



**Manchester Local  
Care Organisation**

Leading local care, improving  
lives in Manchester, with you

# Manchester Children's Community Health Services

Quick Facts Document

April 2023



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# Children's Community Health Services Directorate Strategy 2020 to 2025

## Vision

Our vision for Children's Community Health Services is for every child in Manchester to have the best health possible.

Our **strapline**, which will appear on our e-mails, is:

"Working together to enable every child to have the best health and wellbeing possible."

We will aim to achieve our **vision** by:

Working with families, providing integrated services in partnership with other agencies, which meet the health needs of children and young people. We will provide support to children, young people, and their families to enable them to manage their health needs. We will provide safe, effective and high-quality care and advice in the community through appropriately trained and skilled staff, working in suitable, child friendly environments.



Our aims are closely aligned to:

The overarching partnership vision for the city is; Our Manchester, Our Children –building a safe, happy, healthy and successful future for children and young people.

Manchester Local Care Organisations vision; Leading local care, improving lives in Manchester, with you.

The overarching Manchester Foundation Trust vision to improve the health and quality of life of our diverse population by building an organisation that: excels in quality, safety, patient experience, research, innovation and teaching; attracts, develops and retains great people and; is recognised internationally as a leading healthcare provider.

The Royal Manchester Children's Hospital strapline; our family looking after yours.

St Mary's Hospital purpose; to deliver clinically excellent care to women, families and individuals across Manchester and beyond, by providing safe, innovative, evidence based and efficient services.



## What Children, Young People and families tell us they need

- ➔ To see someone they know and can trust
- ➔ Appointments when they need them, at a time they can manage, including out of hours
- ➔ Visible, accessible and confidential services with easy means of communicating with the service
- ➔ Practitioners with good interpersonal skills with whom they can establish a relationship
- ➔ Technology in use during their care
- ➔ Information that is easily available, including via social media and websites

## Sources

### What our children and young people and families tell us:

Our Manchester, Our Children: Manchester's Children and Young People's Plan 2016-2020  
The Manchester Parent Carer Survey, July 2019

# Strategic Aims

## 1. Deliver effective prevention

- Prioritise public health in everything we do, focusing on prevention activities
- Ensuring front line Practitioners have a good understanding of the offer (services available) across the city to support sign posting
- Enhance and reinforce public health messages via social media
- Adopt and promote evidence-based approach to support effective prevention e.g. Adverse Childhood Experiences

## 2. Deliver effective interventions to improve health

- Services and staff members to have an aspiration for excellence
- Improve access to services and reduce waiting times
- Provide text reminders for all appointments
- Monitor and improve services by encouraging and positively responding to feedback
- Treat children, young people, and families with compassion, kindness, dignity, and respect
- Develop relationships built on trust, through continuity of care
- Embed a culture of continuous learning focused on evidence-based practice to meet the need of children, young people and families
- Ensure appropriate skills available in all services
- Support teams to realise the potential benefits of the Electronic Patient Record
- Work to facilitate improved connectivity between various IT systems in use in Manchester
- Work with our partners to support integrated care pathway development and information sharing
- Enhance our current offer by developing skill sets and expertise

