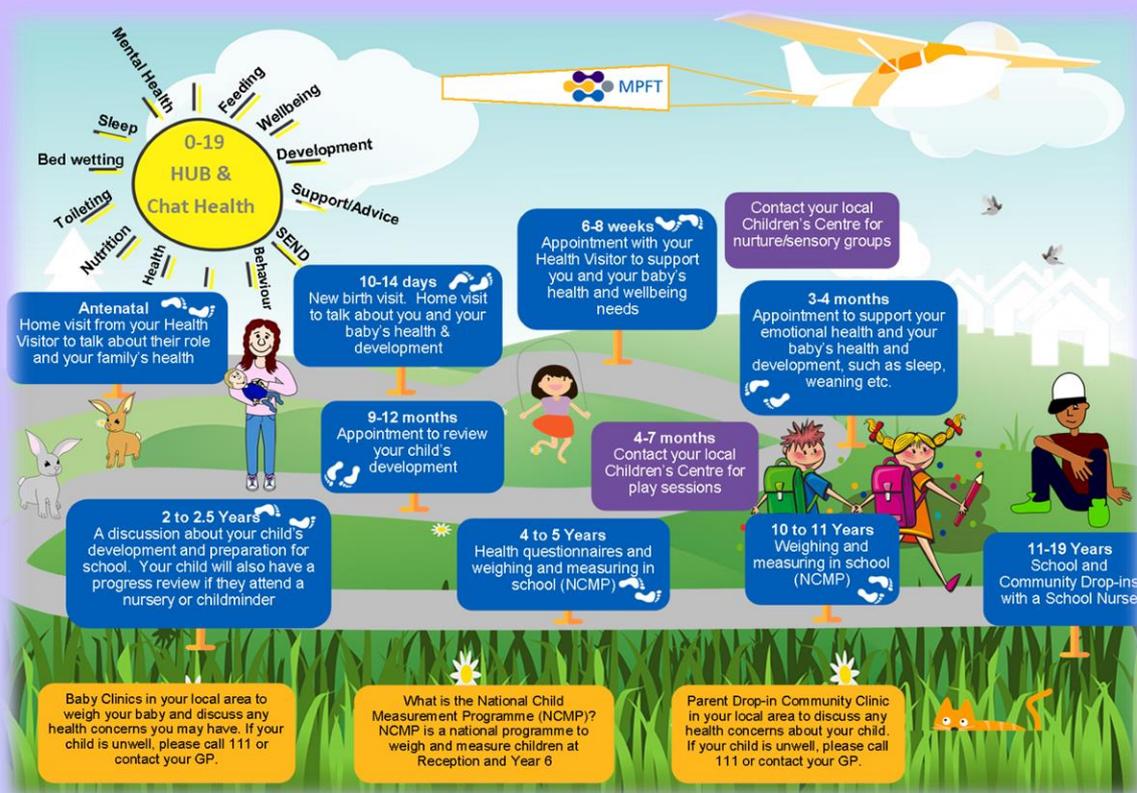


# Families Health and Wellbeing 0-19 service Newsletter

## Welcome to the First Edition of our Families' Health and Wellbeing Service (FHWS) 0-19 Newsletter!

We are your local Health Visiting and School Nursing service and we wanted to create a newsletter to tell you more about our FHWS 0-19 service, who we are and how you can contact us - and to offer information and guidance on a range of topics relating to babies, children and young people which we hope you will find interesting.

*Janine, Kate, Zoe and Heidi (FHWS 0-19)*



## What is the FHWS 0-19?

Our Families' Health and Wellbeing 0-19 Service is part of the Midlands Partnership NHS Foundation Trust. Health Visitors and School Nurses are all either registered nurses and/or midwives with a specialist qualification in public health nursing.

We have local teams across the county. Our teams are made up of Health Visitors, School Nurses, Staff Nurses, Public Health Practitioners/ Nursery Nurses and Healthcare Support Workers who work together to deliver the national Healthy Child Programme (HCP).

