

## **Update for L4C:**

As you may be aware, at the beginning of the Covid 19 pandemic and the subsequent lockdown, NHS England (NHSE) issued specific guidelines to health services with regards to prioritisation of services for Covid 19. This had implications for community services, with many either stopping provision or significantly reducing the levels of delivery as directed. As the easing of restrictions is occurring then NHSE continues to provide guidelines for the incremental re-introduction of some services, which we are applying locally. This process of 'restarting' services will be gradual and must take into account the continued local demand for Covid 19 support over the coming months and redeployment of staff, along with the capacity in the workforce. There are also guidelines on the way services are to be delivered now and potentially in the future. This includes a reduction in 'face to face' contact between patients/ service users and the alternative use of telephone and 'virtual' contact. Commissioners are working with local providers to plan and implement the reintroduction of services, taking all guidelines and local needs into consideration.

As you may appreciate, this means that there are potentially changes on a regular basis and so we would suggest that for the most up to date information on the individual service offers and how to access services then to refer to the following websites.

<https://www.nwbh.nhs.uk/st-helens-child-health-services>

<http://www.sthk.nhs.uk/>

<https://www.sthelensccg.nhs.uk/local-services/>

There are also individual contact details for each service and these are attached.



St Helens Childrens  
Community Services C

## **Face to Face contact:**

All child health services will undertake clinical triage and clinical decision making to identify if a face to face visit is required. If a face to face visit is deemed a clinical / safeguarding requirement then the service will adhere to current Public Health England guidance regarding use of PPE and recent Government guidance on delivering services within the home. A pre-conversation will take place with the family to establish whether any Covid-19 symptoms have been experienced and how the visit will be undertaken.

Overview of current provision of health services:

## **1. St Helens and Knowsley NHS Trust- Children's Community Services**

We are very excited to announce that from the 1st April we have moved trusts and joined the bigger family of St Helens and Knowsley Hospitals. This will enable the Paediatric teams to join up and enhance the provision of medical needs for our local children.

### Community Paediatrics:

We are pleased to announce that we have a new Doctor joining us in September, she has lots of experience and we can't wait for her to join the team. Dr Roper and Dr Duggan also continue to work in the team. Sadly Dr Sultan has now left to work in pastures new. There will be updates soon on any other new members of staff that will be coming on board. The Community Paediatricians and Nursing staff have been very busy; all clinics were converted to virtual, and increased considerably. Children on medications have continued to be reviewed and there has been no gap in the provision.

Due to children being on the Shielded Patient's List (SPL) many parents have chosen not to face to face and feedback received indicates they have appreciated the phone consultations.

Clinicians have a list of patients that they would like to see as soon as parents' consent and it's safe to do so. All children are triaged to see if they do need face to face and this will go ahead if the clinician feels this needs to happen.

### Paediatric Continence:

The nurses have been very busy contacting all the patients with very complex needs; lots of phone consultations have also taken place, children have also been visited at home, and PPE has been used when it has been necessary. Prescriptions have been written and then dropped at pharmacies to help parents out and there has been lots of liaison with GP's and Schools.

They have actually had lots of success of children with additional needs becoming continent... faster than expected, as parents have had more time in the home and support from the nursing staff has facilitated that, which is brilliant for children who no longer have to wear nappies or pads!

### Children Community Nurses:

The nurses have continued to visit children in their homes with PPE, school visits have reduced obviously, however children on ventilation were seen as high priority, and given as much support as the parents and carers have requested. We are also pleased to announce that Michelle Price has agreed to step into Janet Arnold's shoes and become the lead of the service, initially on a secondment basis.

Of course for all services we are looking how we can safely see patients in the clinical areas, that are non-urgent and this is being reviewed regularly.

This has been a tough time for parents/ carers and the nurses have found that the parents are really appreciating that call from staff, one parent commented that she doesn't get to speak to many people as she was shielding her child, she was so grateful of the support she was getting and looked forward to the weekly call.

Another mum who the nurses were able to discharge commented "I just wanted you to know that I have had a fantastic experience with your service (community Paeds) and everyone I have met or spoke to have been very helpful, I feel very listened to."