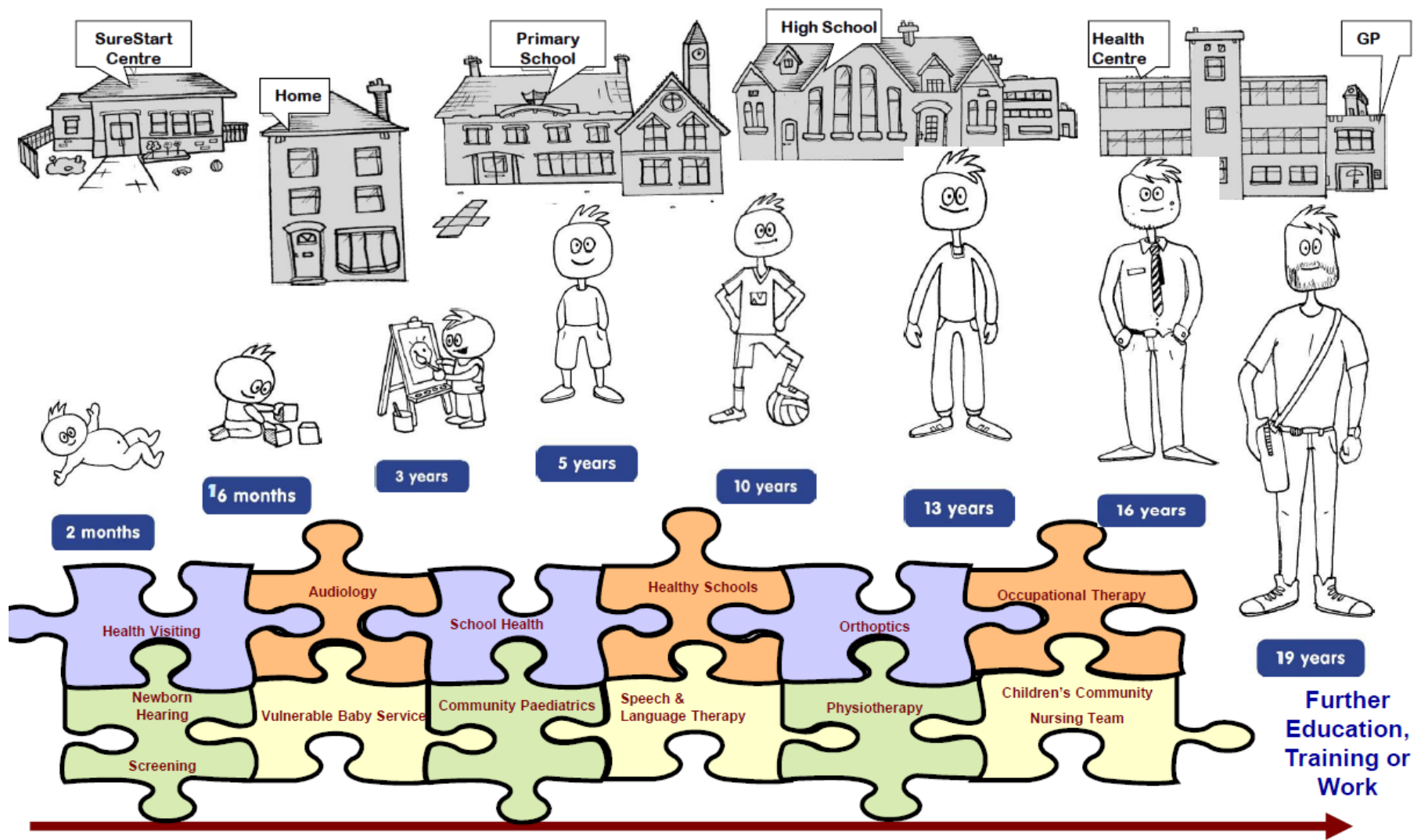
## 3. Value our staff and promote their wellbeing

- Value and support our staff
- Enable all staff to reach their potential
- Recognise and celebrate achievements
- Positively encourage staff to use the Employee Assistance Programme to support their health and wellbeing
- Support team members to achieve a good work / life balance

## 4. Embrace technology to aid communication and support service delivery

- Services to develop their specific social media approach
- Profile each of the Directorates services through the twitter account
- Embrace technology and use in healthcare e.g. tele medicine and video conferencing





