The School Nursing Service referral guidance for children and young people (CYP) attending Buckinghamshire mainstream schools.

The School Nursing Service offers advice and support to children and young people aged 5-19 years attending Buckinghamshire mainstream schools; their parents/carers and professionals in the schools. It forms part of the wider 0-19 Children and Young People Community Health Services for Bucks Healthcare NHS Trust. This includes Immunisation Team, Health Visiting, Special Needs School Nurses, Community Nurses for Children with a Learning Disability, Physiotherapists, Occupational Therapists and Speech and Language Therapists.

Support can be accessed in various ways including telephone contact, one-to-one work, group sessions, e-resource packs, PSHE, school based health advice clinics (to replace current drop-in service).

Who can use the referral form
To be completed by parents, carers, health, education and social care staff or other professionals requesting support for a child.

Referral criteria to access the School Nursing Service
The following areas are all relevant and suitable criteria 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
  - Low mood
  - Behaviour
  - Stress
  - Self harm
  - Eating disorders
- Sexual health and healthy relationships
- Healthy eating and weight management
- Hygiene including oral health and head lice advice
- Daytime toileting problems, including wetting, soiling, constipation. (Night time wetting for age 7+ requires a GP referral)
- Some Tobacco, alcohol, drugs, substance misuse signposting
- Growth and development / puberty advice / body image
- Anger management
- Parenting – boundaries and routines on completion of parenting programme (delivered by an external agency).
- Bullying
- Hearing / vision
- Parental separation / conflict
- Support with long term medical condition – signposting teacher awareness sessions delivered by Bucks CC “Managing medicines in School” and e-learning programmes (Appendix 2)
Exclusion criteria

A different service to school nursing may be needed if:

- A child or young person has an urgent medical condition that needs treatment or prescription. Call 111 or 999 as necessary.
- 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 or Child and Adolescent Mental Health Services (CAMHS).
- A child who requires night time wetting support (nocturnal enuresis) will have to be referred by a GP or a Community Paediatrician. Nurse led clinics are run across the county throughout the year for children aged 7 years and over.
- Children who attend Independent Schools are not commissioned by BCC to receive support from the School Nursing Service.

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 for example to the Community Paediatrician.

Timescales

- An acknowledgement automated email will be sent to the referrer or by post within five working days of receiving the referral if an email return address is not available.
- All referrals will be assessed by a school nurse on receipt and if they are identified as being an urgent, the parent/carer/referrer will be contacted by a nurse within two working days, to offer telephone advice and/or to arrange an appointment.
- Referrals from Social Care will be acted on in accordance with the BSCB Safeguarding Policy and the School Nursing Safeguarding Guidelines.
- Children in Care (LAC) Health Assessments will not need a referral and will be undertaken in accordance with locally agreed policy.
- An automated response will be sent on receipt of a referral to the SN Service.
- All appropriate new referrals will be allocated to an appropriate member of the school nursing team within two weeks of receiving the referral.
- Within 10 working days of allocation, contact with the parent/carer/referrer by telephone or email (if supplied) will be attempted. If after further assessment the referral does not meet the service criteria, advice and signposting information will be provided. The referrer will be notified of this decision. If it has not been possible to make contact after 2 attempts the referral will be discharged and the referrer notified.
- After the initial consultation, all appropriate Level 2 and 3 referrals will be offered an appointment within 18 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 with an on-going plan of care; or
referred onto or signposted to the most appropriate service to meet their needs. During this first appointment a health assessment will be undertaken to determine a clear care pathway.

