

Case Study: Sexual Health

Suffolk County Council

The issue the parent/young person was experiencing and seeking advice for:

Sexual Health: Young person had experienced unprotected sexual intercourse and asked where she could get emergency contraception from.

The care provided by ChatHealth:

The young person was signposted to iCash sexual health services and it was explored how they could attend a clinic or GP surgery. As the young person lived in a rural area, without transport, they were unable to attend a clinic. Arrangements were therefore made for a School Nurse to meet the young person in their school to administer emergency contraception.

The outcomes of the care provided to the parent/young person:

The young person met the School Nurse and a full sexual health assessment was undertaken including risk of sexual exploitation. The young person was administered emergency contraception, given condoms (as part of the C – card scheme) and offered chlamydia screening. Methods of contraception and risks of sexually transmitted infections were discussed. A repeat appointment was made and they were assisted in making an appointment at the iCash sexual health clinic.

Impact of ChatHealth on this particular contact:

Sexual health advice and emergency contraception was able to be given to a young person unable to obtain elsewhere within the required timeframe

The Suffolk school nurse messaging service launched in November 2015 and was extended to parents and carers in April 2016.

The service is staffed by 65 nurses and supports 46,000 children and young people Monday to Friday, 9am-4.30pm, all year round.

Bethan Stott, Clinical Health Manager, CYP Health, Suffolk County Council, Bethan.Stott@suffolk.gov.uk

Case Study: Bereavement Support Suffolk County Council

The issue the parent/young person was experiencing and seeking advice for:

Bereavement Support - The young person felt confused about feeling anger towards their parent who had died the previous year. They were finding the anniversary of their death difficult to cope with.

The care provided by ChatHealth:

The young person was reassured that the feelings they were experiencing were normal. Support already in place was explored, and suggestions given for further support. This included signposting to resources provided by Grief Interventions and the School Nurse drop in. ChatHealth also provided an avenue for expressing feelings at a difficult time.

The outcomes of the care provided to the parent/young person:

Young person felt listened to and a plan for future support was agreed.

Impact of ChatHealth on this particular contact:

The young person's immediate anxiety was reduced and plan in place to manage future feelings associated with bereavement.

The Suffolk school nurse messaging service launched in November 2015 and was extended to parents and carers in April 2016.

The service is staffed by 65 nurses and supports 46,000 children and young people Monday to Friday, 9am-4.30pm, all year round.

Bethan Stott, Clinical Health Manager, CYP Health, Suffolk County Council, Bethan.Stott@suffolk.gov.uk

Case Study: Behaviour

Sussex Community NHS Foundation Trust

The issue the young person was experiencing and seeking advice for:

The young person was looking for support to manage their anger as this was impacting on their behaviour and had led to them being excluded from school.

The care provided by ChatHealth:

The young person was supported to discuss what had been happening along with strategies to help them stay calm and not react when faced with feelings of anger. Arrangements were also made for a follow up face to face appointment with the school nurse once they were able to return to school.

The outcomes of the care provided to the young person:

The young person felt positive about the strategies they could try and was able to identify their own resources which they had previously used in similar circumstances. They were also provided with recommended apps and websites which they could use as additional sources of support.

Impact of ChatHealth on this particular contact:

The young person was able to chat about their school exclusion episode whilst they were not in school and were assisted to think about the impact of their anger and how they could overcome a repeat situation arising in the future.

The Sussex school nurse messaging service launched in April 2016 and is staffed by 15 triage nurses. The service is split into two teams: Brighton and Hove and West Sussex. Each has their own number and supports young people Monday to Friday, 9am to 4.30pm

Submitted by

Alison Luker, School Nurse (SCPHN), Sussex Community NHS Foundation Trust
Alison.Luker@nhs.net

Case Study: Emotional Wellbeing

Sussex Community NHS Foundation Trust

The issue the young person was experiencing and seeking advice for:

The young person identified themselves as male and expressed that he had concerns about his emotional wellbeing. He had recently separated from a long term girlfriend and felt unsupported by family and friends.

The care provided by ChatHealth:

The young person received an empathetic response via ChatHealth and was encouraged to discuss his concerns and the support he needed. He then requested to meet face to face with the same school nurse he had been messaging with as he felt that she had understood him, and this was arranged.

The outcomes of the care provided to the young person:

The young person went on to receive several sessions of face to face support and came to understand that what he was feeling was grief and loss. The sessions empowered him to make decisions for the future and were also used to set short, measurable goals which he could achieve.

Impact of ChatHealth on this particular contact:

The young person was able to access support initially in a safe, anonymous environment where the nurse was able to gauge the level of support required before moving on to face to face care. The young person felt that his emotional health had been taken seriously and he was able to receive the support he needed. If ChatHealth had not been available to him he would have continued to suffer and this would have eventually impacted on all aspects of his life.

The Sussex school nurse messaging service launched in April 2016 and is staffed by 15 triage nurses. The service is split into two teams: Brighton and Hove and West Sussex. Each has their own number and supports young people Monday to Friday, 9am to 4.30pm

Submitted by

Michele Mountifield, Practice Teacher, Specialist Community Public Health Nurse, Sussex Community NHS Foundation Trust

Michelemountifield@nhs.net

Case Study: Family Concerns

Sussex Community NHS Foundation Trust

The issue the young person was experiencing and seeking advice for:

The young person was concerned about her step mother who was seriously ill. She requested support to understand her step mothers condition and to explore her own feelings and anxieties around this.

The care provided by ChatHealth:

The family dynamics were established through a series of messages. The young person had many questions so we took the conversation stage by stage and addressed each element in turn. The young person also highlighted that she had concerns about bullying in school. She initially did not want to give her name or school, but did following reassurance, agreed to meet the school nurse face to face.

The outcomes of the care provided to the young person:

The messaging conversation was left open in ChatHealth so the young person could continue to receive support via text and a face to face appointment was arranged with the school nurse. The young person had been supported to learn more about her step mothers condition and to receive empathy, understanding and access further support to explore her own feelings.

Impact of ChatHealth on this particular contact:

The young person was very concerned about her step mother and felt like she needed a listening ear. By contacting ChatHealth she was being proactive in helping herself and had she not contacted the service she would not have been able to address her emotions.

The Sussex school nurse messaging service launched in April 2016 and is staffed by 15 triage nurses. The service is split into two teams: Brighton and Hove and West Sussex. Each has their own number and supports young people Monday to Friday, 9am to 4.30pm

Submitted by
Penny Greenfield, School Nurse (SCPHN), Sussex Community NHS Foundation Trust
Penny.Greenfield@nhs.net

Case Study: Behaviour

Suffolk County Council

The issue the parent/young person was experiencing and seeking advice for:

Behaviour – Parent of a primary school age child requested advice regarding managing their child's behaviour.

The care provided by ChatHealth:

The specific behaviour difficulties experienced were explored. There were no difficulties experienced in school. As sleep problems were also an issue and impacting on behaviour, specific advice regarding sleep were given. Parenting programmes were recommended and the parent was put in touch with the local area parenting coordinator.

The outcomes of the care provided to the parent/young person:

The parent planned to contact the parenting coordinator and attend a parenting programme.

Impact of ChatHealth on this particular contact:

The parent felt empowered to manage their child's behaviour and reported that the delivery was responsive to their needs.

The Suffolk school nurse messaging service launched in November 2015 and was extended to parents and carers in April 2016.

The service is staffed by 65 nurses and supports 46,000 children and young people Monday to Friday, 9am-4.30pm, all year round.

Bethan Stott, Clinical Health Manager, CYP Health, Suffolk County Council, Bethan.Stott@suffolk.gov.uk