The Healthy Child Programme is offered to every family and includes: New birth visits and developmental appointments when your baby is between the ages of 6 weeks and 2 ½ years old, reviewing immunisations and giving advice to support to you and your child to be healthy physically and emotionally.

We do this through lots of different ways:

- Helpful information on our website at: <https://www.mpft.nhs.uk/services/health-visiting-and-school-nursing> and on the Health for Teens website at: <https://www.healthforteens.co.uk/?location=Staffordshire%20%26%20Stoke>
- Our Fabulous Hub that is available 9-5pm Monday to Friday –where you can speak to one of our team (Health Visitors, School Nurses, Nursery Nurses, Admin for advice, support referrals amongst lots of other things).
- ChatHealth – text messaging service available 9-5pm Monday to Friday. See more information on the ChatHealth write up page
- Well Baby Clinics offering baby weights and monitoring.
- Appointments – telephone, virtual through computer, or face to face (home, school or clinic)
- Sending you information
- Training to school staff to help them to care for your child in school in areas like asthma, anaphylaxis and epilepsy. We will also train some adults that run groups like scouts so that your child can go to these groups, and you can have peace of mind.
- School drop-ins for young people in high schools
- Advice and support for schools on health topics
- Working with communities where we identify gaps linked to health around areas linked to emotional health in young people, infant mortality and reducing obesity.



## Service changes due to COVID-19

The COVID-19 pandemic has brought about many changes to the way we do things in all areas of our lives. It has meant that our service has had to quickly adapt to new ways of working in order to continue, while reducing the spread of coronavirus and keeping people as safe as possible. At the very beginning of the pandemic, some services were stood down nationally so that staff were able to help in other areas which were coming under pressure from the coronavirus. This meant that the Health Visiting and School Nursing services had less staff available to continue as normal, and so we had to reduce the number of appointments we could offer, using telephone and video calls for some of them.

The need for social distancing, extra infection control measures and the use of personal protective equipment (PPE) also meant that we were unable to continue with clinics on a drop-in basis and we have had to adopt an appointment-only approach. We are extremely excited to say that we have been working hard over the past few months to start to return to offering routine face to face appointments in homes, clinics and schools, while maintaining COVID-19 precautions.

