**Warwickshire School Health and Wellbeing Service**

**Case Study**

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| **Name:** | School Staff Nurse (SSN) |  | March 2020 |

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| **Please could you describe the issue the service user was experiencing and seeking advice for?** |
| The young person (YP) aged 11yrs had recently completed a year 6 online Health Needs Assessment (HNA) in school. The completed questionnaire was reviewed by a school staff nurse (SSN) in order to identify any physical or emotional health and wellbeing concerns the YP may have and therefore ensure any appropriate interventions could be offered to YP and their family.  The YP response’s to the questions asked in HNA indicated a number of concerns they have about their physical and emotional health and wellbeing including poor sleep hygiene, feeling lonely, poor body image and worried about the use of alcohol by someone in their home.  The SSN telephoned the parent to discuss the concerns raised by the YP. The YP was spending equal time with both of their parents who are separated. During the conversation it was disclosed to the SSN that an incident had happened when the YP had argued with the parent and attempted to climb out of a widow to avoid the situation, this resulted in the parent pulling the child back and physically chastising them. The parent admitted to struggling with the YP’s behaviour which had been exacerbated by the YP not attending school as school has been closed due to COVID -19. |
| **Please describe the care you provided:** |
| The SSN acting in compliance with National, LSCB and Organisational standards made a referral to MASH. The SSN spoke to both parents who were advised of this action. The SSN also spoke to both parents to identify where school health could offer appropriate support. Consent was gained from parents to share relevant information with another professional supporting the YP to ensure that the support given was relevant to the YP needs. |
| **Please describe the outcomes of the care provided to the service user:** |
| The SSN carried out some brief intervention work with the parent over the telephone offering support and strategies as they were unable to meet face to face. Following this call and in agreement with the parent a referral was made to CAMHS to access further support for the YP’s emotional health and wellbeing. The SSN also signposted them to online resources that parents and the YP could access for information and advice. |
| **Could you describe the impact of your intervention:** |
| Following the referral to MASH, Children’s Services contacted the SSN to share that they had spoken with both parents who stated they felt well supported at this current time. The Duty Social worker’s comment was that the SSN had done a fantastic job in dealing with and supporting the family with the issues presented and signposting the family further and they were very appreciative of this. Therefore, at this time there is no further role for Children's Services. The onward referral for emotional health and wellbeing support has been made but awaiting any outcome. |