*Sheena Kennedy*

*Interim Clinical Manager - Children Community Specialist Services*

*St Helens and Knowsley Hospitals NHS Trust*

## **2. North West Boroughs Healthcare NHS Foundation Trust- St Helens Children's Services**

### **COVID-19 St Helens Emotional Wellbeing Support:**

The Partnership of Services in St Helens are adapting as Coronavirus impacts our everyday lives.

Our partners are working hard to ensure children, young people and families get the support they need during this time

### Urgent Mental Health Support Line:

This service provision has been enhanced during the Covid Pandemic and will remain in place in the future.

If you or somebody you know of is in crisis, you can call the Urgent Mental Health Support Line at any time and select Option 1 for Children and Young People.

### **Urgent Mental Health Support Line - 24 hours a day, seven days a week**

**01925 27 5309**

The Crisis Response Team will still be available for face-to-face support if essential and risk assessments will be undertaken regarding these cases.

In addition, during the lockdown a fortnightly School Health Information Brief has been provided with a number resources, helplines and signposting. There have also been regular updates of what provision and support is available to Schools, GP's, Community Services and families through both the CCG and Council social media platforms, websites and utilising the local new outlets.



School Support  
Information Brief - Ed

### CAMHS and Barnardo's:

Business as usual has continued in relation to mental health services and this has taken place through a virtual platform with both services adapting very well to the provision of virtual sessions. CAMHS are able to offer virtual attends through their Trust platform 'Attend Anywhere', with alternatives in place and a teleconference as a final preference. Barnardo's have moved to an entirely virtual platform for all contacts including one to one and group sessions; this has been very well received. They offer Zoom as a preferred option, but can also offer WhatsApp, Facetime and numerous others to suit the needs of the individual.

### **Priority of individual cases is based on need and not by preference of digital platform**

In addition, a team has been mobilised to facilitate face to face contacts where a crisis has occurred and these will be carried out following a risk assessment to keep the practitioner and the client safe. The new processes are being continuously reviewed to ensure that the needs of the CYP in St Helens are being met.

### 0-19 Healthy Child Programme

The NHSE guidance has instructed 0-19 Healthy Child Programmes to pause the 6-8 week mandated public health contact. However, the 6-8 week GP check continues to be offered and the GP will provide both a physical baby check and a maternal mental health conversation. There has been a number of high profile communications to the public, reminding them about the importance of accessing the GP appointment.

Vulnerable families received their 6-8 week contact from the Health Visiting service. In some case this will have been virtual or face-to-face, depending on the level of risk within the family.

Further to this, NWBH has put forward a strong argument to their executive team in order to recommence the 6-8 week check in St Helens, which is currently not included in guidance for re-introduction. This has been approved and the provider and commissioners will work across the system to restart this key contact. This will be a combination of virtual and face-to-face (where a need has been identified).

### Speech and Language Therapy

We are excited to announce that from the 1st April we have moved trust and joined the North West Boroughs Services. This will enable the Speech and Language Therapy team to work closer with the Health visitors, school nurses, CAMHS, Community Therapy teams and the Neurodevelopmental Pathway Team.

We are pleased to announce that a new Speech and Language Therapist has joined our team.

All the Speech and Language Therapists continue to work hard in the unprecedented times we all encounter.

There will be updates soon on other new members of staff who will be coming on board.

The team has been extremely busy contacting all the patients open to our service; lots of phone consultations have taken place and numerous online sessions have been offered since the lockdown period commenced.

Lots of advice and resources have been shared with families, schools and nurseries. Parents have been very appreciative of the support provided and they know that we are there for them, to guide and coach them on different ways to support their children.

Our Facebook page is being updated on a daily basis; we share appropriate advice and we encourage all families and educational staff to follow us. Our new website is developing rapidly and soon training packages, and resources will be available; watch this space!

We are honoured to be able to support the families, children and young people in St Helens affected by Speech, Language and Communication needs.