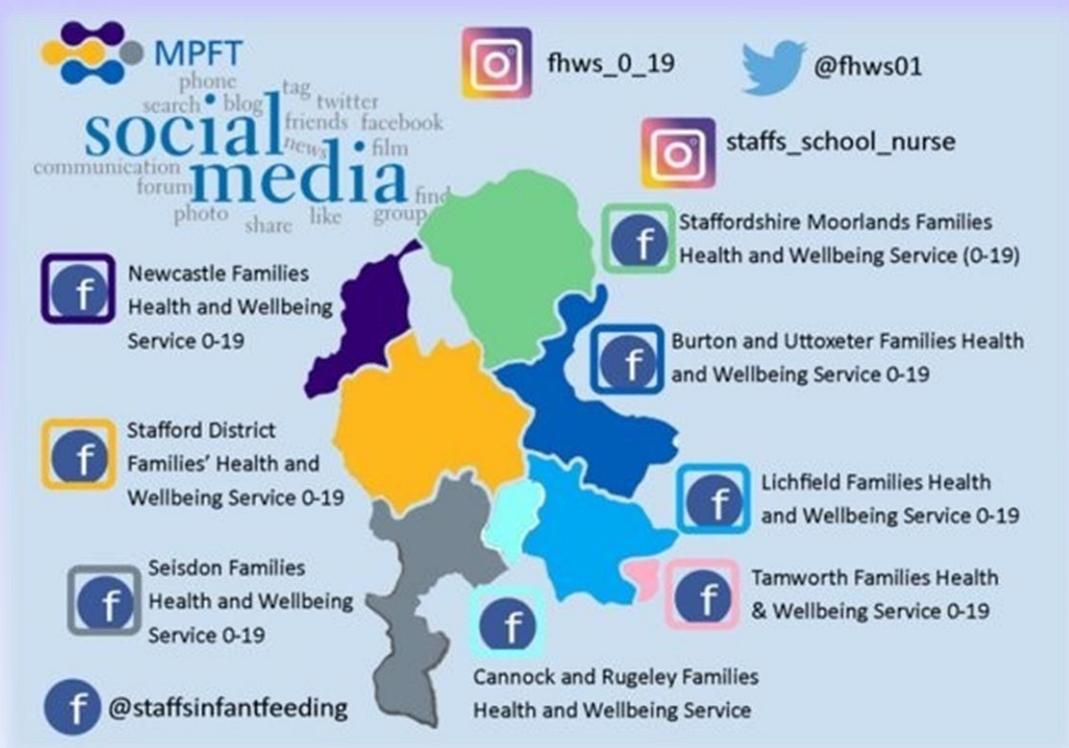
## Appointments

Our home or school visits and clinics now look quite different compared to the way they were before the coronavirus pandemic. You will see that our staff will be wearing PPE in all settings, which usually includes gloves, an apron and a facemask - and in clinics there is usually a one-way system in place and all appointments need to be pre-booked.

There will be hand sanitiser stations available for you to use and all our equipment will be thoroughly cleaned between each appointment. We hope that you understand the reasons behind the changes we have made but want to reassure you that we are still here to support you and your families' health and wellbeing. We have a few ways for you to contact us which we will tell you more about in the following pages.

## Social Media

Each one of our eight district 0-19 teams across the county has their own Facebook page. These pages are used to share information about the FHWS 0-19 as well as promoting overall health and wellbeing messages specific to families with children aged 0-19 years which are usually guided by what is going on nationally or locally at the time. We work closely with other service providers and agencies to ensure that families are aware of what they can access in their communities by sharing their updates and activities. We also have Instagram and Twitter accounts to share the same information so we hope that you will follow us on your preferred platform!





The Schools' Training Team is made up of a team of dedicated nurses who provided awareness sessions around common conditions seen within schools; asthma, anaphylaxis and epilepsy. These sessions are aimed at school staff to give staff the confidence to recognise and manage these conditions, within their school environments.

The sessions are free to all schools within Staffordshire. The School Training team regularly send emails to all schools within this area advertising our services, with information as to when these sessions take place and how to access the training sessions via MS Teams using Eventbrite for bookings.

We do not take direct referrals for specific children. If you are a parent or a member of school staff with concerns surrounding your child or a child within your school, then please contact the hub for your locality.

Details below:

EAST HUB Tel: 0300 303 3924 or Email: FHWS.east@mpft.nhs.uk

WEST HUB Tel: 0300 303 3923 or Email: FHWS.west@mpft.nhs.uk

The hub will be able to provide you with help and advice or will be able to sign post you to the correct team in the best position to help you.



## Baby Friendly Gold Sustainability Award for MPFT!

Midlands Partnership NHS Foundation Trust's (MPFT) Children and Families 0-19 service in Staffordshire and 0-5 service in Stoke on Trent have been awarded the prestigious Baby

Friendly Gold Sustainability Award by UNICEF, making MPFT one of only 17 community Trusts in England to be awarded the title. The Baby Friendly Initiative (BFI) is a global programme which was formed by UNICEF and the World Health Organisation (WHO) to develop a practical and effective way for health services to deliver better care for mothers and babies. The BFI works with health services to protect, promote and support breastfeeding as well as strengthening mother-baby and family relationships. In supporting these relationships, we aim to promote best health and wellbeing for all babies, not just those who are breastfed.

All our staff who give one-to-one infant feeding advice and support have attended a UNICEF recognised infant feeding management course, and so, are able to support parents in making informed decisions about feeding and caring for their baby.

