

## Gloucestershire Health & Care Health Visiting Team December 2020 Stakeholder Service Update



### Contact us

The Service can be accessed via the telephone: Some localities have centralised their contact numbers, you will find previous lines temporarily diverted to: **Gloucester 01452 895235, Quedgeley 0300 421 6978, Cheltenham 0300 421 6486, Cotswolds 0300 421 6952, Tewkesbury 0300 421 6166, Stroud 0300 421 8967, Vale 0300 421 8433 Forest of Dean 0300 421 8746**



### Virtual Offer

All members of the Health Visiting Team have access to the video consultation platforms: **Microsoft Teams & Attend Anywhere**, using our GHC email addresses.

### Website

The Health Visiting website is continually being updated. Professionals and families can access useful information regarding child health & development, perinatal mental health, breastfeeding, nutrition and more: <https://www.ghc.nhs.uk/our-teams-and-services/health-visiting/> You will also find details of locality teams and bases.



### Mandatory Contacts

All new parents and carers are offered a face to face contact within the home at 10-14 days following the birth of their child and at 6/8 weeks contact in the home or virtually. Subsequent mandatory contacts are offered face to face either within the home or virtually using video software such as Attend Anywhere or Microsoft teams. Appointments can also be made at COVID safe clinics. Targeted families continue to be offered face to face contacts for all mandatory visits.

### Clinics

Although our baby hubs are not able to be delivered, there is a locality duty HV available on the phone to answer any questions. The HV will assess whether there is a clinical need for a home visit or further follow up; where Covid secure settings are available a Health Visitor & service user can book an appointment. For information on locations & times please phone the relevant locality.



### SMS messages

Regular text messages to service users are sent to gain essential and useful service feedback. SMS texts are also sent at key developmental stages to provide public health links & prompt families to attend appointments and to inform them of the virtual offer. SMS texts are also sent inviting them to a virtual

introduction of solid food hub when their child is over 4 months. Along with health promotion advice and links found on our web page.



### Breastfeeding

All members of the Health visiting team are trained to support & advise breastfeeding women. The Infant Feeding Lead Specialist Health Visitor: **Emma Cronin-Preece** can also be contacted on: **07798534298**. She can offer further infant feeding advice and support to professionals and service users via telephone and video consultation.

### Antenatal

Multi-professional working and collaboration between midwifery and health visiting services ensures that all families receive the right care in the right place by the right person and where particular concerns are identified either by the midwife or health visitor, extra support and intervention can be provided. During pregnancy and in the early weeks of a child's life, health visitors and midwives will liaise effectively to ensure the best outcomes for children and families. Liaison will take place routinely at key points during the pregnancy and postnatally. In addition, liaison may take place between these key points as appropriate to plan and enable care for the baby/unborn baby and family, where additional needs have been identified.

The midwife is the lead professional from the booking appointment until the health visiting antenatal appointment. The two services will then work collaboratively until 28 days postnatally, with the most appropriate service taking on the lead professional role. All women are invited by midwifery to attend parent education course/antenatal group at 28-34 weeks, from early 2021 Health visiting will be part of this offer. In addition a discussion will be held between professionals to determine whether a joint targeted antenatal contact is required where additional needs have been identified.

### NBO

NBO (Neonatal Behavioural Observation) is used to identify the kind of support a baby needs for successful growth and development. It is a tool which enables professionals to spend just ten minutes with new parents, helping them to get to know their baby and understand his or her unique characteristics, strengths and struggles. The aim is to show how babies communicate from birth, which helps parents and carers' to develop a strong relationship with their baby and identify the kind of support needed.

## VIG

Where families would benefit for more intensive support their Health Visitor will refer the family to a Health Visitor Perinatal Infant Mental Health Champion who will assess whether VIG (Video Interaction Guidance) would be beneficial or whether they need to be referred directly to the Infant Mental Health team. Video Interaction Guidance can help strengthen the communication and relationship between a carer and child, by viewing short video recordings of interactions alongside a trained VIG 'Guider'. It can help to bring about positive changes in behaviour through an enhanced understanding of successful interactions. Using video recordings, parents and carers can look at and think about positive interactions with their child and find ways to improve their relationship.