

## Healthy Child Programme 5-19 Service Referral Guidance for Professionals

The Cambridgeshire Healthy Child Programme offers health advice and support to children and young people aged 5-19 who live in Cambridgeshire. The programme aims to improve outcomes for those children who are in greatest need. Our services are therefore targeted to providing enhanced support to children within high need areas/ schools according to Cambridgeshire's health profile. For those children who attend a school provided with the core offer their needs will be assessed on an individual basis and support offered accordingly.

**Referral Criteria:** [See Appendix A - 5-19 Referral Criteria Grid for Stakeholders.](#)

Please contact the "Duty Desk" on **0300 029 5050** if you require further clarity on which schools are offered the enhanced or core offer

**If you have concerns about the welfare or safety of a child or young person please follow your local safeguarding procedures.**

### Criteria:

***We will only accept a referral for one-one intervention if:***

- No other agency/professional is already working with the child/young person for the identified issues.
- The child/young person is not on a waiting list for intervention from another agency/professional.
- This is a new and emerging concern that has been identified within the last 3 months.
- There is evidence of strategies that have already been tried at home or school to resolve the problem.
- You have the consent of the parent/carer for children under 11 or the young person if secondary school age or over. Please note that young people of secondary age can also self refer.

***We will accept referrals for group work or themed drop in's***

- The requests will be considered on an individual basis according to Cambridgeshire's child health profile.

***We do not accept referrals for:***

- Urgent medical/emotional health needs requiring urgent treatment or a prescription. This includes suicidal intention (advice can be sought from the duty desk).
- Exam stress with no other underlying issues
- Counselling or long term mental health support
- Assessments for specific concerns e.g. ASD or ADHD but advice can be sought through the duty desk.
- Children and Young People who do not have their home address in Cambridgeshire

## Outcome Measurement

If the child or young person you have referred to our service meets our referral criteria for one to one support this will consist of an initial assessment using a Goals Based Outcomes (GBO's) tool. If appropriate our service will offer up to four sessions. The impact of our intervention will be measured by reassessing using the same GBO tool. The child or young person will then be discharged or referred onto a more appropriate service to meet their identified need. We will also ask our clients to complete a Friends and Family Test questionnaire so we can audit the quality of our service delivery.

## Settings

The child or young person can be seen in a number of settings including schools, children's centres, GP surgery or sometimes the home if appropriate.

## How to contact us

Please note we also offer telephone advice and support to children, young people, schools, other professionals and parents/carers. Please call the "Duty Desk" **0300 029 5050**

Young people aged 11-19 will also be able to access our Chat Health confidential text messaging service which commences mid October, details of which will be sent to you in early October 2017.

## Referral Process

- We prefer referrals by email. If this is not possible our postal address is included at the bottom of this information sheet.
- Referrals will receive an acknowledgement.
- All appropriate referrals will be offered an appointment within 6 weeks of receiving the referral.
- If the referral does not meet service criteria advice and information will be provided.
- On completion of a piece of work we will send a closure letter to the referrer.
- Please be aware that the content of the referral form will be discussed with the child/young person and their parent/carer as appropriate.

**Email:** [ccs.cambs.hcp.schoolnursingdutydesk@nhs.net](mailto:ccs.cambs.hcp.schoolnursingdutydesk@nhs.net)

**Telephone:** **Duty Desk 0300 029 5050**

**Postal address:** School Nurse Duty Desk  
Oak Tree Centre, Oak Drive, Huntingdon PE29 7HN

