Case study: Support during the coronavirus crisis – Health visiting

Leicestershire Partnership NHS Trust

The issue the parent was experiencing and seeking advice for:
A young mother with her 14 month old son was concerned about his development. She was a single parent living alone with her son during lockdown and so was not seeing her own mother or any of her friends or relatives. She was relying on social media for communications.

The mother had attended all appointments for development reviews in the past and had previously actively attended baby groups and seeing friends with similar-aged babies. She was anxious about her son's development after seeing friends posting on Facebook about their own baby's achievements when they started crawling and walking. The mother was reluctant to ask to see a health visitor face-to-face as she realised that they were not doing routine work and didn't want to put them, herself or her baby at increased risk by attending a clinic.

The care provided by ChatHealth:
The health visitor asked the mother to describe what her son was doing in all areas of development. The health visitor was able to reassure her that he was meeting his milestones and gave her ideas of activities which would help him to maintain good progress.

The outcomes of the care provided:
The mother was provided with information and reassurance in a non-judgemental way.

Impact of ChatHealth on this particular contact:
This contact highlights the need for the health visiting service to continue to provide information and reassurance to parents. As a very ordinary and everyday contact, this was not serious or challenging presentation for a health visitor but was a huge issue for the mother. If not for ChatHealth, the mother could have found information on the internet but that would not have met her need adequately.

Through this contact, the health visitor could help to raise self-esteem and help maintain good mental health. In these difficult times, the ChatHealth health visiting service provided a lifeline when other lines of support were unavailable.

The messaging service for the Leicester, Leicestershire and Rutland health visiting service launched in November 2016 to support parents/carers of babies and children aged 0-5 years old.

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