

CLCH Children's Service in Merton –
Shelley Heffernan, CBU Manager



Providing community healthcare
in London and the Home Counties

CLCH Children's Services Structure :

James Benson (Lead Director)

Janet Lewis (Director – Children's services)

Shelley Heffernan
Clinical Business Unit
Manager

Ruth Gladwell

Locality Lead for Integrated Complex Needs Team

- Paediatric Physio therapists, OT's, Speech, Therapists, Dieticians , Special schools and EHCP

Helen Tebbit

0-19 Locality Lead -Universal

- Health Visiting ,School Nursing Looked After Children's, MASH

What we offer-

Health Visiting

Integrated complex needs services

School Nursing

Multi Agency Safeguarding Hub (MASH)

Looked After Children nursing

Focus on Clinical Quality – Clinical care



Simply the Best, Every Time ***A Strategy for the delivery of outstanding care 2016-20*** Positive Patient experience

- Patient safety
- Clinical effectiveness
- Modelling the Way
- Here, Happy, Heard & Healthy
- Recruiting and retaining an outstanding clinical workforce
- Value Added Care

What does this mean for Merton Children and Families?

Integrated working:

- Colocation of HV, School Nurses and FNP in Children's centres
- Integrated Complex Needs Team
- EHCP team- developing an integrated pathway, colocation of the Health EHCP team, joint protocols
- Implementation of mobile working
- Safeguarding
- Mobile working

Integrated Team at the Children's Centre's – HV's, FNP, School Nurses , Nursery Nurses , Early Years Team



Emphasis on Safeguarding:

- Implemented CLCH policy and procedures
- Increased level of training in safeguarding and supervision
- MASH – review model, new model of delivery
- LAC – joint protocol, New Merton Named Nurse for LAC
- GP liaison Role and safeguarding

Engaging with our children and families:

Implementation of quality campaigns – positive patient experience

Trained teams in patient stories

Patient reported experience measures

Monthly Quality Report


Audits

Dedicated Patient safety lead and patient engagement


Clinical outcomes

Continuous Improvement


Patient experience feedback



Just because I had a few worries they answered everything I asked them and they gave me good advice and a lot of leaflets to help me.



They were very attentive and understanding and listened to our issues



They are very friendly and supportive.

Summary of The CLCH Health Visiting offer:

Health Visiting

- Antenatal contacts
- New birth visits
- 6 week reviews
- Maternal mood assessments and support
- Safeguarding
- Developmental reviews
- Transition from HV to School Nursing
- Well Child Clinic's and Home Visits
- Support for Breast feeding mothers, weaning advise , healthy eating
- Immunisation Promotion

The CLCH School Nursing offer

School Nursing

- 4-5 year old health assessment
- National Child Measurement Programme
- Health promotion PHSE
- Safeguarding
- Healthy eating promotional sessions
- Children Missing from education
- Youth Offending
- School leavers –post 16
- Transition to adult services

Merton 0-5 Healthy Child Service

Safeguarding

Quality

Robust information sharing

Integrated/
partnership working



4 Levels of service

5 Universal health reviews

6 High impact areas

Health Matters- <https://healthmatters.clch.nhs.uk/>



The screenshot shows the homepage of the Health Matters website. At the top right, there are three buttons: 'Select Language', 'Feedback', and 'Hide Page'. The main header features the text 'HEALTH MATTERS' in large, bold, black letters. To the right of this is the logo for 'Central London Community Healthcare NHS Trust' with the NHS logo and the tagline 'Your healthcare closer to home'. Below the header is a search bar with the placeholder text 'SEARCH THIS SITE' and a magnifying glass icon. The main content area is divided into three columns, each with a photograph and a caption: '0-4 YEARS' (showing a healthcare worker with a baby), '5-10 YEARS' (showing a group of children waving), and '11-19 YEARS' (showing a young man and woman). Below these columns is a paragraph of text: 'Health Matters is a digital hub that supports the health visiting and school nursing services delivered by Central London Community Healthcare NHS Trust across 9 boroughs in London. CLCH runs children's services in Westminster, Hammersmith and Fulham, Kensington and Chelsea, Barnet, Brent, Richmond, Hounslow, Harrow and Merton'.

Integrated Complex Care Service

Occupational Therapists- Seating assessments and splinting in school

Physio Therapists- MSK physio and Community treatment

Paediatric Dieticians – HEF community and school treatment

Speech and Language Therapists – AAC pathway and dysphagia

EHCP team – CAMHS, Nursing, OT and Administration

Special Schools – Nursing and Therapy

Challenges

- New ways of working, requiring reconfiguration of RIO
- Significant Transformation for Merton clinical teams- new ways of working, winning hearts and minds
- Expansion of the age range from 8- 19, for children receiving therapy.
- Recruitment
- Appropriately skilled and competent staff
- New levels of training requirements

Service Development Improvement Plan - Achieved



Further SDIP's for Quarter's 3 , 4

Implementation of
the AAC Pathway

EHCP Pathway and
protocol
development

AN and Perinatal
Pathway
development and
implementation

New born blood
spot pathway

Whole School
approach including
CAMHS
transformation

Information
Sharing Agreement

Liaison and
engagement with
56 schools and 26
GP's

London Continuum
of Need and
capacity planning

Development of
the continuing care
coordination role

Questions?