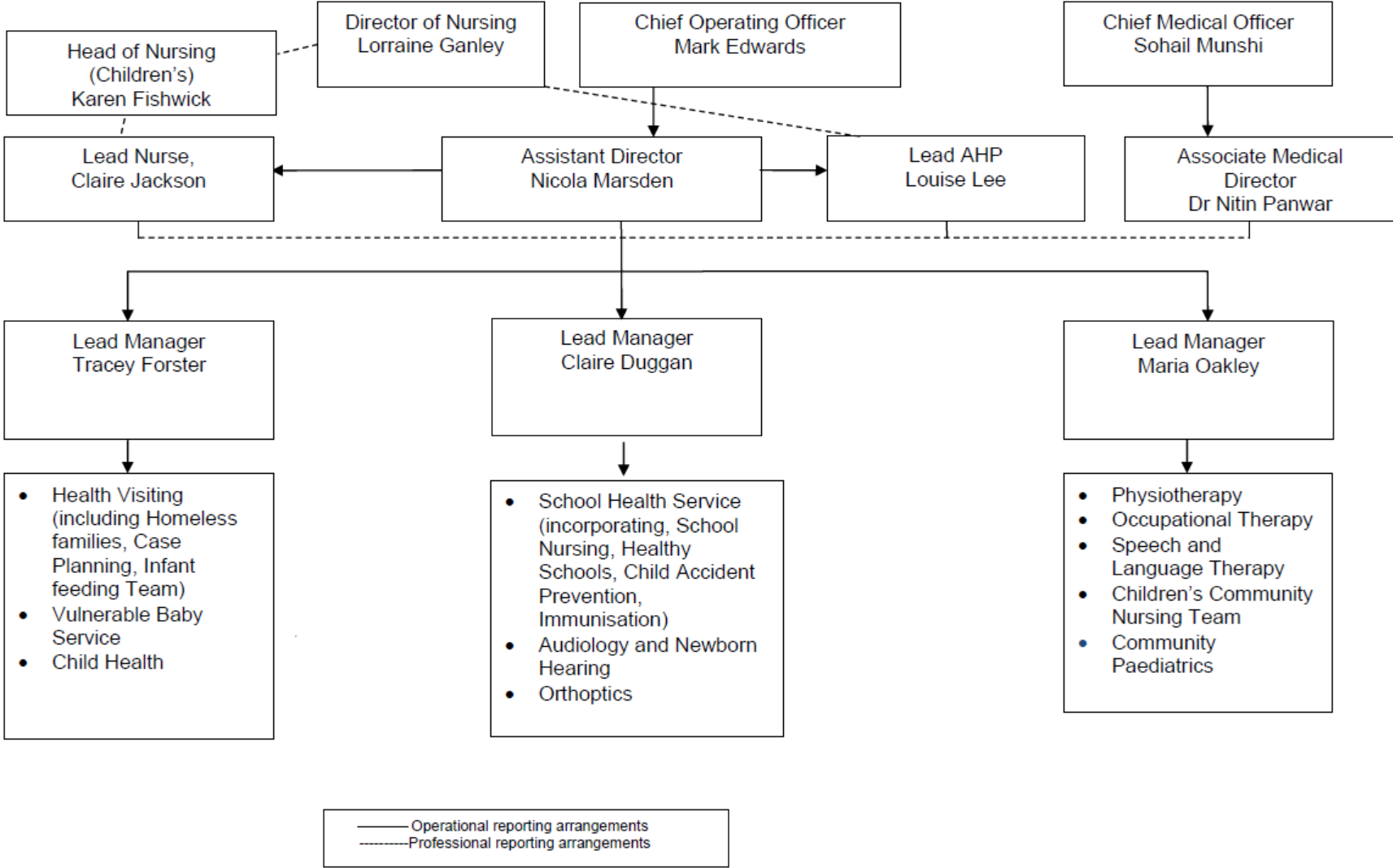
**Children's Community Health Services - together we make a difference**



**Children's Community Health Services Management Structure,  
April 2023**



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**Universal services are services that all children and young people and their families have access to.**