This support is available during pregnancy and following birth. We aim to offer information and support to enable mothers to breastfeed for as long as they want to, by ensuring that breastfeeding is comfortable for both mother and baby and help mothers to understand the signs that their baby is getting enough milk and respond when extra support is needed. We also aim to support parents who choose to formula feed their baby by supplying up to date information about feeding safely and responsively.

We can offer further support via our hubs and virtual group sessions (due to COVID-19) and direct you to your local community services/groups.

Further information about our services can be found at:

<https://www.mpft.nhs.uk/services/infant-feeding-support>

Pauline Evans  
Infant Feeding Lead  
RGN, RM, Specialist Practitioner, IBCLC

**NHS**  
Midlands Partnership  
NHS Foundation Trust  
A Keele University Teaching Trust

**Families' Health & Wellbeing virtual breastfeeding support group**

Thursdays 10am - 11.30am

To find out more and to book a place email:  
InfantFeedingAdminTeam@mpft.nhs.uk

or visit our website  
[www.mpft.nhs.uk](http://www.mpft.nhs.uk)

★ Facilitated by our Infant Feeding Leads

★ Breastfeeding support & information

★ Opportunity to meet other new parents

**free**

# Welcome to the FHWS 0-19 Hubs

Sarah Jones, Team Leader FHWS 0-19 East & West Hubs

When you contact our service, you will probably contact one of our team in the hub, so we decided in our first edition to introduce you to the hub team and what we do.

FHWS 0-19 has two hubs based in Staffordshire and we serve the Districts of Stafford, Seisdon, Newcastle and Moorlands, Burton, Tamworth, Lichfield and Cannock.

We are a dedicated team of administrators, Nursery Nurses, School Nurses and Health Visitors who provide a central contact point for service users and professionals Monday to Friday (9-5) across Staffordshire. Our aim is to provide advice and support on variety of issues including general health, behaviour management, feeding, development and emotional health and well-being.

We also manage bookings, referrals and general enquiries for the 0-19 District teams from professionals including schools, nurseries, GP's and safeguarding.

If the hub staff are unable to respond to your needs we then request support from our local District teams or make referrals to our allied professionals within the Trust

## How to contact us:

Stafford, Seisdon, Newcastle, Leek & Moorlands - Tel 0300 303 3923

Burton, Cannock, Lichfield and Tamworth - Tel 0300 303 3924



We offer ChatHealth which is a confidential and anonymous text service for local young people, parents and carers. Our team of Health Visitors and School Nurses are available Monday to Friday 9am to 5pm and we aim to respond to you within 24 (weekdays). Young people aged 11-19 are able to message staff on lots of issues such as emotional health and wellbeing, sexual health and any general health concerns. The parent's and carers line runs in the same way and our team will offer support and signpost on issues such as development, diet, immunisations, feeding and toileting but the list can be endless. There is more information on ChatHealth and how it works below.

County Young People's Service – 07520 615721

County Parent's Service – 07520 615722

## *This is some of the feedback we have received in the hubs from Parents and Carers, as well as other professionals:*

"This isn't the first time the service and all the wonderful humans running it have helped me as a first time mom. Each and every time I reached out, I found both kindness and professionalism in the interaction and the advice received. Thank you for being there for mamas in these unusual circumstances. I cannot express how grateful I am. Thank you!"

"Really helpful, caring and professional"

Message from District Teams from parents - "hub have been amazing"

"received lots of support and advice"

"The hub staff had scooped me up and looked after me "

"Very grateful and appreciative of the time spent talking around weaning"

"A mom has spoken very highly of the Hub and the support they have offered. She said she did not feel she would have made any progress without their help in the early days"

"Some really fantastic advice"

"Very professional and very helpful"

# Toilet Training Tips - Is it time to take action?

## Toilet Training



Lots of parents and Carers have been contacting our service to ask about potty training, or how to ditch the nappy!

- Most children are ready to potty train between the ages of 18 months
- It does not matter if you use a potty or the toilet, but try to stick to just one of these in the early days.

