

Referral guidance and criteria for parents/carers

The School Nursing Service referral pathway for children and young people (CYP) attending Hertfordshire mainstream schools

The School Nursing Service offers advice and support to children and young people aged 5-19 years, attending Hertfordshire mainstream schools, their parents/carers and professionals in the schools.

Support can be accessed in various ways including telephone contact or one-to-one and group sessions. A text messaging service, Chat Health, is also available to secondary aged pupils to confidentially get in touch with their school nurse. More information on this can be seen below.

Referral criteria to access the School Nursing Service

The following areas are all relevant and suitable topics which the School Nursing Service can help with:

- Advice, information and signposting for general health issues
- Initial advice and assessment for emotional and mental health issues including basic strategies and interventions for the following:
 - Self esteem
 - Anxiety
 - Depression
 - Behaviour
 - Stress
 - Self harm
- Sexual health
- Night time bedwetting (nocturnal enuresis)
- Healthy eating and weight management
- Soiling/constipation
- Tobacco, alcohol, drugs, substance misuse.

Exclusion criteria

A different service to school nursing may be needed if:

Referral guidance and criteria for parents/carers

- A child or young person has an urgent medical condition that needs treatment or prescription
- A child or young person needs counselling or long term mental health support (we may be able to help signpost to the correct service to access this support)
- A child or young person's health needs are already being met by a specialist health service for example specialist nurses, hospital, paediatrician, Step2 or Child and Adolescent Mental Health Services (CAMHS).

Please note: If there are any concerns regarding neurological impairment, Autism Spectrum Disorder (ASD) or Attention Deficit Hyperactivity Disorder (ADHD), the school nurse can advise school and parents/carers on the most suitable referral route.

Timescales

- An acknowledgement letter will be sent to the referrer within two working days of receiving the referral
- All referrals will be assessed on receipt and if urgent, the parent/carer will be contacted by a school nurse within two days, to offer telephone advice and to arrange an appointment
- All referrals will be allocated to an appropriate member of the school nursing team within one week of receiving the referral
- An attempt will be made to contact the parent/carer by telephone, to discuss any required intervention and an appointment offered within 10 working days of receipt of referral. If the referral does not meet the service criteria, advice and signposting information will be provided if applicable
- If the service is unable to contact the parent/carer by telephone, a letter will be sent offering an appointment or offering advice and signposting information if the referral criteria is not met
- All appropriate referrals will be offered an appointment within four weeks of receiving the referral
- Within six weeks of the first appointment, the child or young person will have been seen and supported with an agreed plan of care; discharged

Referral guidance and criteria for parents/carers

with an on-going plan of care; or referred onto or signposted to the most appropriate service to meet their needs.

Please note: We are not an emergency service.

If you have immediate concerns about a child's emotional or physical wellbeing, please refer directly to the local A&E department or call NHS 111 for advice.

School Nursing Service provision

If your child or young person is offered one-to-one support, this will consist of an initial assessment and basic strategies and interventions, for up to a maximum of six sessions. The child or young person will then be discharged if a positive outcome has been achieved; discharged with an on-going self-management plan; or referred onto a more appropriate service to meet their needs.

- The child or young person can be seen in a school or clinic according to their wishes. Home visits are only available on a needs led basis
- Sessions can be with the child or young person on a one-to-one basis or together with their families or teachers based on the needs of the child or young person
- Group work may be offered for a targeted group of pupils on a particular issue, if deemed appropriate by the school health team and dependent on the volume of referrals with the same issue
- Telephone advice, signposting and support to children and young people, parents/carers and schools are also available
- Chat Health is a school health texting service available for young people at secondary schools in Hertfordshire (Monday to Friday, 9am to 5pm).

How to contact us

Please complete and sign a referral form giving your consent. This can be accessed [here](#) and posted to the service or submitted online.

Parents/carers should provide details including emotional, mental and physical health history, previous professional involvement and any recent issues that may have impacted on your child.

Please ask your school to provide you with class teacher observations and copies of any other relevant reports that could support the referral where appropriate.

Referral guidance and criteria for parents/carers

Useful contacts

Health for Teens and Health for Kids

Two websites managed by the School Nursing Service which delivers topical health messages and advice, to children and young people in Hertfordshire, so they can be guided to make the right health and wellbeing choices.

Website: [Health for Teens](#)

Website: [Health for Kids](#)

Chat Health

HCT's exclusive school health texting service for young people at secondary schools in Hertfordshire (Monday to Friday, 9am to 5pm).

Text to: 07480 635050

ADASH - Adolescent Drug and Alcohol Service

Confidential advice and support to young people who have drug and alcohol problems.

Phone: 01992 531917

Email: A-DASH@hpft.nhs.uk or A-DASH@nhs.net

ADD-Vance Coaching

ADHD, ASD, Asperger's coaching and advice in Herts.

Website: Follow this [link](#)

Phone: 01727 833963

Beezee Bodies

A healthy weight management program for children, young people and their parents.

Website: Follow this [link](#)

Phone: 01707 248648

Email: info@beezeebodies.co.uk

Change4Life

Help for families to eat well, move more and live longer.

Website: Follow this [link](#)

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Referral guidance and criteria for parents/carers

Phone: 0300 123 4567

Channel MOGO

A signposting website for advice by youth connexions for young people in Herts.

Website: Follow this [link](#)

Family Lives

A charity helping parents to deal with the changes that are a constant part of family life.

Website: Follow this [link](#)

Phone: 0808 800 2222

Frank

For Drug and alcohol advice.

Website: Follow this [link](#)

IAPT Wellbeing Service

This service will accept self-referral from young people aged 16 and over, registered with a Hertfordshire GP. The service offers access to psychological intervention therapies for anxiety disorders including panic, obsessive compulsive disorder, generalised anxiety, post-traumatic stress and health anxiety, as well as mild to moderate depression.

Phone: 0300 777 0707

Kooth

Emotional and mental health support.

Website: Follow this [link](#)

Young Carers in Hertfordshire

Website: Follow this [link](#)

Young Minds

Emotional and mental health support.

Website: Follow this [link](#)

Phone: 0808 802 5544

Email: ymentquiries@youngminds.org.uk

Winston's Wish

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A charity supporting children who experience bereavement.

Website: Follow this [link](#)