## Health Visiting Service

### Main areas of work

The health visiting service offers a pro-active public health service to children and their parents/carers from pre-birth to 4 ½ years of age. Health visitors are qualified nurses/midwives who have a specialist qualification in public and community health. They offer evidence-based information and support to parents/carers in their homes and health/social care centres. Health visitors work alongside midwives, GPs, paediatricians, social workers, and parents /carers to enable the most beneficial outcomes for their child/children. The service offers:

- Antenatal contacts for parents to be a holistic assessment and identification of current and future needs re: sensitive parenting, healthy weight, benefits of breastfeeding, attachment, maternal mental health.
- New birth visit to every new baby, a holistic, proactive clinical assessment and identification of current and future needs of infant and parents/carers. Includes health concerns, mother-baby interactions, skin to skin contact, safe bed sharing, communication with your baby, vitamins and immunisations.
- Healthy drop-in sessions for well babies/children. Delivery of the Healthy Child Programme (DH, 2009).
- Maternal mental health assessments at 6-8 weeks
- Health and developmental reviews for all children at 9 months and 2 years
- Offer early intervention and support to those children/parents/carers that may have additional needs.
- Health visitors utilise their established relationships with families to offer support, brief interventions and appropriate early referral to enable a child's basic needs to be met and to minimise the risk of poor health outcomes.

### Heads of Service

Jenny Lewis ([jenny.lewis@mft.nhs.uk](mailto:jenny.lewis@mft.nhs.uk))  
Head of service for central district

Lisa Sanchez ([lisa.sanchez@mft.nhs.uk](mailto:lisa.sanchez@mft.nhs.uk))  
Head of service for south district

Maria Graham ([maria.graham@mft.nhs.uk](mailto:maria.graham@mft.nhs.uk))  
Head of service for north district

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## School Health Service

### Main areas of work

The Manchester School Health Service is a universal public health service for children and young people of school age. It comprises of School Nurses (incorporating the Vulnerable School Children Team), Health Improvement Practitioners (Healthy Schools Team), Immunisation Team, Screening Team and Vulnerable School Children Team. They operate citywide across Manchester working in partnership with schools to improve the health outcomes of children, young people, and their families. The service ensures that children, young people and their families have access to a core programme of preventative health care, with additional care based on need. In Manchester, the service is commissioned to contribute to the public health children and young people's wellbeing agenda via the delivery of the following programmes:

- Healthy Child Programme Years 5-19 and includes safeguarding children and young people
- National Child Measurement Programme at Reception and Year 6
- National Immunisation Programme
- Core Screening including vision and hearing at Reception
- Support with medical conditions
- Health Improvement Specialists offer training, support and resources to schools to help children feel happier, healthier, and safer
- ChatHealth – a safe, secure and confidential text messaging service for 11-16-year olds operated by School Nurses

### Operational Head of Service

Denise Gaston ([denise.gaston@mft.nhs.uk](mailto:denise.gaston@mft.nhs.uk))

### Clinical Head of Service

Sam Shaw ([sam.shaw@mft.nhs.uk](mailto:sam.shaw@mft.nhs.uk))

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## Healthy Schools

### Main areas of work

Universal public health/prevention (non-clinical) service for Manchester schools. The service contributes to reducing health inequalities and improving the health and wellbeing of children aged 5- 16 in the following public health areas:

Public health areas:

- Relationship and Sexual Education
- Drugs and Alcohol Education
- Healthy Lifestyles
- Mental Health and Wellbeing
- Social and Emotional Health
- Unintentional Injury Prevention

Using the Manchester Health Check (a local self-evaluation tool), schools identify needs relating to key Public Health priorities including:

- Reducing the under 18 conception rates.
- Reducing young people's misuse of drugs and alcohol.
- Tackling obesity
- Improving children's emotional health and wellbeing.