- Referrals assessed as requiring Level 1/2 support will receive a bespoke information pack and then the referrer is to re-contact the SN Service after 6-8 weeks. If this contact is not received then the referral will be discharged and the referrer notified.
- Any queries from a school or parent via telephone/email regarding supporting a child returning to school with a new health condition will be triaged as an urgent referral and responded to accordingly.
- The BSCB Escalation, Challenge and Conflict Resolution procedure which “provide professionals with the means to raise concerns they have about decisions made by other professionals or agencies”. The procedure can be found at: [http://bscb.procedures.org.uk/assets/clients/5/Escalation%20Procedure%20Appendix%20C.pdf](http://bscb.procedures.org.uk/assets/clients/5/Escalation%20Procedure%20Appendix%20C.pdf)

**Please note:** In order to protect patient confidentiality, we will not include specific details of children in email communications only the detail of the issues. If patient specific details are required then the use of password encrypted attachments will be implemented.

**School Nursing Service provision**

If the 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 four sessions with an additional two if necessary. 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. A child in secondary school will be assessed using the Fraser Guidance and Gillick Competency framework, whereas children in primary school will require parental/carer consent to undertake a piece of work.

- All referrals will be triaged against the Bucks Safeguarding Children Board threshold document, so adding as much details as possible to the referral form will help with this process. Requests for support that fall under the level 1 criteria will be offered information and a self-help e-pack. The referrer is to feedback to the SN Service after 6-8 weeks and a telephone assessment will determine whether further support is required. Referrals may also be re-signposted to parenting classes/groups before any work is undertaken in relation to behaviour management.
- If the parent/carer/referrer is not able to print out the self help resource e-pack, then a single hard copy will be mailed.
- 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.
• PSHE sessions may be offered in school on a needs led basis and in accordance with the health profile generated from the Online Health Assessments. There will be exceptions in cases of bereavement or other issues requiring a swift response in relation to an unexpected event.
• Teacher awareness sessions can be requested and will be provided according to need after the completion and triage of a “Managing Medicines in School” request. (Appendix 2) E-learning resources will be the preferred method. School Staff are to ensure they attend the BCC Supporting Children in School Health and Safety triennial training.
• Some examples of Level 1 support would include, fussy eating, toileting issues or sleep routines, headlice advice without neglect concerns
• Some examples of Level 2 support would include some developmental concerns, failing to meet developmental milestones, toileting with emotional issues.
• Some examples of Level 3 support would include protective behaviours work, self harm, eating disorders. This would commence with a targeted health assessment and then referred to a specialist service as necessary. On-going assessment and analysis will be undertaken at each contact and referral onwards will be made to specific services as required. The original referrer will be notified. Escalation processes will be adhered to as required
• Level 4 support will only be initiated on the receipt of a successfully accepted referral from Social Care.

Safeguarding Children – Child Protection Conferences

In BHT, other services, such as CYP Therapists also have direct contact with children and families, both in the community and hospital setting. According to BSCB procedures ‘A conference should consist of only those people who have a significant contribution to make due to their knowledge of the child and family or their expertise relevant to the case’.

• Unless actively involved with the child in the previous 6 months of the date of the ICPC, School Nursing will NOT attend initial conference
• If an unmet health need is identified at Conference or 1st Core group, then the Social Worker is to complete a referral form for School Nursing service and email to bht-schoolhealth-referrals@nhs.net
• Should the School Nursing Service be required to attend any Review Child Protection Conferences, Child in Need or Core Groups or Professionals Meetings then it is necessary for social care to refer using the correct referral form process (Appendix 1).
• On receipt of referral School Nurse will triage & prioritise the referral
• A waiting list will be implemented
• Any work by School Nursing Service will be task and finish up to 6-8 weeks
• Any direct work with families will require attendance & a written report for conference.
A therapist working with the child will attend initial case conference and possibly subsequent conference as needed.

**Expectations**
Following the successful referral to School Nursing from Social Care the expectations will be that a vulnerable child health assessment will be undertaken, recommendations made and if appropriate the nursing team will complete any additional follow up work over a period of 4-6 sessions. A report will be provided for review conference and feedback given at core groups as necessary.

Attendance at Social Care Section 47 Strategy meetings will fall outside of this specific referral form, and will only be attended if the School Nursing Service is currently actively working with the child/young person. This exception is due to the urgency of the meeting and the timescales in which they are called.

