

Supporting children with health needs in school

Guide to partnership working in special schools



Contents

Support and training	3
Context	4
Goals and programmes	5
Visits and meetings	6
Compliments and complaints	7
Sharing information and confidentiality	8
Keeping in touch	9
Annual reviews of statements of special educational need	10
Transitions and changes of staff	11

Context

We know that effective joint working relies on good communication, clear expectations of each other and a shared commitment to achieving positive outcomes for children and young people.

This guide to partnership working document outlines the expectations of the nursing team, schools and parents/carers in relation to the Rotherham Community Nursing Service's input into the special schools within Rotherham.

Support and Training

Nursing Team	Schools	Parent or carer
Provide basic information for all staff and parents about what to expect from the children's nursing team	Ensure nursing staff and parents are made to feel welcome in school, given relevant information including about policies and procedures, and introduced to key staff	Provide information about your child and show staff the best ways of helping based on knowledge and experience from home
Provide a clear training offer for school staff, parents/carers on meeting specific health needs including tracheostomy, and gastrostomy	Identify which school staff need to attend this training well in advance so that attendance can be properly planned	Attend training as recommended by the nurses working with your child
Schedule training sessions in consultation with schools to ensure that they are at convenient times	Release staff to attend, finding cover where necessary	
Provide sufficient places on training courses to meet a reasonable level of demand from schools	Ensure that the appropriate staff are sent and that the skills of staff already trained are fully utilised in school	
Once school staff have attended training, provide individual follow up to sign off their competencies	Make sure that staff are available to work with the SEN nurse and have opportunities to practice their new skills	
Provide refresher training for staff already signed off as competent at agreed intervals	Keep a record of staff who have been trained in specific techniques and ensure that they attend for refresher training at agreed intervals	
Provide ad hoc or bespoke training for key staff in school when a child has an unusual or complex medical	Release staff to access this training	Attend any useful training if at all possible

Nursing Team	Schools	Parent or carer
condition which staff are unlikely to have come across before. This may involve linking with specialist centres outside Rotherham e.g. Sheffield Children's Hospital		
Support school staff in developing their confidence and skills over time by offering 'debrief' and ad hoc support sessions on request, or following a significant event	Provide emotional support for staff when needed e.g. working with a child who has a deteriorating condition	
Liaise with the Local Authority to ensure a co-ordinated approach to training provision	Liaise with the Local Authority and CCG to let them know what training needs staff have	
Keep up to date with relevant changes in Education	Invite the SEN nurses to any relevant training or staff meetings which would inform them about any new approaches in school	
On request, signpost to other sources of health training which school can access to meet their statutory duties e.g. moving and handling, first aid and resuscitation – or which may be of general value to the staff team		

Care Plans, Goals and programmes

Nursing Team	Schools	Parent or carer
Explain what needs to be in place medically to meet the child's health needs and provide information about the child's health condition(s) e.g. diagnosis, prognosis	Work with the family and SEND nurse to find the best ways to meet these needs in your school	Explain what is important to you and your child and what works best at home
Write care plans for individual children and young people taking into account the views of the child, their family and school staff	Follow the care plan and stay in contact with parents about how things are going at home	Follow the care plan and stay in contact with school about day to day health issues
Make sure that the care plan includes what the child or young person prefers and what is important to them	Make sure that the care plan includes what the child or young person prefers and what is important to them	Make sure that the care plan includes what your child or young person prefers and what is important to them
Set a date when each individual child's care plan will be reviewed and get back in contact at this point	Let the SEND nurse know if there are any queries or issues in the meantime	Let the SEND nurse know if there are any queries or issues in the meantime
Check new information and reports being sent to the Trust about individual children to see if an earlier update of their care plan is needed.	Contact the SEND nurse if you are aware that a care plan needs updating. School staff can only make changes to care in line with instructions from a health professional.	Let the SEND nurse know if a change of care is agreed at a medical appointment you have attended with your child. This means that the nurse can then change the care plan – and school can change your child's care.
Support the school and family in managing the child's needs when they return to school following surgery or a period of significant illness	Keep in contact with the child's family about the child's expected return date, and request advice from the SEND nurse on how best to meet the child's needs	Make contact with the school and SEND nurse as soon as possible to plan your child's return to school after surgery or a period of significant illness
Act as a point of contact for health related queries, signposting schools	Let the SEND nurse know if there are any queries about a child's	Let the SEND nurse know if you are experiencing problems or

and parents to the person best able to help when needed

care or problems in accessing health support

blockages in accessing health support

Visits and Meetings in School

Nursing Team	Schools	Parent and carer
Arrange all visits through the key point of contact in school	Provide a key point of contact who can co-ordinate the SEND nurse's visits to the school	
Make sure that the school knows which children you would like to see	Try to make sure that the visit is scheduled at a time that does not take any child away from an activity they really love	
Request a room if you need this to see children or parents	Provide a room for the nurse to work in if this is requested	
Follow the approach recommended by school when seeing any students with challenging behaviour, planning together where this is not straightforward.	Let the nurse know if any child is likely to feel stressed or anxious or may have challenging behaviour, so you can plan together to ensure the safety and wellbeing of all involved	Let the nurse know if they are meeting your child for the first time and there are things that they need to know about your child to help the session run smoothly
Make sure that the child and their family know about the visit in advance and that parents get some feedback	Let the child know to expect a visitor.	If you would like to see the SEND nurse, then please let them know. If the nurse would like to meet with you, please do your best to find a time to come in.
If you are off work at short notice, get a message to the school and parents as soon as possible	If you have to cancel or re-arrange a visit or meeting, let the nurse and anyone else involved know as soon as possible	If possible, inform the nurse if the child is absent on the day of the visit