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### Getting ready!

- Nappies are really good at keeping our children dry but feeling 'wet' is part of learning to want to be dry. 
- Talk about wet and dry. When you take them to the bath, tell them they are wet when they are in the water and when you dry them with a towel, tell them they are dry. 
- When you change their nappy, do it in the toilet area and let them see you tip the poo down the toilet and flush it away. 
- Take them to the toilet with you so that they get the idea. 
- Talk about wee and poo lots, using the same words all the time. It is fine to have your own words if you wish. 
- Try not to use words like "dirty" when talking about wee and poo. We only need to have good feelings about something that we all have to do. 
- It does not matter if you want to use the potty or the toilet for training – but stick to just one of these to begin with. 
- If you use the toilet, think about getting a toddler toilet seat that fits inside your seat and something to rest their feet on, so they feel safe and not wobbly! 
- Get your child to help where they can with getting dressed and undressed. Think about using trousers with elastic in the waist. 
- Watch some videos or read some books about using a potty or toilet: [The Wiggles: The Toilet Song | Animated by Super Simple Songs | Kids Songs - YouTube](#) 

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### Making a Start!

- Some people might say that you should wait for your child to show signs that they are ready to stop using the nappy.
- But if we just carry on using the nappy, the child will keep thinking that this is where the wee and poo belongs.
- Being able to stay dry and hold wee for an hour or two is one of the signs that they are ready.
- Our body is good at pooing 20-30 minutes after meals, so try for this time for sitting your child on the toilet or potty.
- Try to get into a regular pattern. That way, your child gets to know what is coming and what is happening
- Go steady – don't rush. If nothing happens, try not to make a fuss or show a sad face, just carry on with the day as normal
- If there is a poo or a wee, try lots of happy talk, thumbs up and 'High-Fives'

## More ideas:

[eric.org.uk](http://eric.org.uk) and [bbuk.org.uk](http://bbuk.org.uk) have lots of really helpful advice about helping your child learning to use the potty or the toilet

## Don't forget you can always phone or text us for help:

For some children, potty or toilet training can be harder. This may be because they have other health or development issues. **We are here to help ALL children and families**

**Constipation** (kon-stuh- pay-shun) is common in the under 5's (and in the over 5's too) and can make potty training **much harder**. It is where the poo gets stuck in our bodies

These are some signs that your child may be constipated:

- Child is pooing less than 4 times a week
- Child is pooing more than 3 times a week
- Poos are hard, dry, lumpy
- Child has to push hard to get the poo to come out
- Child may have some runny poo in the nappy or pants
- Child may be grumpy or not feeling very hungry
- Their tummy may be sticking out a bit more than normal or it may be sore



**Jane Grindey**

**Continence and Enuresis Nurse**

## Dealing with children's behaviour problems

We get asked a lot about several types of behaviour problems in children and how to manage them. There are lots of possible reasons for difficult behaviour in toddlers and young children.

Often, it is because they are tired, hungry, over excited, frustrated or bored. Here are some useful website addresses on ways to support your child while managing difficult or challenging behaviours.

The NHS website has lots of advice for parents about children's behaviour. The website can be found at: <https://www.nhs.uk> use the search button in the top right-hand corner and enter - *'Dealing with Childhood Behaviour Problems'*.

The Family Lives website has lots of videos to support parents.

The website can be found at: <https://www.familylives.org.uk/how-we-can-help/parentchannel-tv/> the videos are split into age groups of children 0-5 years, 5-9 years, 9-14 years and 14-19 years on lots of different topics including behaviour, or you can telephone their free parent's helpline on 0808 800 2222

The NSPCC 'Need to Know Guide, Positive Parenting' is a helpful resource for parents to support with children's behaviour. The guide can be found at:

<https://learning.nspcc.org.uk/media/1195/positive-parenting.pdf> .

