

Case Study: Breast Feeding

Leicestershire Partnership NHS Trust

The issue the parent was experiencing and seeking advice for:

A mother messaged into the 0-19 parents messaging service asking for advice with breastfeeding. She was feeling unsure as to whether she was feeding correctly and appeared to lack in confidence with her ability.

The care provided by ChatHealth:

The mother was offered support, practical advice and guidance. Her feelings around breastfeeding were discussed and it became apparent that she was feeling low in mood. I was able to gain permission to contact her health visitor and arrange a home visit for further mental health support.

The outcomes of the care provided to the parent person:

The mothers immediate concerns regarding breastfeeding were addressed and a plan put in place to offer face to face support for low mood from her personal health visitor.

Impact of ChatHealth on this particular contact:

The mother was supported to continue breastfeeding. Also as a result of the messaging conversation, feelings of low mood were disclosed and a plan was put in place to support with this.

The 0-19 parents messaging service launched in November 2016. The service is staffed by 15 triage nurses supporting parents across Leicester, Leicestershire and Rutland, Monday to Friday 9am-5pm.

Submitted by

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Service User Case Study: Constipation

Leicestershire Partnership NHS Trust

What made you contact ChatHealth?

I messaged the ChatHealth service for some advice regarding my 2 year old daughter. She was struggling with constipation and we were unsure of how we could help her. We were giving her a varied diet but finding that she was still struggling to pass a stool. She had her 2 year and 3 month check at the end of last year I knew that there were no more contacts planned. I didn't know whether I should ring the health visitor or make an appointment at the GP surgery. We were given the ChatHealth number at her 2 year check so thought I'd send in a message to see if someone could help.

Tell us a bit about what happened:

I sent a text message to ChatHealth asking for some advice and got a response within a few hours. It felt much easier than trying to phone the health visitor whilst I was at work on my lunch break and instead I was able to send a quick message.

What would your feedback be about the service?

I was able to get some quick advice and this service makes it really easy to speak to a health visitor and accessible to everyone. As a dad you sometimes feel silly for asking advice however I will definitely be using the ChatHealth service again.

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Service User Case Study: Fussy Eating

Leicestershire Partnership NHS Trust

What made you contact ChatHealth?

I messaged into ChatHealth because I wanted advice about my 20 month old daughter. I was struggling with her being fussy with her eating and so found that I was giving her snacks to eat throughout the day just so I knew she had had something. She was also not sleeping very well at night.

I was feeling really tired and frustrated and needed to talk to someone. I hadn't seen my health visitor since my daughters one year check and I didn't know whether they would think I should have done something different so I felt nervous to call them or see them face to face but I saw the ChatHealth number in my GP reception.

Tell us a bit about what happened:

I sent a text message to ChatHealth asking for some advice and support and got a quick and friendly response from a health visitor – I was able to ask without feeling like I was pestering them and had the advice I needed really promptly.

What would your feedback be about the service?

I was able to ask questions comfortably that I felt I may be judged for asking face to face as I thought I should already know the answers as a mum. For quick and easy access to health advice ChatHealth is really useful service.

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Case Study: Nappy Rash

Leicestershire Partnership NHS Trust

The issue the parent was experiencing and seeking advice for:

A mother messaged into the 0-19 parents messaging service with a concern about her baby who had developed regular profuse diarrhoea and this had resulted in her suffering from a sore bottom. The mum was worrying that she was doing something which could cause this change and wanted advise on nappy rash.

The care provided by ChatHealth:

Through interactive texting I established that the baby was 7 months old and mum had just started baby led weaning, plus mum felt that her daughter was teething. I felt that I could reassure the mum that there could be other reasons for this recent change. I discussed the change in diet and bowel changes often caused by the teething process. We had a chat about nappy changing to accommodate this alteration and I advised her on cleansing and recommended barrier creams.

The outcomes of the care provided to the parent person:

The mothers worries were addressed and advice and support offered regarding baby led weaning, teething and nappy rash.

Impact of ChatHealth on this particular contact:

The mothers confidence in her parenting was re-established and she was given some advice to support her future practical decision making.

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Submitted by

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Case Study: Reflux/Emotional Health

Leicestershire Partnership NHS Trust

The issue the parent was experiencing and seeking advice for:

A mother messaged into the 0-19 parents messaging service asking for advice with her 5 week old son not settling when she lay him on his back. The mother reported that she had to hold her baby upright or sleep with him on her tummy to get him to settle. She had accessed the GP who advised that this was normal.

The care provided by ChatHealth:

The mother was offered safe sleeping advice and also given information on feeding by a colleague. It became apparent that her baby possibly had reflux which was affecting his ability to sleep on his back. I took over the conversation as my colleague needed to attend a meeting and explained to that I was now the health professional on duty and that I would continue to help her. It became apparent through the messages that the mother was feeling low in mood and was doubting her ability as a parent. I was able to gain permission to make contact with her health visitor to offer some support.

The outcomes of the care provided to the parent person:

The original query in regards to safe sleeping was addressed and the mother was directed to relevant resources for further information. An appointment with her health visitor was also made to ensure that she received some support with her emotional health.

Impact of ChatHealth on this particular contact:

The mother was empowered to have confidence in her parenting skills and praised for seeking advice. Her personal health visitor was able to support her with her emotional health and an appointment was made for the GP to review the baby for reflux.

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