



**CORNWALL
COUNCIL**
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Together 
for Families

School nursing

A guide for young people

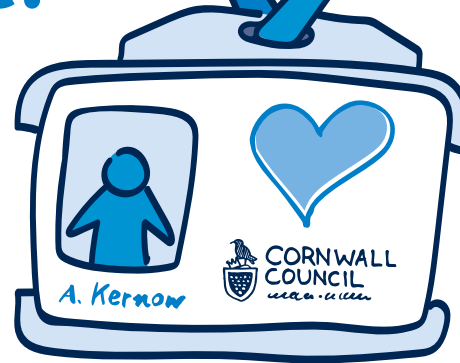


www.cornwall.gov.uk/schoolnursing

What is the school nursing service?

The school nursing teams are part of Cornwall Council Children's Community Health services.

They work together to provide important health advice and support to children and young people aged 5 - 19 years, usually in school, college or other education settings.



We help you to look after your social, emotional, physical and mental health and wellbeing

We do this by providing advice and information on making healthy choices to keep and stay well. When working in partnership with outside agencies on your behalf we make sure that we are promoting your rights to access the health care and support that you need, when you need it, and where you need it.

You may see us once or more regularly if you have an on-going plan in place where healthcare support is needed.

We do not wear a uniform like some nurses, but we will be wearing our ID on a lanyard, which tells you who we are. **You can ask to see our ID at any time.**

Who are the school nursing team?

Working together to help support you reach your full health and wellbeing potential.

The teams are made up of:

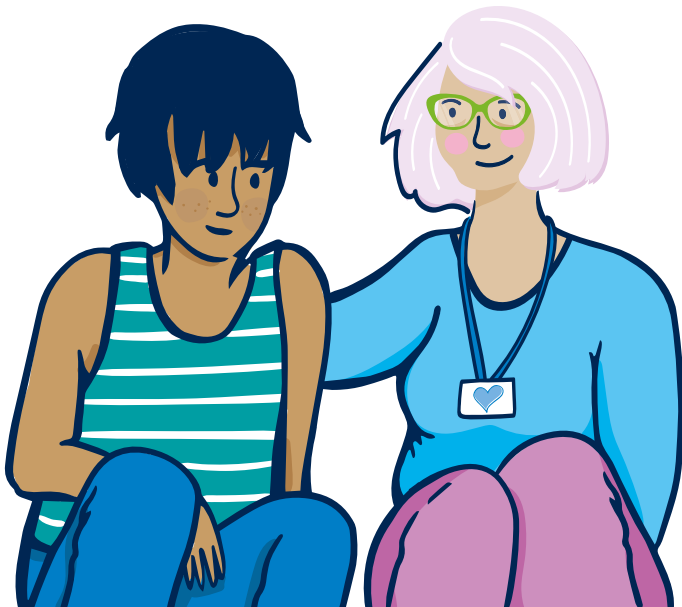
- **School Nurses:** Individuals who are registered nurses with an additional specialist public health qualification.
- **Community Nurses:** Individuals who are registered nurses.
- **Family Health Workers:** Individuals who have professional qualifications specific to supporting and advising children and young people.



How can the school nursing team help me?

The team work very closely with schools and other agencies, like GPs, Early Help, CAMHS (Child and Adolescent Mental Health Service) and sexual health services. **This is to make sure that you receive the help and support you need, from the right people, at the right time.**

If you're finding things a bit difficult or you're worried and have some health concerns, you may already have spoken to an adult you trust; this might be a parent, carer, your GP, or someone at school. If you feel it's the right next step for you, **you can contact us or come to one of our drop-in sessions.**



Sometimes you may have been referred to us by an adult who's worried about you, and thinks we could help you. We'll always talk to you about this and find the best way to help you get the support you need. Once we've received the referral, we will make contact with you to talk about what happens next.

It's your choice if you want to take up our offer of help.

If you do come in to talk with us, the conversation and information you give us will be treated as private and confidential. This means we will not share what we talk about with anyone else, including your parents, carers and school - unless we are worried that you or someone else is unsafe or at risk of harm.

