of time off school (63%) due to him being in too much pain to attend school and the many appointments he has to attend due to his recently diagnosed condition ofxxxxxxxxxxxxx.

Mum admits she is struggling to help care for Jo and manage him with this condition.

Jo struggles to sleep and so will often be very tired saying he doesn't want to come to school.

We believe Mum could do with help understanding the diagnosis and strategies to support Jo.

The above referral is clear in the reason for referral and what support school are looking for to support attendance.

Please remember if you are not sure give us a call and talk it through.

Duty nurse 09.00 – 16.00 – **0121 6122974**

School Nurse Generic email – **SWBH.SHNSandwell@nhs.net**

Thrive Model The Spectrum of Need Sandwell

Thriving

• Those whose current need is support to maintain mental wellbeing through effective prevention and promotion strategies.

• Universal Services - e.g. Primary Care (GP), School Health Nurses, Voluntary and Community Sector Groups, Children's centres.

Getting advice

• Mild or temporary difficulties AND those with fluctuating or severe difficulties, who are managing their own health and not wanting goal-based specialist input – Signposting, self-management and One-Off Contacts.

• Kooth, school health nurse, inclusion support, 24/7 mental health telephone support line, Early health SENDIASS, primary care, VCS including

Getting help

• Benefit from focused, evidence based help and support with clear aims, and criteria for assessing whether these aims have been achieved – Goal focussed, outcome informed interventions.

• Murray Hall, Kaleidoscope, Reflections (MHST), inclusion support, Sandwell Health Minds (16+), 27/4 telephone

Getting more help

• Benefit from focused, evidence-based help and support with clear aims, and criteria for assessing whether these aims have been achieved – specialist and intensive goal focused support – Extensive Treatment., outcome informed interventions.

• Reflections (MHST) / Specialist CAMHS including Children in Care (CICYP)

• Including Learning Disabilities Team, Child young person in care team and All Age Eating disorder service.

Getting risk support

• Currently unable to benefit from evidence-based treatment but remain a significant concern and risk – Risk management and Crisis response.

• CAMHS Crisis and Home Treatment team

• In-Patient Services

Referral to School Health Nursing Service

Surname:		Forename:	
DOB:		NHS No:	
M	F	School:	GP:
Home address			

Parent language spoken / Written Contact number:

Parental consent obtained: Yes No Parent/Carer Name:

Parental consent should be obtained on all referrals.

If not, please clearly state the reasons why:

Other agencies involved with contact name and numbers:

Do you wish the health visitor to be informed
(i.e. if the child is a nursery child, or has a sibling in nursery) Yes No

Are there any additional needs identified? e.g. disability. Yes No

If yes please state here:-

Are there any known previous/current domestic abuse concerns known? Yes No

Reason for Referral (please be specific about how you feel the school nurse service might be able to help)

Referred by:	Designation:	Tel No:

Base:

Email:

Date:

**Sandwell School Nursing,
Second Floor, Blackheath Library,
145 High Street Rowley Regis, B65 0EA**

Email: swbh.shnsandwell@nhs.net

Reply slip

(This should be completed by the actioning member of the school nurse team and returned to the referrer)

Date:

Plan of action or outcome:

Signed:

Print name:

Designation:

Contact number:

The information that you supply on this form will be used by the Children and Young Peoples Services for the purpose of maintaining and improving the level of service given for young people within Sandwell MBC. All information is regarded as confidential and any data collected via this form will be processed or disclosed only within the limits of the data protection notification.

For further information visit: [Department for Children, Schools and Families \(Every Child Matters\)](#)

Please ensure that this form is kept confidential