

Children's Community Health Services and COVID-19



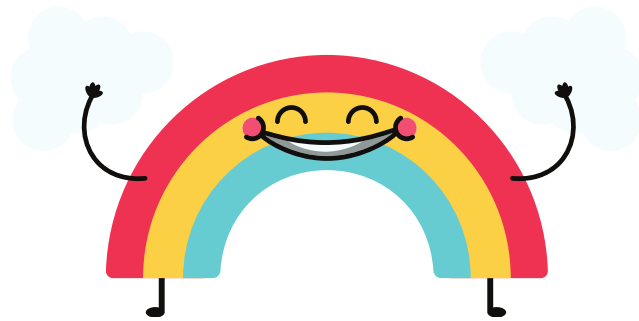
THANK
YOU

We want to thank you and your families for your patience recently as we have worked hard to maintain as many children's community health services as possible during the Covid-19 pandemic.

Whilst the vast majority of these services have continued (in most cases virtually), we recognise that some services have had to prioritise access for children whose clinical needs were most urgent. Please accept our apologies for the concern we know this will have created for your family and any service waits which may have increased for you as a result.

We now have a restoration plan for all children's community health services, including where families have had to wait to access a service. We want to be honest with you that it will take some months to fully achieve this. These services include:

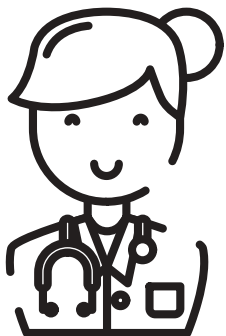
- 0-19 School Nursing and Health Visiting service
- Children's Community Nursing
- Community Paediatric service (Child Development Centre and Union Street)
- Therapy services
- Audiology and Eye services



Whilst the government is taking steps to ease the country out of lockdown, we are still in a pandemic and our priority is to ensure your family's safety and the safety of our staff. For the foreseeable future, clinicians will therefore continue to deliver high quality services:

Virtually

Wherever possible e.g. online consultations or via the telephone; recognising the flexibility this approach offers families whilst also addressing the risks involved of services in close proximity.:



Face to face

Where the clinician feels they are unable to be clinically effective via a virtual contact (please be assured that for these appointments we will wear masks, gloves and aprons to protect your family and our staff from the possible transmission of Covid-19).

All our services have well developed plans to meet the needs of children and families virtually. All clinicians have the technology to offer video consultations and this has proved beneficial to many families as we have faced this pandemic together.

We will of course continue to review our approach as any new national guidance is issued; this includes the delivery of EHC plans and our planning for schools in September. Our clinicians will be in contact to discuss health provision with you and how this will be provided.

Please do feel free to contact our services using the following details (Monday to Friday 9am until 5pm unless otherwise stated):

**• Bedfordshire single point of access:
0300 555 0606**

(0-19 School Nursing and Health Visiting service)

**• Luton Single point of access
0333 405 0087**

**• Community nursing and continuing care services:
01234 310103**

**• Nutrition and dietetics service:
01582 707400**

**• Nurse led clinic for parents of children with additional needs
(e.g. advice re behaviour, sleep, continence)**

**Daily advice line: Mon-Fri 9.30-11.30 am & Thurs 1.30-2.30 pm
01234 301271**



The two text-based services below are also available:

• Parentline: our confidential text message service connecting parents and health visitors via text on 07507 331456 – find out more here

• ChatHealth: our confidential text messaging service for 11-19 year olds via text on 07507 331450 – find out more here



We look forward to keeping you updated with our restoration plans as they develop. Please be assured of our ongoing commitment to meeting the needs of your family in a safe and effective way, and do not hesitate to contact us if you have any questions.