<table>
<thead>
<tr>
<th>Name of service</th>
<th>Health Visiting Service</th>
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<tbody>
<tr>
<td>Clinical Lead</td>
<td>Jeanette Satterthwaite</td>
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<th>Contact Details</th>
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| **3 The Green**  
Stratford Road  
Shirley  
Solihull  
B90 4LA  
Tel: 0121-7464459 |
| **South Solihull**  
Grove Rd team  
Address: Grove Rd Clinic,  
Grove Road, Solihull, Birmingham  
B91 2AQ  
Telephone: 0121-704 3405 |
| **Contact details for Health Visiting teams:**  
**North Solihull**  
Chelmsley Wood Primary Care Centre  
Address: Chelmsley Wood Primary Care Centre, Crabtree Drive, Chelmsley Wood, Birmingham B37 5BU  
Telephone: 0121 329 0118  
Hurst Lane Clinic Team  
Address: Hurst Lane Clinic,  
Hurst Lane North, Castle Bromwich,  
Birmingham B36 0EY  
Telephone: 0121-747 2977 |
| **South Solihull**  
Grove Rd team  
Address: Grove Rd Clinic,  
Grove Road, Solihull, Birmingham  
B91 2AQ  
Telephone: 0121-704 3405 |
| **Shirley Team**  
Address: Shirley Clinic,  
276 Stratford Rd, Shirley,  
Solihull B90 3AD  
Telephone: 0121-745 9108 |
| **Monkspath Team**  
Address: Farm House Way, Shirley, Solihull, B90 4EH  
Telephone: 0121 711 2133 |
| **Balsall Common Team**  
Address: Balsall Common Clinic,  
1 Ashley Drive (off Hall Meadow Close), Balsall Common, CV7 7RW  
Telephone: 01676 536850 |
**Can your child receive this service?**

Health Visitors are experienced qualified nurses and midwives who work in the community. They undergo further specialist training in order to identify health and other needs and aim to facilitate early help, advice and support to preschool children and the wider members of the family as required. Within their teams, Health Visitors work with Community Nursery Nurses, who are not qualified nurses however are highly trained in the health and normal development of babies and children.

This service works in partnership with families and other key professionals from a variety of agencies and organisations, including the voluntary sector to deliver the Healthy Child Programme (0-5 years). Promoting and safeguarding the health and well being of all children; including the unborn child, is a high priority of this service. Maternal Mental Health and providing support for parents and other family members antenatally and within the first year of their baby’s life is another key priority for the service. When a child starts school, their care will be transferred to the School Nursing service who will continue to offer support, if required and appropriate.

Operating hours:
Monday to Fridays, 9:00 am – 5pm.
This service does not work Bank Holidays

**Who can refer the child to the service?**

This Service is open to all age ranges and is available for the registered client population of GPs listed with Heart of England NHS Foundation Trust (HEFT), irrespective of local address. The Service will also support clients, through professionally agreed arrangements, if living within the borough and whose GP is not registered with Heart of England NHS Foundation Trust.

Any client and professional can refer to this Service.
This Service will accept written or telephone referrals.

**How to complain about anything related to the service you have received**

The Health Visiting team encourage regular dialogue between the team and the local community. The team welcome all comments, queries and complaints. Any concerns can be made directly through to the Service Lead, details above. Alternatively you can contact the Heart of England NHS Foundation Trusts Complaints team via 0121 424 0808 or patientservices@heartofengland.nhs.uk
| **UNIVERSAL** | This is the support provided by the service to unborn / pre school children and their families as above. |
| **TARGETED** | This is the support provided by the service to unborn/ pre school children and their families with additional health needs. |
| **SPECIALIST** | This is the specialist support provided to those unborn/ pre school children and their families with multiple/complex needs. |

**Support for families:**

The Health Visiting service will provide advice and support to families on a diverse range of areas.

- Antenatal visits within the home to first time mothers or any mother who has been identified as needing further support.
- Screening for Antenatal/Postnatal depression and family support for this condition is offered.
- Promotion of childhood immunisation programme which ensures a child is protected against disease and infection.
- Every new mother will receive a home visit from a Health Visitor after having a baby to offer support and advice.

Health Visitors work in partnership with many health professionals (GPs, Paediatricians, School Nurses, hospital staff and allied health professionals) and other statutory and voluntary organisations to facilitate early identification and support of children and their families to optimise their health, wellbeing and safety. An example of this will be writing a care plan for a child who has a specific medical condition which requires management within a nursery setting.

The team will support children and their families with multiple needs eg physical, social and emotional development or difficulties and will signpost and refer to other agencies as appropriate. Examples of this work are referrals to GP or paediatricians for developmental delays or minor illness and referral to Audiologists and Speech and Language therapists for hearing/speech difficulties.

Health Visitors will also offer short term support in therapeutic interventions such as:

The Health Visiting service will provide long term support to families for a range of particular needs as outlined in the sections on Universal and Targeted services.

Health Visitors will form part of multi-agency services and support where there are safeguarding concerns.
• Following this, home visits will be offered as necessary and family/carers are welcomed at the local weekly drop-in Well Child Clinics run by Health Visitors throughout the borough.

• Facilitating access to Postnatal and Parenting groups as required.

• Offer of advice and support on a number of issues such as breastfeeding and the health and development of babies and children. Also, behavioural difficulties in babies and young children eg, sleep, crying, tantrums, toileting etc.

• Advice on a range of lifestyle and health matters that affect the family. For example, healthy diets, stopping smoking and coping with stress.

• Routine developmental assessments in accordance with the local service offer of the Healthy Child Programme (0-5 years). Child health and development assessments are offered at the ages of 9-12 months and 24-30 months.

• Home visits to provide extra support for women suffering antenatal and post natal depression.

• Advice for behavioral problems in young children eg: tantrums, eating and sleeping difficulties etc.

Health Visitors also offer advice and information on wider issues such as housing problems or domestic abuse and child abuse
- Advice on a range of lifestyle and health matters that might affect you as well as your baby. For example, healthy diets, stopping smoking and coping with stress.

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<tr>
<th>Learning/curriculum support</th>
<th>The Health Visiting service does not provide this service within educational settings</th>
<th>The Health Visitors will produce and review care plans for children attending nurseries to support their medical needs to facilitate their attendance within a school environment.</th>
<th>As for Targeted services section</th>
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<tr>
<td>Physical and Emotional well-being</td>
<td>Health Visitors promote early and secure attachment and bonding between the child and their parent. This service supports parents to feel confident in their parenting skills in order to provide the best opportunities for the child and their family. This service also works closely with Children Centres to promote family activities which build these bonds with their child.</td>
<td>As for Universal service section. In addition this service may refer children and their families for specialist support from the Child and Adolescent Mental Health (CAMHS) service</td>
<td>As for Universal and Targeted section.</td>
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<tr>
<td>School based training</td>
<td>The Health Visiting service facilitate or may provide some Local Authority nurseries with Epipen training as required.</td>
<td>As for Universal section.</td>
<td>As for Universal and Targeted section.</td>
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