

Trust Board
25 April 2019

Paper Title: Matthew's Story Patient Story & Service Overview
Section: 0-19 Children's service Public
Paper Author: J Robertshaw/ S Newsome
Agenda Item: 5

Patient/Carer story **Partnership working** **Learning from complaints**

Synopsis of Patient/Carer story

- Background
- What did the service do
- How did the patient/ carer feel
- What difference did the service make

Key Learning

- Innovative interventions with the child and family always at the centre
- Keep the child in mind and involve all professionals to improve health and life outcomes
- Joint working with families across a number of agencies with professional respect is key
- Networking makes a difference
- Tenacity – keep going

Actions/outcomes

Patient Consent obtained to share story At Trust Board



On Website



Is the story likely to be of interest to local media Yes No

If Yes does the Patient wish to share their story with local press Yes No

Overview of team

Team name: School Nursing Special Needs

Service Profile:

The School Nursing service provides a community based service for school aged children aged from 4 – 19 years with additional needs, which attend Special Needs Schools. Within the Bradford District the school aged population with additional needs is large and growing significantly year on year. Bradford has the third highest population rate for under 16’s in England (Bradford SEND Strategic Review, 2016-2020)

Key Service Objectives:

Training of school staff in the care of the child	Clinical professional development to ensure competency
Administer medication	Initial and Review Child Health Assessments
Change feeding buttons, Jejunostomy, NG tubes	Safeguarding referrals and reports. Attending Safeguarding meetings, core groups, CIN, LAC reviews and Professional meetings
Clinics: Paediatrician, CAMHS, Dieticians	Social Care referrals Section 47 and 17.
Immunisation Campaigns x 5 Annually. Flu. HPV. Dip Tet. Men and MMR	EHCP reports and attending EHCP meetings where there are health needs
Immunisation preparation for children with behaviour difficulties	Training for the 3 respite facilities within Bradford and employees of Bradford Council including leisure facilities, inclusion project, Shared Care
Height and Weight and clinically indicated	Adult transitions for school leavers, including Wadiloves, continence
Audiology assessments	Continence assessments and reassessments as required
Health promotions Healthy eating, safety, hand hygiene.	Planning for training and promotions

Toilet Training Workshops	Care planning and implementation of these with school staff. Reviewed annually
Tier 1 assessments	Safety huddles/Cluster Meetings