**DONCASTER SCHOOL NURSING SERVICE**

**Case Study**

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| **Name:** |  |  | **RDASH NHS FT** |

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| **Please could you describe the issue the service user was experiencing and seeking advice for?** |
| **School Nursing service promotion of accessibility to those identified as ‘active caseload’ (1250 CYP and Fam)** |
| **Please describe the care you provided:** |
| * **Letter designed and sent to each child with all SN social media contact details on**
* **All families receive a phone call prior to letter to inform of SN service offer**
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| **Please describe the outcomes of the care provided to the service user:** |
| * **All families welcomed contact from the SN service**
* **CYP very positive re social media offer should they require particularly as cannot access face to face should they need**
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| **Could you describe the impact of your intervention:** |
| * **Parental positivity would indicate that they felt reassured that SN service was still available to them during Covid lockdown**
* **CYP positivity would indicate that they welcomed knowing the social media availability of the SN service as a support system**
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