**Warwickshire School Health and Wellbeing Service**

**Year 10 pupil who had moved out of area -Case Study- A**

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| **Name:** | **Anne Tomkinson**  **School Nurse** | **Warwickshire Area:** | **Rugby** |

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| **Please could you describe the issue the service user was experiencing and seeking advice for?** |
| School Health had been supporting the young person following receiving a referral from school in respect of underweight concerns and poor school attendance. |
| **Please describe the care you provided:** |
| I met with the young person in school initially to discuss if they had any concerns in respect of their weight and to obtain a clearer picture of any issues that they young person was experiencing. The young person advised that they had previously been bullied but this was no longer an issue and that they feel sick. The young person also identified that she had a fractious relationship with her Mother at times but they were working on this. I agreed to meet with the young person again and carry out a height and weight.  I carried out a height and weight on the young person and this plotted as a healthy weight. The young person advised that things had improved and agreed to have their height and weight re-measured in 3 months’ time. ChatHealth contact number shared with the young person.  I contacted the young person’s Mother 3 months later to advise that I would be unable to carry out the arranged height and weight measurement on the young person due to Government/Service guidelines during the Covid-19 outbreak. Mother shared that the young person was no longer in her care and that they were residing with their Father out of area. Mother shared that her relationship with the young person had broken down and that she had not spoken to them as she had blocked them on her phone. I obtained Father’s contact number and advised Mother that I would also contact the School Nurses for the school that the young person would be attending.  I contacted Father and obtained details of the young person’s new school, G.P, Dentist and Opticians. I also spoke to the young person to ascertain how they were feeling and say my goodbye’s to them. I advised Father that I would be contacting the School Nurses in the area to hand over the young person’s care.  A contacted the School Nurses for the area and provided them with a verbal handover which I also followed up in writing. The School Nurses for that area advised that they would follow up the young person, undertake a further height and weight measurement and act on any concerns if necessary.  I also contacted the young person’s school within our area to advise them that the young person would no longer be attending the school. The school advised me that they had been unaware that the young person had moved and I provided them with the contact details of Father and the new school that the young person would be attending. School shared that they would contact the school to handover the young person and their concerns. |
| **Please describe the outcomes of the care provided to the service user:** |
| The care being provided by the Warwickshire School Health and Wellbeing Service is ensuring that the emotional health and wellbeing of the young person is being prioritised and appropriately addressed. It is also addressing sensitively concerns around the young person’s weight and fractious relationship with their Mother.  Without this intervention from myself, the likelihood is that this young person would have slipped through the net until normal services resumed following the Covid-19 outbreak. This intervention provided me with an opportunity of talk to the young person, obtain closure and also ensure that they would be followed up by the relevant professionals within the area that they were now residing.  This intervention being provided by myself built up an invaluable trust/rapport with the young person and enabled them to feel listened to and confident to share any issues or concerns that they may have. |
| **Could you describe the impact of WSHWBS support on this particular contact:** |
| Outcomes:-  Through their engagement with School Health Team, the young person:   * Is benefiting from having someone professional to talk to. * Is receiving immediate physical, social and emotional wellbeing support. * The young person did not slip through the net during the Covid-19 outbreak and will now be supported by the appropriate services in their new area. * The School Nurse is built a rapport/trust with the young person * The young person has an outlet to share any issues or concerns. * The School Nurse was able to obtain closure with the young person. |