You can also find information with helpful tips and advice on our website <https://www.mpft.nhs.uk/nhs.uk/services/health-visiting-and-school-nursing> and on our district Facebook pages.

If you have concerns or worries about your child's behaviour after you have followed the advice provided, please contact us on 0300 303 3923 or through ChatHealth on 07520615722 and we will be able to give you further advice and support.

**Angela Ferns**

**School Nurse/0-19 Families Health & Wellbeing Practitioner**

## National Child Measurement Programme (NCMP)

Changes to the 2020/21 programme

The National Child Measurement Programme (NCMP) is part of the Government's approach to tackle childhood obesity. It involves annual measuring of children in Reception and Year 6 to monitor progress and plan which services are needed locally. Due to the school closures during the national COVID-19 lockdown in 2020/21, the NCMP has not been able to run as normal.

Following the recent reopening of schools, Public Health England (PHE) have decided that the rest of the school year will be used to collect a sample of measurements from 10% of children in the local area. The schools included in this year's programme have been selected by PHE to make sure that the sample represents the national cohort of children. These measurements will help to build a national picture of children's weight status (including levels of obesity) for 2020/21 and contribute towards assessing the impact of the COVID-19 pandemic on children's physical health.

For the schools included in this year's NCMP, the process will run as in previous years. Parents of children in Reception and Year 6 will receive a letter, including an opt-out option if they do not wish their child to be included in the programme. The measurements will be recorded by a dedicated team of NCMP staff employed by MPFT following safe practice guidelines including Covid precautions. The results letter will be sent to the parents/carers at the child's home address.

Parents of children who would normally have been included in this year's NCMP can check if their child is a healthy weight by using the NHS BMI calculator and can also discuss any concerns about their child's growth (or any other health concerns) with a member of the Families Health and Wellbeing service by contacting their local 0-19 hub.

The NHS BMI calculator is available for families at: <https://www.nhs.uk/live-well/healthy-weight/bmi-calculator/>

**Nicola Dodgson**

**Healthy Lifestyles Practitioner - Families' Health & Wellbeing Service (0-19)**



This is a website to help young people to get know themselves as teenagers / young people, it's good for parents too as it has lots of information. The School Nurse might ask young people to have a look at this website to help them help themselves. The website talks about all sorts of things like:

- FEELINGS
- GROWING UP
- HEALTH
- LIFESTYLE
- RELATIONSHIPS
- SEXUAL HEALTH

The idea that young people have information to look at when they need it is great, it is all research and evidence-based facts, so the right answer to the question at the right time. They can put their post code in for things in their area or, if they don't know it, they can look at general stuff for their age group. The QR code below sends you straight there:



By empowering young people to seek out the answers to their questions we give them control over their health and wellbeing, helping them to take responsibility for the outcomes they experience.

**Kate Thrupp, School Nurse Practice Teacher**

Young people in Staffordshire should text 07520 615721

Parents in Staffordshire should text 07520 615722

#### 0-19 FHWS Hub details;

- **West Hub** (covering Moorlands, Newcastle-under-Lyme, Stafford surrounds and Seisdon) Email: [FHWS.west@mpft.nhs.uk](mailto:FHWS.west@mpft.nhs.uk) or [FHWS.west@nhs.net](mailto:FHWS.west@nhs.net) **Tel:0300 303 3923**
- **East Hub** (covering East Staffordshire, Tamworth, Lichfield and Cannock) Email: [FHWS.east@mpft.nhs.uk](mailto:FHWS.east@mpft.nhs.uk) or [FHWS.east@nhs.net](mailto:FHWS.east@nhs.net) **Tel: 0300 303 3924**

**Zoe Warren**  
Professional Lead for Universal Services

#### What is it?

ChatHealth is a confidential text messaging for parents and young people aged 11-19 years (year 7 and above). It is easily and anonymous way get in touch with a Health Visitor or School Nurse for advice and support.