Compliments and Complaints

Nursing Team	Schools	Parent and carer
Give constructive feedback to school staff and highlight good work	Give constructive feedback to nursing staff and highlight good work	Let nursing and school staff know when something is working well
Give constructive feedback to the link person in school about how things could be improved or work better	Give constructive feedback to the SEND nurse about how things could be improved or work better	If you have an idea for how things could work better, let the school and nursing team know
If there is a problem or incident, address this directly, and in a sensitive and constructive way, with the member of school staff concerned	If there is a problem or incident, address this directly, and in a sensitive and constructive way, with the member of nursing staff concerned	Let the nurse and/or school staff know if there is a problem or you are unhappy about something
If this is not possible, or the problem or incident is serious, contact the head teacher	If this is not possible, or the problem or incident is serious, contact the children's nursing team leader	Report any serious concerns or problems to the children's nursing team leader or head teacher

Sharing Information and Confidentiality

Nursing Team	Schools	Parent and carer
With consent from parents, share information about the child's health and wellbeing with school staff so that they can provide the best care	With consent from parents, share relevant information about the child's health and wellbeing with nursing staff	Consent to information being shared and pass on any information which will help the SEND nurse and school staff to give your child the best possible care
Make sure that any sensitive information is shared on a 'need to know' basis only – and that specific permission from the child or their parents is obtained	Make sure that any sensitive information is shared on a 'need to know' basis only – and that specific permission from the child or their parents is obtained	Let the SEND nurse or school staff know if there is sensitive information that you don't want them to share
Pass on any information linked to child protection concerns to the Designated safeguarding lead in school, even if the child or their parents have not given consent	Pass on any information linked to child protection concerns, even if the child or their parents have not given consent	
Only send reports or letter about children through secure email, by post or deliver them by hand	Only send reports or letter about children through secure email, by post or deliver them by hand	

Keeping in Touch

Nursing Team	Schools	Parent or carer
Explain who to go for what and how to access help urgently	Pass on this information to all the staff in school who need to know. Include some information about the SEND nursing service on the school website.	
Provide a named SEND nurse for the school.	Provide a named point of contact in school for the SEND nurse who is able to take the lead on health issues.	
Provide some written information for parents about the SEND nursing service and how it can help and how to get in contact	Pass this information on to new parents and through the school website or newsletter	
Offer termly meetings as a minimum so there is an opportunity to discuss individual children with school staff and touch base about any general issues or concerns	Prepare a list of children and/or issues to discuss. If possible, let the SEND nurse have this before the meeting.	
Respond to requests for extra support and advice as soon as possible over the phone or through additional visits where possible.	If you need support in between scheduled visits, get in contact to request this.	Let the SEND nurse know or school know if you have a query about your child's care in school
Provide up to date phone numbers for the named nurse for the school as well as the team as a whole. Make sure that the team phone is answered during working hours.	Pass on contact information to the people in school who may need it	Make sure you pass on any changes of phone number or address to school and the SEND nurse
Provide a generic, secure email address which is checked	Use the generic email address for both the community and continuing	

regularly so there are no delays in passing on information

care nursing teams – so that information gets to the right people in a timely way

Annual Reviews of Education, Health and Care plans (EHCP)

Nursing Team	Schools	Parent or carer
Liaise with the community paediatricians to schedule medical reviews prior to EHCP reviews wherever possible	Provide a schedule of annual EHCP reviews at the start of the school year	
If a child has significant health needs, provide a verbal update or report if enough notice is given	Give at least 6 weeks' notice of a child's annual review	Contact the SEND nurse before the meeting if you are worried about your child's health and want to talk about this at their review.
Attend the meeting if needed and follow up any issues afterwards if you agreed to do this.	Let the SEND nurse know if there are major health concerns and they need to attend. Send a copy of the notes from the meeting to the nursing team and parents.	Attend the annual review meeting yourself so you can give your perspective.

Transition and Changes of Staff

Nursing Team	Schools	Parent or carer
Work with staff and parents to plan how best to meet the needs of children starting at the school who have significant health needs	Let the SEND nurse know as soon as possible when a child with significant health needs is going to join the school	Let the SEND nurse know as soon as possible if your child is going to start at a new school and will need some help with their health needs
Offer additional visits at the end/start of the school year to support school staff who need help getting to grips with the health needs of individual children	If the child is moving into a new class or key stage, pass on nursing advice and the care plan to the appropriate school staff and plan ahead to access the appropriate training	Stay in contact with the staff in your child's new class so that you can pass on your knowledge of what works best for your child
Link with the community paediatricians about young people with significant health needs who are moving over to adult services	Highlight to the SEND nurse any young people with specific health concerns who are transitioning to adult services	Get in contact with the SEND nurse if you have any concerns about how your young person's health needs will be met as they transfer to adult services
Provide nursing help and support with transition when requested, referring on and signposting as needed	Request nursing help and support with the transition if this would be helpful	Request nursing help and support with the transition if this would be helpful

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