The team of health improvement specialists support schools to develop needs led action plan enabling them to utilise training, resources and guidance which support their identified health priorities

### Team Lead

Helen Johnstone ([helen.johnstone@mft.nhs.uk](mailto:helen.johnstone@mft.nhs.uk))

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## Immunisation Team

### Main areas of work

The Immunisation Team is a part of the Manchester School Health Service and is responsible for the delivery of the school aged (5-16) immunisation programme to children and young people attending Manchester educational settings. Qualified nurses are assisted by support workers to deliver the following aspects of the national programme:

HPV (human papilloma virus) offered to all pupils in Year 8. This protects against cervical, head and neck cancers.

Tetanus, diphtheria and polio (Td/IPV) given to all pupils in Y9. This is the fifth and final booster dose of the childhood immunisations which your child received as a baby.

Meningococcal groups A, C, W and Y disease (Men ACWY) given to all pupils in Year 9.

The national immunisation programme has meant that dangerous diseases, such as polio, have disappeared in the UK. But these diseases could come back – they are still around in many countries throughout the world. That's why it's so important children are protected. In the UK, such diseases are kept at bay by the high immunisation rates.

### Immunisation Team Lead

Julie Bowden ([julie.bowden@mft.nhs.uk](mailto:julie.bowden@mft.nhs.uk))

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## Newborn Hearing Screening Programme (NHSP)

### Main areas of work

National universal neonatal hearing screening programme is available to all babies in Manchester Hospitals and/or living in Trafford, Salford and Bury districts. Screening is performed in maternity departments at St. Mary's Hospital, Wythenshawe Hospital, North Manchester General Hospital and Community Outpatient Clinics in Manchester, Trafford, Salford and Bury.

### Clinical Lead

Dr Zarina Naeem (zarina.naeem@mft.nhs.uk)

### Contact details

**Address:** Paediatric Audiology Department, 1<sup>st</sup> floor, Moss Side Health Centre, Monton Street, Moss Side, Manchester, M14 4GP.

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**Service email:** [mft.communityaudiology@nhs.net](mailto:mft.communityaudiology@nhs.net)



## Specialist Services

*Targeted/additional services are for children and families who have been identified as those with additional needs and/or risk factors, needing early targeted or integrated support to prevent problems developing or worsening. Children and families for who integrated support is insufficient may require safeguarding and integrated support from statutory or specialist agencies.*

### Audiology

#### Main areas of work

We provide an assessment and diagnostic service for children with known or suspected hearing impairment. We fit and monitor children's hearing aids from birth until they transfer over to adult services.

Our Audiology Service also provides:

- Aetiology Clinics – to investigate the cause of a child's hearing loss
- Vestibular (balance) Clinics – to investigate dizziness or imbalance symptoms in children
- Audiovestibular Medicine input to the Regional Cleft Lip and Palate Service (Northwest)
- Auditory Processing Disorder Clinics – for children with normal hearing but where there are concerns about their listening and processing of sounds
- Micro suction Clinics – for examination of children's ears with a microscope to treat a variety of symptoms (dewaxing, infection etc)
- Transition to adult services – a gradual transfer of care for each child to the appropriate adult service
- Tinnitus and Hyperacusis Clinics - for children with intrusive tinnitus and /or sensitivity to sound
- Single-sided Deafness Clinics – for rehabilitation of children with a hearing loss/absence of hearing in one ear

#### Clinical Lead

Dr Colm Madden ([colm.madden@mft.nhs.uk](mailto:colm.madden@mft.nhs.uk))

#### Contact details

**Admin Address:** Audiology Department, 1<sup>st</sup> floor, Moss Side Health Centre, Monton Street, Moss Side, Manchester, M14 4GP.

**Telephone:** 0161 232 4215

**Service email:** [mft.communityaudiology@nhs.net](mailto:mft.communityaudiology@nhs.net)

## Children's Community Nursing Team

### Main areas of work

All children aged from birth to 16 years or 19 years for those with complex health needs and in full time education, with a nursing need. The service is made up of:

- Acute nursing team
- Asthma team
- Continence Team
- Complex Care team
- Special Needs School Nursing team
- Palliative care team
- Epilepsy team
- Phlebotomy service

Care is provided mainly via home visits and booked clinics. Appointments are routinely offered at Ancoats PCC and Forum Health Centre Wythenshawe.