**School Nursing and BHT Named Nurses for Child Protection.**

The School Nursing Service will keep contemporaneous records in accordance with NMC and BHT guidelines for children/young people currently receiving School Nurse support. All entries by the BHT Safeguarding Team relevant to MASH, MARAC or any other BSCB safeguarding processes will alert the School Nursing team that the child and family circumstances may have escalated during the time the child has an open referral to the service. All of these actions will allow the School Nurse and Named Nurse to have a clear understanding about current concerns and facilitate ongoing action plans.

**How to contact us**

Please complete and sign a referral form giving the necessary consent. This can be found on the [BHT School Nursing](#) website and posted to the service or emailed to our secure generic email address.

Please include class teacher observations of pupil in school and any relevant reports clearly stating how the school feels that the child or young person would benefit from school health support and the risk to the child or young person.

Parents/carers should provide details including emotional, mental and physical health history, family history and previous professional involvement.

**Please note:** *We are not an emergency service and only operate during working hours Mon-Friday.*

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

**Compliance with General Data Protection Regulations**
Under the UK Data Protection Act 2018 and EU General Data Protection Regulation (GDPR) any processing of personal data must have a lawful basis. The information collected for the Health Screening programme (Vision and National Childhood Measurement Programme) falls within the category of data concerning health and the most appropriate lawful basis considered for this purpose is ‘compliance with a legal obligation’ and the ‘provision of health and social care’. (Article 6 and 9 of GDPR)

Any data collected during the health screening programme will be treated confidentially and will not be used for any other purposes unless statutory legislation permits otherwise.

Please read our Fair Processing Notice on details on how we process person identifiable.

Buckinghamshire School Nursing Services are part of Buckinghamshire Healthcare NHS Trust and in a commissioned service by Buckinghamshire County Council. Bucks County Council and Bucks Healthcare NHS Trust have details of the new GDPR on the websites details below.

Useful contacts

Please visit the School Nursing and partner Children and Young People’s website for links and details of other agencies who support children and families in our local community or nationally.

Buckinghamshire Healthcare NHS Trust www.buckshealthcare.nhs.uk

Buckinghamshire Family Information Service: www.bucksfamilyinfo.org

Bucks County Council Public Health: www.bucksc.gov.uk/services/health-and-wellbeing

Associated Guidance for Internal Use

This referral guidance and criteria is to be used into conjunction with the BHT School Nursing Standard Operating Procedures for Safeguarding and the BHT School Nursing Safeguarding Policy.
# School Nurse Service Request Form

Please send all referrals: **bht.schoolhealth-referrals@nhs.net**

(password protect as necessary) postal address on the school nursing website

<table>
<thead>
<tr>
<th>Child's full name:</th>
<th>School:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender:</td>
<td>Date of Birth:</td>
</tr>
<tr>
<td>Parents/carer name:</td>
<td>Day time contact details:</td>
</tr>
<tr>
<td>Address:</td>
<td>Preferred Email address:</td>
</tr>
</tbody>
</table>

Parent / carer's main language:

 Interpreter required? Y/N

GP:

NHS number:

Are there any safeguarding concerns? Y/N

Is the child above subject to a child protection plan? Y/N

(Please forward CP Plan if referring from Social Care)

Other significant family members not at the above address e.g partner, parent, grandparent: (Parental Responsibility Y/N)

<table>
<thead>
<tr>
<th>Child's main spoken language:</th>
<th>Religion:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other family members in household:</td>
<td>Relationship to child</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Have parents/carers consented and are they aware of the details of this referral? Y/N

Has the child self-consented if over 13? Y/N

Is the parent/carer aware that these details will be shared with school nursing? Y/N

Child mobile number: (optional)

Is the parent/carer aware of your referral concerns? Y/N

Does the child have any Special Educational needs? Y/N

Does the child have an Educational Health Care Plan? Y/N

Has the parent/carer been on a parenting course? Y/N

(NB. In most cases will we suggest the original referrer signposts the parents to a course before we will undertake a piece of work)

