



**Manchester Local
Care Organisation**

Leading local care, improving
lives in Manchester, with you

Children and Young Peoples Scrutiny Committee, 24 May 2023

Children's Community Health Services, Manchester Local Care Organisation

Nicola Marsden, Assistant Director, Children's Community Health Services

Tracey Forster, Lead Manager, Health Visiting and Child Health Information Service

Louise Lee, Lead Allied Health Professional, Children's Community Health Services

Powered by:



Overview and aims

- An introduction to and overview of CCHS
- CCHS facts and figures
- CCHS vision
- Health needs post covid
- CCHS response to health needs
- CCHS the difference we make, illustrated with a case study

Introduction to Children's Community Health Services @ MFT



 **Manchester Local Care Organisation**
Leading local care, improving lives in Manchester, with you

 **Trafford Local Care Organisation**
Leading local care, improving lives in Trafford with you

Services provided by CCHS

- Since 1990, CCHS has delivered universal, targeted and specialist health services to children and young people, on a Manchester city wide footprint. Over half of children's community health staff provide universal services, which are commissioned and provided on the basis of a universal offer and intended to identify additional need at the earliest possible point.
- CCHS provides 10 specific services (listed below), with a number of sub service offers provided within the larger services;

Health Visiting and Vulnerable Babies Service	Physiotherapy
School Health and Healthy Schools	Occupational Therapy
Children's Community Nursing Team	Audiovestibular Medicine; Audiology and New Born Hearing Screening Professionals service
Community Paediatrics (doctors)	Orthoptics
Speech and Language	Child Health (administration)

- Attachment 1, CCHS Quick Facts, provides an overview and key contacts for each service.

CCHS facts and figures

- Health Visiting, School Health and the Newborn Hearing Screening Service provide a universal offer to all children in Manchester, that's:
 - 37,100 children aged 0 to 4 years resident in Manchester (HV)
 - 103,800 children aged 5 to 19 years resident in Manchester (SH)
- CCHS services provided 320,000 + annual contacts to children and families in Manchester.
- 8,000 + babies received hearing screening (universal offer)
- 7,000 + children received vision and hearing screening (universal offer)
- 13,000 + children receive height and weight measurements as part of the National Child Measurement Programme (universal offer)
- Supported 7,263 children's safeguarding referrals.
- Attachment 2, Manchester Child Health profile, March 2023, more figures ...

CCHS our vision

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.



Manchester Local
Care Organisation

Powered by:



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

Post covid picture of health needs

- Manchester significantly impacted by extended covid lockdowns = impact on health needs
- Increased number of children with speech and language delay
- Increased number of young people experiencing lower level mental health concerns and anxiety
- Increased number of children who are overweight or obese
- Increased concerns in respect of immunisations
- Overall impact on health linked to poverty

= lack of funding for good quality food = increased likelihood of being overweight = increased likelihood of poor mental health

= poorer quality housing = increased chances of exacerbating asthma = increased chances of a hospital admission ...

CCHS our operational response

1. Developed and substantively funded the Children's Virtual Ward (hospital @ home)
2. Asthma friendly schools project
3. Specific resource package developed by Healthy Schools to support young people to attain good mental health
4. Additional capacity moved to the Healthy Weight team
5. Technological developments to support immunisation uptake; digital consent and electronic booking for catch up clinics (in development)
6. New resources developed in SaLT, please see the following videos

<https://www.manchesterlco.org/speech-language-therapy-workshop-1/>

<https://www.manchesterlco.org/speech-language-therapy-workshop-2/>

<https://www.manchesterlco.org/speech-language-therapy-workshop-3/>

7. Focused work and national investment for the phlebotomy service, waiting times have reduced from 40 to 4 weeks
8. Focussed work and additional investment in the Special Needs School Nursing team
9. Developed a children's long covid rehabilitation offer

CCHS our strategic response

1. Commissioning Reform Programme; a review of all LCO services, starting with Special Needs School Nursing and Speech and Language
2. In support of the above, Manchester Public Health team are organising a Children's Health Summit, aims to;
 - build on and strengthen existing relationships between partners
 - develop a shared understanding of what we need to do together to support children and their families and
 - secure the mandate for the delivery of a children's programme of work through the Manchester Partnership Board.
3. A review of the School Health Service

CCHS our partnership response

1. Kickstarter plan; will include a specific focus on speech and language
2. Family Hubs; include an enhanced offer for speech and language and infant feeding
3. Baby week; will include health visiting

CCHS impact, the difference we make

- The Care Quality Commissioner inspects and regulates NHS organisation; CCHS is rated as good.
- National staff survey; just received the 2022 results, in most areas CCHS scores above the MFT average.
- MFT organisational approach to monitoring; Friends and Families test, compliments, complaints, service accreditation programme ... CCHS scores well on the FFT with most services accredited as gold or silver.
- LCO approach to monitoring; performance framework including, referrals, contacts, waits and interventions. CCHS is focussed on reducing waits.
- Best illustrated with a case study ...

Case study 1; school nurses, orthoptics and MREH

- 5 year old boy had routine health check at school (vision, hearing, weight and height).
- Vision in both eyes found to be 4 lines lower than the pass level.
- Urgent referral to orthoptics service
- Appointment scheduled for patients to attend local community orthoptic clinic 6 days later.
- Significant long sightedness found and papilloedema – swelling of the optic nerve head at the back of both eyes. On further questioning mother confirmed that child has been lethargic recently and episodes of unexplained vomiting.
- Urgent referral to Manchester Royal Eye Hospital sent the same day (Friday afternoon).
- Diagnosis of benign intracranial hypertension (the following week)
- Patient started on medication
- Patient under long term monitoring and assessment with paediatric neurologists at Manchester Royal Infirmary.
- Patient remains under monitoring with ophthalmologists at MREH for funduscopy checks and vision monitoring.
- Outcome; significant health risk identified and treated before long term / irreversible complications arose.

Case study 2; Health Visiting, SaLT, Parents and Nursery

- Child referred by Nursery Nurse, Health Visiting Services to Speech and Language, concerns about speech, language and communication
- First visit; child reported to communicate his needs by screaming and would not allow other children to play with him. Plan developed for the family and targets set.
- Review x 1; undertaken at Nursery, child reported to be focussing for longer periods, allowing other children to play close by and continuing to scream to vocalise his needs. Targets were reviewed and adapted.
- Feedback from mum; ... 'he has been making the noise "eh ah eh ah" and we just thought it was one of his many sounds, but last week we realised he was actually singing old McDonald'. Brilliant progress in understanding and communication.
- Review x 2; undertaken in Nursery, improved interaction with peers, approaching them and beginning to use language to comments. Targets reviewed.
- Progress is ongoing ...
- This shows how important it is to review progress both at home and in Nursery, and how consistent use of strategies across both settings can support a child's development across different areas of their speech, language and communication.
- It also shows how gradual progress can be, and the positive impact this can have both on the child themselves, and their families.
- This case demonstrates the importance of acknowledging and celebrating every step forward for children with communication difficulties, which updated targets should reflect.

Supporting reports and links

1. CCHS Quick Facts, provides an overview and key contacts for each service



Microsoft Word
17 - 2003 Document

2. Manchester Child Health profile, March 2023



Adobe Acrobat
Document

3. Case studies

Children's Community Orthoptic Service



Microsoft
PowerPoint Presentat

Children's Speech & Language Service



Microsoft
PowerPoint Presentat

Children's Long COVID Case study



Microsoft
PowerPoint Presentat

Thank you for listening ...