If we think you or someone else is at risk of harm, based on what you've told us, we will always be open and honest with you about what needs to happen and what we will do next. This might include referring you to services such as social care or the Child and Adolescent Mental Health Service, but we will do this with your best interests in mind.

Some things we may be able to help you with...

Managing difficult feelings and emotions and feeling worried about things

Helping you to stay safe

Diet, nutrition and exercise

Understanding how smoking, vaping, drug and alcohol use can affect your physical and mental health

Sleep

Concerns about mental health

Difficulties establishing or maintaining relationships with friends and/or family

Sexual health advice: Growing up, contraception (C-Card) and protection from sexually transmitted diseases (STDs)

Maintaining a healthy lifestyle

Your emotional health and wellbeing: We can advise on low mood, anxiety, stress and self-harm



Remember...
We are here to help you, not judge you.

How do I ask for help from the school nursing team?

If you're aged 13 or over you can self refer online, via the Early Help Hub.

If you're under 13 you'll need to ask an adult you trust to complete the form on the Early Help Hub with you, and submit it on your behalf.

Visit...

 www.cornwall.gov.uk/earlyhelp

to fill in the **Early Help request** or for more information about how to complete the form.



Or scan
the QR code



Is referring the only way I can get support?

The short answer is no; there are other ways you can get advice and support from the team.

You can..

- **Access the School Nurse drop ins at school**
- **You can call the 0-19 Health Advice Line and speak to a qualified health professional**
- **You can also text ChatHealth for support**

Most schools run a **regular drop-in service** which you can attend without an appointment. Drop ins are available for all young people to access health information, advice and support. **You can talk to us** confidentially, in a safe, supportive space, **about anything that might be worrying you.** If it makes you feel more comfortable, you can bring a friend or an adult you trust along with you.

Our 0-19 Health Advice Line offers a quick and easy way for you to access help and support for any health or wellbeing worry you might have. Send a text message via ChatHealth (anonymously if you like) to our School Nursing teams to get confidential help and advice about a range of health matters.

If you need to speak to someone to urgently...

Please note **the school nursing service is not an emergency service**. We're open between 9am - 5pm, Monday to Friday.

If you are concerned for the health and wellbeing of a child or young person then urgent health advice should be sought from:

- Your GP
- NHS Helpline | **Call 111** Open 24 hours a day, 7 days a week.

In an emergency or if you feel is unsafe, call 999 or go to your nearest hospital.

Confidentiality

We provide a confidential service. This means that you can discuss personal information in confidence. We will not discuss your personal information with anyone else without your permission. This includes parents and teachers. We would only pass on your information in order to protect you or someone else from serious harm. Whenever possible we would discuss this with you first.

For more information on the School Nursing Service and to explore the full offer please visit: www.cornwall.gov.uk/schoolnursing

Your privacy

To find out how we use your information to provide services, please visit www.cornwall.gov.uk/tffprivacynotice

Contact us

The **ChatHealth** text messaging service is available Monday to Friday (excluding bank holidays) from 9am to 5pm. When a text is sent to the numbers, an automated reply confirms it has been received. A trained healthcare professional will reply to the message during office hours, within 48 hours.

**ChatHealth
Parent Line 0-5**



07312 263 423

**ChatHealth
Parent Line 5-19**



07312 263 499

**ChatHealth Young
People 11-19**



07312 263 096

ChatHealth forms part of the wider 0-19 Health Advice Line.

If you would prefer to speak to a member of the team or email us, please...

Phone | 01872 324261 (option 2) or

Email | hvsnadvice@cornwall.gov.uk

Working to the standards of the **You're Welcome Criteria** to ensure services delivered are focused on the needs of the child, young person.

www.gov.uk/government/publications/establishing-youth-friendly-health-and-care-services

If you would like this information in another format or language please contact us:

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Treyew Road, Truro TR1 3AY

e: customerservices@cornwall.gov.uk

t: 0300 1234 100

www.cornwall.gov.uk