

# School nursing

A guide for parents and  
carers of children  
aged 5-19



## What is the school nursing service?

The school nursing teams are part of Cornwall Council Children's Community Health Services.

They work together to **provide vital health focused interventions to children and young people aged 5 - 19**, across a range of settings. They offer **confidential support and advice** that promotes the **best possible health and wellbeing outcomes** for children and young people.

The teams **encourage children and young people to engage in healthy habits** that support their social, emotional, physical, mental health and wellbeing. **They work with families to identify health needs** as early as possible, with the aim of providing **the right support at the right time for each individual** child or young person.

The team brings the **'voice of the child or young person'** to every meeting, to ensure their views are heard and that they remain at the centre of discussions and decision-making.

**You can access the school nursing team at any time once your child starts school (aged 5 years) until they turn 19**

## Who are the school nursing team?

Working together to help support your child or young person reach their full health and wellbeing potential.

The teams are made up of:

- **School Nurses:** Individuals who are registered nurses with an additional Specialist Public Health Nurse (SCPHN) qualification.
- **Community Nurses:** Individuals who are registered nurses.
- **Family Health Workers:** Individuals who have professional qualifications specific to supporting and advising children and young people.



# How can the school nursing team help my child, young person and family?



The team works closely with your child, young person, you, and other family members if appropriate to help ensure the best outcomes for health and wellbeing are achieved.

**The team promotes healthy lifestyle choices**, and will work with children and young people, in a trauma informed way to support them to understand how making safe, positive choices can help them be and stay healthy. We also work with other professionals in health, education, youth work and social care to **safeguard children and young people**, and will always consider and promote their safety and welfare.

The teams are linked to schools and provide a drop-in service, as well as one-to-one appointments. **Young people can come and see one of the team during school hours to talk about any health worries or concerns they might have, in a safe supportive space.** The team will always encourage the young person to discuss any appointments or contacts they have had with you their parent, carer or another trusted adult.

We provide confidential support advice and guidance to children and young people aged 5 to 19. This often includes you as a parent or carer of younger child or if your young person needs additional support to access our services.

## We offer:

- **Confidential drop-in advice sessions**, available to access at school.
- **Health assessment and reviews** for your children and young people.
- **Advice and support**, and **referral/signposting** to other services as appropriate.
- **Information and advice** regarding **relationships and sexual health** where appropriate.
- **Your School Nurse will offer contact and 1 to 1's** across a variety of venues such as a Family Hub or Youth Centre.
- **Joint work with schools** to support and educate children and young people in the area of health and wellbeing.
- **Supporting school staff** to help them manage certain medical conditions.
- **Work with schools and other services to support children and young people with an education and health care plan**, or other plans where there is a health concern.
- **ChatHealth:** Our anonymised text advice line staffed by qualified health professionals.

**We will always work in the best interest of your child or young person, and encourage you, as parents and carers, to take an active role in helping them to access health and wellbeing support when they need it.**



#### **Some of the things we may be able to support with:**

- Mild to moderate difficulties in managing behaviour
- Making healthy choices for a healthier lifestyle
- Emotional health and wellbeing - advice on low mood, anxiety, stress and self-harm
- Difficulties in establishing and maintaining relationships with friends and/or family
- Lack of interest in participating in activities
- Accessing preventative education and advice on harm reduction
- Helping children and young people keep and stay safe
- Diet, nutrition and exercise
- Sleep hygiene
- Signposting to self-help resources

## How do I refer my child or young person to the school nursing service?

If you are referring a child under the age of 13...

**You or another trusted adult will need to complete and submit the form on their behalf.** To get the most appropriate support it is important that we understand what the need is when we receive the referral, so **we suggest completing it with the child.** That way you can include their views on what they find difficult and what they feel might help. This also helps us to assess any risk and take immediate steps to safeguard (when necessary).

If the young person is over the age of 13...

**They can self-refer using the same form,** though we do recommend having a conversation first, to make sure they are supported through the process.

In both cases, the form is submitted via the online **Early Help Hub** portal...



[www.cornwall.gov.uk/earlyhelp](http://www.cornwall.gov.uk/earlyhelp)

...where you can also find more information on how to complete the Early Help request form.

## Is referring the only way we can get support?

**The short answer is no;** there are other ways families can contact and access advice and support from the school nursing team.

- **Children and young people can access the School Nurse drop ins at school**
- **Families can call the 0-19 Health Advice Line and speak to a qualified health professional**
- **Families can also text ChatHealth (there is a dedicated number for young people)**

Most schools run a **regular drop-in service** which young people can attend without an appointment. Drop ins are available for all **young people** to **access health information, advice and support confidentially in a safe supportive space.** If the young person is worried about attending they can take a friend or a trusted adult along with them.

**Our 0-19 Health Advice Line** offers a quick and easy way to access health advice and support for both parents/carers and young people, on any health or wellbeing concerns. Families can send a message via ChatHealth (anonymously if you like) to get confidential help and advice about a range of health matters from members of the Health Visiting and School Nursing teams.

# If you need to speak to someone to urgently...

Please note **the school nursing service is not an emergency service**. We're open between 9am - 5pm, Monday to Friday.

If you are concerned for the health and wellbeing of a child or young person then urgent health advice should be sought from:

- Your GP
- NHS Helpline | **Call 111** Open 24 hours a day, 7 days a week.

**In an emergency or if you feel is unsafe, call 999 or go to your nearest hospital.**

## Confidentiality

We provide a confidential service. This means that your child or young person can discuss personal information in confidence. We will not discuss their personal information with anyone else without their permission. This includes parents and teachers. We would only pass on their information in order to protect them or another child or young person from serious harm. Whenever possible we would discuss this with your family first.

For more information on the School Nursing Service and to explore the full offer please visit: [www.cornwall.gov.uk/schoolnursing](http://www.cornwall.gov.uk/schoolnursing)

## Your privacy

To find out how we use your information to provide services, please visit [www.cornwall.gov.uk/tffprivacynotice](http://www.cornwall.gov.uk/tffprivacynotice)

# Contact us

The **ChatHealth** text messaging service is available Monday to Friday (excluding bank holidays) from 9am to 5pm. When a text is sent to the numbers, an automated reply confirms it has been received. A trained healthcare professional will reply to the message during office hours, within 48 hours.

**ChatHealth  
Parent Line 0-5**



**07312 263 423**

**ChatHealth  
Parent Line 5-19**



**07312 263 499**

**ChatHealth Young  
People 11-19**



**07312 263 096**

**ChatHealth forms part of the wider 0-19 Health Advice Line.**

If you would prefer to speak to a member of the team or email us, please...

**Phone | 01872 324261** (option 2) or

**Email | [hvsnadvice@cornwall.gov.uk](mailto:hvsnadvice@cornwall.gov.uk)**

Working to the standards of the **You're Welcome Criteria** to ensure services delivered are focused on the needs of the child, young person.

**[www.gov.uk/government/publications/establishing-youth-friendly-health-and-care-services](https://www.gov.uk/government/publications/establishing-youth-friendly-health-and-care-services)**

If you would like this information in another format or language please contact us:

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