Referrals are accepted from:

- Hospitals
- GP
- Walk-in- centres
- Professionals working within social care and education
- Professionals working in the non-statutory sector
- Self and family

### Heads of Service

Soraya Begum (soraya.begum@mft.nhs.uk)

Sarah Clayhills (sarah.clayhills@mft.nhs.uk)

### Contact details:

**Address:** Longsight Health Centre, 526 – 528 Stockport Road, Longsight, Manchester, M13 0RR

**Telephone:** (0161) 248 1242

## Physiotherapy

### Main areas of work

The Physiotherapy team specialises in treating children and young people aged 0-18 years (19 years in specialist support schools) with developmental difficulties or physical disability. Our goal is to enable these children and young people to reach their full physical potential and to participate as fully as possible in family, school and wider social life. Staff assess and develop individual treatment plans as well as training parents/carers, nursery and education staff to implement these at home, and in school. For younger children, treatment is delivered through play activities whenever possible. The team works closely with colleagues in health, education and social care to provide holistic, child and family centred care.

The Physiotherapy Musculoskeletal (MSK) service is a clinic-based service treating children and young people aged 0 – 18 years with acute or developmental musculoskeletal conditions. Treatment is available at a number of clinics across Manchester.

### Head of Service

Michele Openshaw ([michele.openshaw@mft.nhs.uk](mailto:michele.openshaw@mft.nhs.uk))

### Contact details

**Address:** Gorton Clinic, Blackwin Street, Gorton, Manchester, M12 5JY

**Telephone:** (0161) 230 0301



## Speech and Language Therapy

### Main area of work

The Speech and Language Therapy team specialises in the assessment, diagnosis and appropriate management of children and young people aged 0-16 years (or up to 19 if the young person attends a specialist support school) with speech, language and communication needs and/or feeding and swallowing difficulties. The service promotes prevention and early intervention and delivers training and advice in schools, health centres and children's centres. A range of speech and language therapy interventions are available to support children and young people with speech, language, social communication, voice, feeding and swallowing disorders, including developing augmentative means of communication when necessary.

### Heads of Service

Lisa Aspden ([lisa.aspden@mft.nhs.uk](mailto:lisa.aspden@mft.nhs.uk)) and Philippa Green, ([philippa.green@mft.nhs.uk](mailto:philippa.green@mft.nhs.uk))

### Contact detail

**Address:** Levensulme Health Centre, Dunstable Street, Levensulme, Manchester, M19 3BX

**Telephone:** (0161) 470 6770

## Orthoptics

### Main areas of work

The Children's Community Orthoptic Service is an easily accessible service. It is a city-wide service and is located in 18 health centres and 10 Specialist Support Schools. It is run by a dedicated team of Orthoptists with great experience of testing children of all ages and abilities. We have an open referral system and accept referrals from any source, including parental requests. It is linked to the hospital services as required. The service provides eye care for children registered with a Manchester GP. Orthoptists detect, investigate and treat eye problems such as reduced vision, squints and lazy eyes. The service provides general Orthoptic clinics, refraction clinics with Optometrists from Manchester Royal Eye Hospital, special school provision, Manchester Vision team and training for health professionals.

### Head of Service

Matilda Blythe ([matilda.blythe@mft.nhs.uk](mailto:matilda.blythe@mft.nhs.uk))

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## Community Paediatrics

### Main area of work

Community Paediatricians are specialist children's doctors with training and expertise in developmental paediatrics and disability, social paediatrics (including child protection), educational paediatrics and public health for children. They are responsible for the assessment, management and coordination of services for: development delay, neuro-disability and complex needs including leadership of the child development team, vision team, feeding and swallowing team, learning and behaviour problems, child protection clinic, medical services for looked after children, long term foster care or adoption, special immunisation clinic. They also lead the GM rapid response service for unexpected death in Childhood.

