

Healthy Child Programme Services

August - October 2021

Just one Number

Our Healthy Child Programme team provides health advice and information for all Norfolk children and their families, as well as professionals. They are able to offer clinical support over the telephone, by video call or even by text message - 07520 631590. If you or a family you work with has any questions or concerns about a child's health, wellbeing or development, call Just One Number on 0300 300 0123. Families can also call Just One Number to change appointments or update contact details.



Just one Norfolk

Just One Norfolk is our digital platform, providing health information, support and advice for all parents and carers of 0-19 year olds in Norfolk. There's advice on everything from the antenatal period through childhood and adolescence. All this information is free, clinically approved by the NHS and available 24/7.

0-5 Services

www.justonenorfolk.nhs.uk/our-services/0-5

Antenatal

All vulnerable families will continue to receive a home visit. Universal families will be offered video appointment for an assessment.

New Birth

All babies will continue to be prioritised for a home visit, and the timescale for this can be extended to up to 21 days postnatally for universal families and 14 days for vulnerable families.

6 - 8 Week Contacts

All vulnerable families will continue to be prioritised within this timescale. This contact could be face to face or via video appointment.

Universal families will receive a contact via video appointment. The timescale for this can be extended to up to 12 weeks.

Infant feeding

Support will be offered via video appointment or home visit based on clinical need.

1 & 2 Year Reviews

Universal 1 year and 2.5 year assessments remain paused.

In the month prior to children reaching these ages, parents will receive a text message, letter and ASQ. This will also signpost to Just One Norfolk for resources and Just One Number for further advice and guidance.

Vulnerable families will be offered a video appointment or in person contact according to clinical need.

LAC Under 5 Review

Home visits for all Review Health Assessments and follow up support delivered via video appointment.

Teenage Parent Pathway

Normal service delivery.

5 - 19 Services

www.justonenorfolk.nhs.uk/our-services/5-19

All referrals for 5-19 year olds need to be made by telephone using Just One Number on 0300 300 0123. Professionals completing a referral must get consent from the parent and/or young person before the referral can be made.

Safeguarding/Vulnerable Families 0-19

'In person' contact for interventions required as part of a plan. Video appointment or 'in person' contact to be offered as appropriate for follow up appointments following supervision.

Joint working with partners

Children's Services - Joint assessments with children's services to continue.

ECFS - Joint working to enable self-weight where there is an identified health need. Joint assessments to continue.

Midwifery and GP's - All liaison meetings to continue as a priority. Joint Midwifery assessments to continue.

This plan is subject to future local/regional or national lockdowns and guidance.

JustOneNorfolk.nhs.uk