Current Services already provided to family eg: health, education, social care, voluntary

<table>
<thead>
<tr>
<th>Name of service</th>
<th>Contact name</th>
<th>Tel number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please Tick relevant box/boxes if there are concerns with any of the following:

<table>
<thead>
<tr>
<th>Emotional Wellbeing</th>
<th>Sexual health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low mood/ depression / anxiety</td>
<td>Eating disorders/ body image</td>
</tr>
<tr>
<td>Self - esteem</td>
<td>Development/puberty advice</td>
</tr>
<tr>
<td>Self harm</td>
<td>Bereavement</td>
</tr>
<tr>
<td>----------</td>
<td>-------------</td>
</tr>
<tr>
<td>Anger management</td>
<td>Support with drugs/alcohol/smoking</td>
</tr>
<tr>
<td>Parenting – boundaries and routines</td>
<td>Daytime wetting / soiling</td>
</tr>
<tr>
<td>Healthy eating/ weight management</td>
<td>Bullying</td>
</tr>
<tr>
<td>Support with long term medical condition</td>
<td>Hygiene incl. oral health and head lice advice</td>
</tr>
<tr>
<td>Hearing / vision screening</td>
<td>Parental separation / conflict</td>
</tr>
</tbody>
</table>

**How long has this been affecting the child/young person?**

**What areas of life is this problem impacting on for the child?**

**What support is already in place?**

**What have you done as a school/parent/carer to support the child in relation to the issue of this referral?**

**What outcome is hoped for? What are the child/young person’s/parents’ goals?**

**Any additional information: e.g have you also completed a MARF and/or other referrals at the same time as this request?**

**What is your perceived threshold level based on BSCB Threshold Document 2015.**

<table>
<thead>
<tr>
<th>Referrer name:</th>
<th>Role:</th>
<th>Tel No:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisation:</td>
<td>Email:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td>Postcode:</td>
<td></td>
</tr>
<tr>
<td>Signature:</td>
<td>Date:</td>
<td></td>
</tr>
</tbody>
</table>

**For administration use**

<table>
<thead>
<tr>
<th>Date referral received:</th>
<th>Date referral allocated:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of referral acceptance/ not appropriate/ refer to another service letter sent:</td>
<td>Team: Universal Plus / Partnership Plus / Child Protection</td>
</tr>
<tr>
<td>Triage against BSCB Threshold: RED (L3/4), AMBER (L2), GREEN (L1)</td>
<td>Date recorded / uploaded to RiO:</td>
</tr>
</tbody>
</table>

For more details on this & other children and young people’s services visit: [www.buckshealthcare.nhs.uk/Children-and-young-people/](http://www.buckshealthcare.nhs.uk/Children-and-young-people/)

Email communications specifically about children will be via password protected attachments.

Please direct all parents to the above website for detail of our compliance with GDPR.
### Supporting Pupils in Schools with Medical Conditions - Training request

**[Password protect the document if including pupil details]**

Email request to: `bht.schoolhealth-referrals@nhs.net`

<table>
<thead>
<tr>
<th>School</th>
<th>School contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please provide the name(s) of the staff who have attended the **MANDATORY** Bucks County Council 3 yearly update?

<table>
<thead>
<tr>
<th>Date of request</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Date SN last delivered training in school:

<table>
<thead>
<tr>
<th>Will you be inviting other schools/nurseries to the training event? If so which ones.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Please provide the date they last attended the BCC “Managing Pupils at School with Medical Conditions”

<table>
<thead>
<tr>
<th>Names of Pupils training would be relevant to <strong>(for children with asthma include only if attendance is an issue)</strong> Names not numbers of children with a diagnosis</th>
</tr>
</thead>
</table>
| e.g. Johnathan Doe
Sarah Peabody                                                                                                                                  |
|                                                                                                                                                |
| Date of Birth |
| Date of Birth |

**Diagnosis**

**ASTHMA, ANAPHYLAXIS, EPILEPSY**

- Anaphylaxis – bee stings – newly diagnosed
- Asthma – attendance less than 90% or impacting on their education.