### Clinical Lead

Dr Rachel D'Souza ([rachel.d'souza@mft.nhs.uk](mailto:rachel.d'souza@mft.nhs.uk))

### Contact details

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## Occupational Therapy

### Main area of work

The Occupational Therapy Service works with children to help them be more independent with everyday activities, such as, self-care, schoolwork and any interests or hobbies. The aim is to help children and families to adapt to the challenges they may have to face as a result of the child's disabilities. The service works with children and young people between 0-18 years (or up to 19 if the young person attends a specialist support school) with a variety of conditions e.g. developmental coordination disorder, acquired brain injury, autistic spectrum disorder and cerebral palsy, working with children in different environments e.g. school, home and in the clinic.

### Head of Service

Lorraine Donegan ([lorraine.donegan@mft.nhs.uk](mailto:lorraine.donegan@mft.nhs.uk))

### Contact details:

**Address:** Gorton Clinic, Blackwin Street, Gorton, Manchester, M12 5JY

**Telephone:** (0161) 230 0301

## Special Needs Nursing & Dietetics

### Main area of work

The Special Needs Nursing Team works with children and young people from 0 -19 years old. The service supports children and families who have long term severe learning and complex health needs. They support children and young people in their own setting either in a specialist support school, hospital or at home. They provide medical input and social support to establish care planning for children and young people with tracheostomies, gastrostomies, oxygen dependency, complex and challenging behaviours and complex disability. They support safeguarding, health screening and provide a communication link for families who have multiagency involvement. The team train carers and families to provide care, facilitating inclusion for the child in social activities within a school or play scheme setting.

Working closely with the Special Needs Nursing team and Community Paediatricians, the Dietician provides nutritional assessment, diagnosis and treatment for all children citywide, with complex health needs who are enterally-fed. Many of these children will be underweight and require nutritional supplements, texture modification and tube feeding.

### Heads of Service

Soraya Begum ([soraya.begum@mft.nhs.uk](mailto:soraya.begum@mft.nhs.uk))

Sarah Clayhills ([sarah.clayhills@mft.nhs.uk](mailto:sarah.clayhills@mft.nhs.uk))

### Contact details:

**Address:** Longsight Health Centre, 526 – 528 Stockport Road, Longsight, Manchester, M13 0RR

**Telephone:** (0161) 248 1242

## Vulnerable Baby Service

### Main area of work

The Vulnerable baby service is a very small advisory service with a Public Health role to develop and review guidance across the city of Manchester and embed best practice guidance, to reduce risk of SUDI in the local population. Works with multi-agency partners and health care professionals to identify and target families at risk of sudden unexpected death in infants (SUDI) and facilitate case planning meeting to ensure improved outcomes for children. SUDI, case planning, delivering training to other health professionals, care of next infant (CONI) provision, safeguarding, and research. Referral is via a health professional or allied partner.

### Head of service

Jane McConkey ([jane.McConkey@mft.nhs.uk](mailto:jane.McConkey@mft.nhs.uk))

### Contact details:

**Address:** Rusholme Health Centre, Walmer Street, Rusholme, Manchester, M14 5NB

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## Child Health

### Main area of work

The Child Health Department is a unique citywide admin service that supports a range of services across the city and other outside agencies; this is supported by the Child Health System, Care Plus.

The system maintains an accurate, comprehensive and up to date electronic record for every child resident in or attending a school in Manchester (0-18ys). Working with GP's Social Services, Manchester City Council, and NHS England.

The registration of new births and management of electronic and paper records for every child resident or attending a school in Manchester up to school leaving age or 18 if the child is looked after. Responsibility for screening programme, national child measurement programme, national and local reports and statistics.

This system provides support and the requirements needed within each community service to meet continuing demand.

### Head of Service

Pauline Jarvis ([pauline.jarvis@mft.nhs.uk](mailto:pauline.jarvis@mft.nhs.uk))

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