

Case study: Support during the coronavirus crisis

Hounslow and Richmond Community Healthcare

The issue the parent was experiencing and seeking advice for:

The mother of a 10-year-old child was seeking support for her daughter who had been bedwetting for a number of years. Mother reported child had had support from the GP in the past but the problem remained. Concerned regarding the emotional impact of bedwetting as her daughter was getting older.

The care provided by ChatHealth:

Mother was keen for the school nurse to call her back to have a telephone conversation, and a convenient time was arranged via ChatHealth. Mother was unaware of the school nurse service and was really pleased to find ChatHealth so she could make contact to receive support so quickly.

The outcomes of the care provided:

The mother consented to medical records checks about her daughter. After an assessment it was concluded that the enuresis was probably of an emotional cause and as her daughter was having issues with anxiety, all physical causes had been ruled out. With mother and her daughter's consent, a referral was made to tier 2 CAMHS for an intervention to support with the anxiety. The referral was accepted and she is now receiving support.

Impact of ChatHealth on this particular contact:

By using ChatHealth, the mother was able to get support for her daughter. If ChatHealth had not been available I am not sure what support her daughter would have received. The mother and daughter were grateful for the support. ChatHealth enabled the mother to access the school nurses and made the school nurse team more accessible.

The Hounslow school nurse messaging service launched in January 2020.

The service supports 30,000 young people in the Hounslow area Monday to Friday 9am to 4:30pm.

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