- Who is the training intended for specifically? Teachers, TA, midday supervisors. Numbers approx.

<table>
<thead>
<tr>
<th>If you feel necessary you are able to invite the parents/carers to the sessions. This could be a valuable refresher for them. Please indicate if parents/carers are invited.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

- Have staff accessed the e-learning modules: Y/N

<table>
<thead>
<tr>
<th>If e-learning has not been accessed, please provide details.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Training Contract**

Our view is that awareness sessions in school, provide education staff with knowledge to support children with long term medical conditions and keep them safe in schools. Whilst we may not be able to offer annual update training to all Schools in Buckinghamshire, we will respond on an individual basis e.g. complex health needs, newly diagnosed, sickness absence concerns. By completing this form it will allow us to process your request accordingly. All staff will be able to access e-learning modules throughout the year. We will only be able to attend your school once in an academic year, but we would be able to discuss additional sessions should your circumstances change.

Time required: 1 topic = 45 minutes  
2 topics = 1.15hrs  
3 = topics 1.45hrs

All school staff attending would be kindly asked to respect the speaker’s needs so that the training can be informative, relevant and worthwhile. A 30 minute lunch break is not an ideal time to undertake a training session.

Some pupils may also benefit from attending the session as it could help them understand their condition and take responsibility for managing symptoms. Please discuss this with the School Nursing Service when making the request.

There are links to comprehensive training modules on the School Nursing Website. **Asthma** – FREE elearning module including certificate of completion. **Anaphylaxis** – FREE elearning module **Epilepsy** – FREE e-learning module

Office use only:

**Team allocation to:**

**Date to be delivered:**
Referral received
(Referral, EHP, Screening, LAC, HAPI Enuresis, or Social Care)

Team Admin to enter details of referral to Rio. Add to relevant Monthly team Planner for allocation (appointment if Enuresis). Automated response to referrer to acknowledge receipt.

SCPHN Team to use BSCB Threshold Document and School Nursing Key priority list rating to assess intervention level

Child Protection conference invitations – attend if active in last 6 months.
Refer to School Nursing and CYP Safeguarding pathway.

School Nursing Referral and Triage Pathway. To be used with SN Standard Operating Procedures (Nov 2018).

**RED - LEVEL 4**
Support will be offered according to evidence of unmet health needs which could be supported by SN. Vulnerable or Emotional Health Assessment will determine need.

Early Help Panel, ICPC/RCPC only if known to SN in last 6 months or following referral and conversation with SW.
Looked After Child Assessment. Level 4 concerns on BSCB threshold document.
Attend meeting, review if on-going input necessary. Targeted work over 4-6 sessions.

Liaise with Social Care, CAMHS and/or Community Paediatrician.

**AMBER - LEVEL 2/3**
Health assessment. Refer to a specialist service as necessary or as SN level 4.
Level 2: e.g. some developmental concerns, failing to meet developmental milestones, toileting with emotional issues.
Level 3: e.g. protective behaviours work, self-harm, eating disorders.

Enuresis – refer to SN guidance
On-going assessment and analysis at each contact and referral onwards to specific services as required.

Liaise with CAMHS, Social Care and/or Community Paediatrician.

**GREEN - LEVEL 1/2**
Level 1: e.g. fussy eating, toileting issues or sleep routines, headlice advice without neglect concerns. If there are safeguarding concerns then respond as Level 2/3 as appropriate.

Re-direct referrer to BFIS for parenting support. SN liaise with TA Hub. Letter to referrer/parents with details of specific e-pack. Referrer/Parent to make contact if no improvement after 4-6 sessions or situation escalates.

Liaise with CAMHS, Social Care and/or Community Paediatrician.

Ongoing assessment and analysis

School Nursing Referral and Triage Pathway. To be used with SN Standard Operating Procedures (Nov 2018).