*Eirini Tsaroucha-Kerr*

*Team Leader*

*St Helens Paediatric Speech and Language Therapy Team*

*North West Boroughs Healthcare NHS Foundation Trust*

#### Neurodevelopmental Pathway:

Under NHSE guidelines the pathway was suspended from mid –March in line with National Guidance to prioritise services in the COVID-19 response. Referrals were still accepted into the pathway but were unable to be actioned and ongoing assessments were placed on hold. As we move to the recovery phase we have worked with NWB and other contributing partners to agree an interim arrangement. The proposal is to implement a weekly triage panel to action all current referrals. This will include a case by case review commencing on the individuals on the existing waiting list to prioritise in order of urgency based on need, risk and assessment, alongside date of receipt of referral, for submission to the triage panel. The triage panel has to be held virtually in line with current guidelines on service delivery. Once this is in place then we will aim to reinstate the assessment process and panel but this will be done in line with national guidelines and agreed local priorities.

#### Attend Anywhere:

Commissioners continue to work with NWBH to bring forward the launch of the Attend Anywhere resource. The Attend Anywhere virtual platform for appointments, consultations and clinics will be used to ‘broaden’ the offer of how families, children and young people can be supported. It will not replace the face-to-face, but will be used during the coming months to reach different clients as the new ‘normal’ emerges in schools, communities and clinic settings

### **3. Kooth: Online Counselling and Support**

Kooth is an online counselling and emotional wellbeing platform for children and young people, which is accessible through mobile, tablet and desktop and is free at the point of use.

The team continue to deliver therapeutic support via online forums and chats.

Children and young people aged 11-25 years are able to self-refer via the website:

[www.kooth.com](http://www.kooth.com)

This provision is available to Young People midday to 10pm Monday to Friday and 6pm - 10pm weekends

We have been closely monitoring the uptake of this service to help us gauge the impact of Covid 19 on local young people. There has been a take up of this service, but in numbers that are reflective of use pre-Covid 19.

In addition, St Helens has a Kooth Inclusion worker who can support young people to raise awareness of this provision and promote this across all partners.

We can arrange for an online demo of the provision for parents and Young people if requested.

#### **4. PATHS:**

Schools have been supported with a weekly online PATHS (Promoting Alternative Thinking Skills) programme resource, which has been used in schools with pupils and on the learning platform for parents to use as part of home learning

#### **5. Safe Families:**

Safe Families is commissioned through the council and provides early intervention and 'wraparound care' for struggling families, helping them to get back on their feet. During this period of Covid 19 they have identified support they are able to offer for families in St Helens and information on this offer and the service is attached.



Safe Families C19  
support offer St Helen



Safe Families St  
Helens leaflet web (00

#### **6. Learning Disabilities (LD) Annual Health Check Survey:**

St. Helens CCG would like to thank all those who took the time to participate in the recent Annual Health Check Survey for Children and Young People aged 14 and over with a Learning Disability. A total of 42 responses were received. The number of respondents that identified their child was aged 14 – 18 was 26 (62%).

Findings of the survey showed that some of the reasons identified for the take up of Annual Health Checks for Children and Young People with Learning Disabilities being so low can be attributed to:

- Parents / Carers being unaware that they are entitled to an Annual Health Check
- Parents / Carers being unaware that the Annual Health Check should be offered by a Primary Care GP
- Flexibility of timing and location of Annual Health Check Appointments to ensure that Children and Young People do not miss school
- Lack of Children and Young People with a Learning Disability diagnosis being formally registered by their GP on the practice register
- Parents / Carers being unaware that they can ask for Children and Young People to be put on the practice register

What has happened as a result of the findings? These issues have been escalated to the lead LD nurse in the CCG who has been tasked with working with Primary Care colleagues to update Practice Registers. The Nurse will also support Primary Care colleagues to raise awareness regarding the offer of Annual Health Checks in terms of timing, location and quality. The offer and uptake of annual health checks for all ages will be robustly monitored by the CCG via the Learning Disability Forum.

Thank you once again for your valuable contribution to the survey.

**END OF WRITTEN UPDATE**

*S Rimmer*  
*May 2020*