Parent and young people can text about lots of things like:

- Stress, anxiety and feeling worried
- Growing up/general health questions
- Behaviour
- Bullying
- Alcohol and drugs questions
- Sex, contraception and relationships

#### How Does the FHWS 0-19 ChatHealth Text Service Work?

The ChatHealth service is available Monday to Friday between 9am-5pm, including school holidays but not bank holidays. If a parent or young person sends a text message outside of these hours, they will receive a text message explaining where to get help if their question is urgent and that our Health Visitors or School Nurses will reply to the message when the service reopens.

Our 0-19 Families Health and Wellbeing Team (school nurses and health visitors) will respond to texts within one working day (Monday to Friday).

Texts are charged to patients at caller's normal network rate.

#### Confidentiality

When a child or young person sends a text, the Families' Health and Wellbeing 0-19 Team will not usually inform their parents or teacher, unless they were concerned about their safety. Where this is needed they will speak to the child or young person first.



Thank you for reading our first newsletter. Next time we will showcase another part of our service and have lots more articles.

We would love to get your feedback so please let us know what you would like to see in our next issue by answering a few questions, it should take less than 2 minutes.

Scan this QR code with your smartphone to access the link or contact our Hub  
0300 303 3923/0300 303 3924:



We have included some images here for parents to save or for services to keep them for your own use: on your fridge as reminders or, for organisations to add them to your social media pages, waiting room/ reception TVs or newsletters. Don't forget to follow us on our social media pages (details on page 2) for regular FHWS 0-19 updates.



**NHS**  
Midlands Partnership  
NHS Foundation Trust  
A Keele University Teaching Trust

**Stoke Hub: 0300 303 3298**

**East Hub: 0300 303 3924**

**West Hub: 0300 303 3923**

MPFT

All calls are charged at your local rate, mobile phones may vary

Families' Health and Wellbeing Service (0-19)

**NHS**  
Midlands Partnership  
NHS Foundation Trust  
A Keele University Teaching Trust

HEALTHY EATING  
RELATIONSHIPS  
MENTAL HEALTH  
SELF HARM  
BULLYING  
SMOKING  
ALCOHOL  
DRUGS

**IT'S GOOD TO TALK...**

**BUT SOMETIMES IT'S EASIER TO TEXT...**

WE HELP STUDENTS AGED 11-19 WITH ALL KINDS OF ISSUES

**TEXT YOUR SCHOOL NURSE ON 07520 615721 FOR CONFIDENTIAL ADVICE & SUPPORT**

We do not usually inform your parents, teachers or anyone else if you contact the school nurse, we might inform someone if we were concerned about your safety, but we would usually speak to you first. Your messages are stored and can be seen by other healthcare staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate bounce back to confirm we received your text. Texts will not be seen outside of normal working hours. If you need help before you hear back from us, contact a member of school staff or your GP.

Text messaging from UK mobile numbers only (which does not include mobile email). Please do not send a text from sending a policy. Messages are charged at your usual rate.

ChatHealth

Families' Health and Wellbeing Service (0-19)

**NHS**  
Midlands Partnership  
NHS Foundation Trust  
A Keele University Teaching Trust

We now have a text messaging service for parents/carers of children aged 0-19 who live in Staffordshire. Get advice from our Public Health nurses (Health Visitors and School Nurses).

**TEXT: 07520 615722**

- Feeding and nutrition
- Child development
- Parenting advice and support
- Emotional health and wellbeing
- Behaviour difficulties
- Family health

We might inform someone if we were concerned about your safety but we would usually speak to you first. Your messages are stored and can be seen by other health care staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an

**HEALTH FOR TEENS**

EVERYTHING YOU WANTED TO KNOW ABOUT

HEALTH RELATIONSHIPS FEELINGS LIFESTYLE

GROWING UP BUT DIDN'T WANT TO ASK.

**HEALTHFORTEENS.CO.UK**

TWITTER: @HEALTHFORTEENS1 #HEALTHFORTEENS