

Report for Barnet Health Overview Scrutiny Committee 6 July 2022

Introduction

On 1st April 2022, Solutions 4 Health took over the provision of the Healthy Child Programme (HCP) in Barnet. This report outlines the progress that has been made since the transition, the vision for the service, challenges to date, areas of risk and mitigation.

Solutions 4 Health is a public health CQC registered provider with a strong reputation in the successful delivery of NHS clinical and public health services and tackling health inequalities. The organisation delivers a range of services nationally. These include Public Health Nursing 4 Slough 0-19 (25) service, sexual health services, domestic abuse support service, ADHD and autism support services, smoking cessation, healthy lifestyle, Artificial Intelligence (AI) Applications to support practice and others.

The Public Health Nursing 4 Slough 0-19 (25) Integrated Health Visiting and School Nursing Services was inspected by the Care Quality Commission (CQC) in February 2022 and was rated 'good' on 4 of the 5 Standards and 'outstanding' in another.

The CQC found outstanding practice in relation to the service's creativity and innovative approach to meeting the needs of the local population and how the service responded during the pandemic to ensure a safe and effective service.

The service had developed several AI Applications (App) for service users to use at various points throughout their care. This included the 'Ask Teddi' App, so that parents and carers can access advice on parenting issues such as sleep, weaning and potty training. In addition, an interactive App with games aimed at 5- to 11-year-olds to promote healthy choices, and an App for 11- to 17-year-olds to support healthy and positive lifestyles.

Transition

The organisation took over the transition of The Healthy Child Programme on 1 April 2022 following a period of preparation which included extensive engagement with staff, service users, commissioners and stakeholders. The engagement process is ongoing as Solutions 4 Health seek to engage stakeholders and service users in working collaboratively during the transformation. There was a seamless transfer of services, ensuring minimal disruption to service users, staff and stakeholders.

The commissioned services are, Health Visiting, School Nursing, Oral Health Promotion, Infant Feeding Support, and the National Childhood Measurement Programme.

Achievements

During the first three months the following were achieved:

- Established relationships with tupted staff and new staff joining the team
- Staff across all localities are now working from the same office base. This approach supports:
 - Collaborative working across the various teams within the service
 - Access to all staff for training, staff meetings and building team dynamics
 - Appraising the competencies of staff and development of skills
 - Continuous access to the management team and safeguarding specialists.
- Induction of all staff which included training and the distribution of IT equipment, ensuring that staff have the necessary equipment and skills to undertake their roles

- Service users and stakeholders continue to have access to the service eg clinics, home visits, advice and support
- The service is being delivered from Children Centres across the three localities
- There has been a gradual shift from virtual to face to face-to-face contacts with children and families
- Continued engagement and opportunities for collaborative working with stakeholders

Transformation

A review of the Healthy Child Programme was commissioned by Solutions for Health prior to going live. The review explored the HCP service provision (until 31st March 2022). The aim was to develop an understanding of service provision ('As Is' Model) by undertaking interviews with stakeholders, scrutiny of key documents and user satisfaction surveys.

A report has been written and key themes and findings from the report has informed an Implementation Plan which is the framework for the transformation of services (the 'To Be' Model). There is ongoing work with the Solutions 4 Health Communications and Marketing team who are working to develop a communication strategy for the service.

Service Vision

S4H aims to:

- Deliver a service which is safe, effective, caring, responsive and well led
- To be innovative in finding solutions to meet the needs of the hard to reach and vulnerable children and families in Barnet.
- To have an integrated Health Visiting and School Nursing public health service for children and young people 0-19 and up to 25 for children with SEND
- Have an emphasis on Early Help and health promotion
- Strengthen the links between School Nursing and Health Visiting
- Be focused on outcomes.
- Be family centred based on the views of children, families, staff and partner organisations.
- Support school-aged children in transition, including between health visiting and school nursing, and into adult services
- Have a SEND Lead who will coordinate and work with GPs, Children Centres, Maternity Units, Child Development services, SALT, parents and schools to ensure that the health needs of children are met
- Have a Safeguarding team with robust policies and processes to effectively safeguard children.
- Allocate each school with a named school nurse
- Have termly meetings with the Designated Leads for Schools
- Have drop ins for young people
- Target children not in school or education and those that are being home schooled.
- Have a named health professional for each GP practice

Challenges and Risks

1. Recruitment and Retention of Staff

Solutions 4 Health has had success in recruiting several new staff to the service and have continued the recruitment process. In addition to tured staff, thirty-three (33) additional staff of various disciplines have been recruited. There is a national shortage of Health



Visitors and School Nurses, therefore consideration must be given to developing the skills of skill mix staff and to implement innovative ways of working.

Change Management

Solutions 4 Health has commissioned a change management consultant who is currently working with staff to support them through the change process and embracing new ways of working within a new organisation.

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