**Warwickshire School Health and Wellbeing Service**

**Case Study**

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| **Name:** | **School Staff Nurse** | **Warwickshire Area:** | **Nuneaton** |

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| **Please could you describe the issue the service user was experiencing and seeking advice for?** |
| Notification that an annual Looked after child health review was due to be completed. As face to face contact was not available other options had to be considered to enable the health review to be completed within the required timescale**.** |
| **Please describe the care you provided:** |
| Telephone call made to Foster carer to introduce myself and explain that the health assessment was due. And because of the current restrictions in place, I was calling to arrange a convenient date and time that I could call and complete this over the telephone. This was arranged.  Foster carer said that she would gather information about health appointments, and dates of recent dental and optician’s checks in preparation. Foster carer also said that she would speak to the child and explain to her what had been arranged so that she was prepared before I called.  Letter with appointment details, contact details of school nurse and strengths and difficulties questionnaires sent through the post with a stamped addressed envelope for their return. Foster carer said that she would be happy to complete these and return to me. |
| **Please describe the outcomes of the care provided to the service user:** |
| The next day the foster carer called me and reported that when she spoke with the child about our conversation and explained what the telephone call would be about and that the school nurse would like to know what her wishes and feelings were and if she had any worries or concerns. This conversation prompted the child to share someworries with her foster carerthat she had not shared before, regarding memories that she had been having recently about her previous abuse when she was younger and in the care of Mother and Stepfather.  This prompted discussion around life events triggering emotions and memories and I was able to give advice and support around reassuring the child and liaising with allocated social worker. Suggestions made for ongoing support that Foster carer said she would speak to child about, prior to our next telephone call.  This was to be followed up when the appointment telephone call made to see if further support was needed. |
| **Could you describe the impact of your intervention:** |
| Although completing Looked after health assessments over the telephone and not face to face is not ideal, it shows the importance of having those conversations and supporting vulnerable young people.  If the health assessments were postponed until restrictions were lifted, rather than doing over the telephone, this child would not have had the opportunity to share her worries and concerns at this time. This may have had an impact on her emotional health and wellbeing. |