

SERVICE INFORMATION

CFHD Children in Care Service

More about us

We are dedicated to providing every child with the best care and every clinician has undertaken specific training. We undertake statutory health assessments for children and young people in care across the Devon and Torbay area.

We provide evidence-based support and health promotion (directly or via referral/signposting) to children and young people in care and any other professional working with them. We also provide advice and support to parents/carers. We are committed to listening to and respecting the views of children and young people in our care and to making a positive difference to their lives.

We work in partnership with young people, carers, other health professionals and the local authority to assess, interpret and identify unmet health needs of children and young people in care and those about to leave care. We formulate a health plan to meet those needs. We work holistically to ensure young people have access to the best possible health advice and services, tailored to meet their individual needs.

We will:

- Be a health contact for children/young people, parents, foster carers and social workers.
- Be advocates for children and young people in care
- Liaise with other professionals involved in the care of the child or young person to share information and promote positive outcomes for them.
- Refer to other agencies or teams in full consultation with child/young person (age appropriate).

Our Team

Every member of our team has to provide evidence of their registration, training and criminal record status before they can work with the child/young person.

What happens at a review health assessment?

Qualified nurses will review any identified actions from the previous health plan, discuss general health, check height and weight and discuss any worries or concerns you or they may have. It is helpful to bring dates of dentist, optician or other appointments with you.

We provide advice and information on your child's development, emotional health and health promotion. This may include immunisation, substance misuse, sexual health advice and access to local services. An updated health plan will be agreed with the child/young person and/or carer.

How soon will my child be seen?

When children enter local authority care, they will be offered an initial health assessment by a suitably qualified medical practitioner.

At these assessments, a health plan will be developed and agreed with the child/young person and/or carer.

This assessment will be reviewed by one of our specially trained nurses. For children under five, review appointments will be offered every six months. For children over five, the review appointments will be offered every year.

Where will my child have appointments/review assessments?

Children under five will generally be seen for their review health assessments in the home by their CIC Nurse.

Children over five and young people up to 18 will be seen annually for their health assessment by children in care nurses in a variety of settings. The nurse will provide ongoing support and follow as indicated.

How long will my appointment take?

Each appointment is dependent on your child's needs, so appointment times will vary. However, most tend to be about one hour long. This may also be influenced by the child/young person and how they engage with their health discussions.

Who can attend an appointment with my child?

Young children often depend on those looking after them to be present for their appointment. Older children may prefer to attend on their own and we offer them a choice of who they would like to be with them. Sometimes our staff may request for another professional to be present. If you are uncomfortable with this, please contact us to discuss.

How will I get feedback about my child?

Keeping you involved in your child's care is important to us. We will keep you updated on your child's progress either in writing or face-to-face. You and your child (age appropriate) will receive a copy of the health plan. If this does not happen, please contact your social worker or children in care nurse.

How do I cancel or change an appointment?

If you and your child cannot make the appointment, please contact us as soon as possible. This will enable us to arrange an appointment for another child.

Non English Speakers and other formats

We will provide all of our leaflets in other languages and formats. Please let us know if you would like a copy of this leaflet in a different format or language.

What if I have a concern?

We are committed to providing you with the best service possible. We are always looking for ways to improve the service and would like to hear your comments, compliments and complaints.

If you would like to make a complaint, please speak to a member of the team caring you in the first instance. Alternatively, you can speak to our Customer Experience Team using the details in the Get in touch section. The full complaints process is in our Customer Experience: Here to help leaflet and is also online. If you would like any help, please speak to a member of staff in the service.

Would you recommend us?

You can help shape your service by taking part in the Friends and Family Test. Tell us what was good or what could be improved about your recent visit to our service.

We will take on board your comments and suggestions by making the necessary changes to make your next visit as pleasant and comfortable as possible. You can provide feedback by free text message, on a paper form or online.

Our commitment to you and your child

Children and Family Health Devon takes your dignity and privacy very seriously and we will at all times respect your confidentiality. Please treat our staff with respect so that we can provide you with the very best care we can. Ask a member of staff for a copy of Your Rights and Responsibilities.

In order for us to provide you the best quality of care and ensure your safety, every member of our team has to provide evidence of their professional registration, training and criminal record status before they can work with you.

Your child's records

Any information held about your child is kept securely in a file or on electronic information systems.

We use the information to:

- Record important health and social care information
- Help professionals to care for your child
- Provide appropriate support and care to children, young people and families.
- Develop and improve services and measure how well we are doing.

We will only share information about a child/young person with your consent unless required by law or the data is anonymised. However in some circumstances, when we feel that your child or others are at risk, we may share information without consent.

If you would like to know more about how we look after and use data or if you would like to know how to access your data, please write to our information governance team.

Get in touch

Children and Family Health Devon is proud to provide the Devon and Torbay Children in Care Service.

Named Nurse for Children in Care and Care Leavers

Cathy Jermey

Children in Care and Care Leavers Nurse team:

Please contact

Single Point of Access

T: 0330 024 5321

Children in Care Administrators

cfhd.devonchildrenincare@nhs.net

Children & Family Health Devon

One Capital Court
Bittern Road
Sowton Industrial Estate
EXETER
EX2 7FW

www.childrenandfamilyhealthdevon.nhs.uk

For further assistance or to receive this information in a different format, please contact the department which created this leaflet.