

## What about my Personal Information?

During your visit you will be asked for some personal details. This is kept confidential and used to plan your care. It will only be used by staff that need to see it because they are involved in your care and we may send details to your GP. Information about you may be used for audit purposes and shared within the NHS. Your consent is required for this which you have a legal right to refuse. If you wish to exercise your legal right to have access to all information held about you by the Trust or you would like to talk to someone about Data Protection, please contact the Data Protection Officer on 020 8401 3475

## Protecting Children

The health visiting service has a duty to ensure that children are safe and protected from harm.

We can offer advice and support to parents in difficult situations - i.e. where there is domestic abuse or violence.

However, there are exceptional circumstances when it is necessary to share information without your permission with other professionals if your child or any other child is at risk of harm.

## Who to contact for further advice during evenings and weekends?

Your GP or pharmacist can be contacted during surgery or pharmacy opening times.

NHS 111: call if you need medical advice, but it is not an emergency. This service is available 24 hours.

For more information on local services we provide please visit our website:

**[www.croydonhealthservices.nhs.uk](http://www.croydonhealthservices.nhs.uk)**

## Other useful Information and support available

- **Croydon Best Start Children's Centre's**  
<https://www.croydon.gov.uk/community/childcare/childcentres/what-is-best-start>
- **Croydon Best Start social media**  
[www.facebook.com/croydonbeststart](http://www.facebook.com/croydonbeststart)  
@cbeststart
- **CRY-SIS Helpline** 08451 228 669
- **Early Help** [childreferrals@croydon.gov.uk](mailto:childreferrals@croydon.gov.uk)
- **Family Lives** [www.familylives.org.uk](http://www.familylives.org.uk)
- **iHV top tips for parents**  
<https://ihv.org.uk/families/top-tips/>
- **NSPCC** [www.nspcc.org.uk](http://www.nspcc.org.uk)
- **Pregnancy and Birth to Five books**  
available at [www.publichealth.hscni.net](http://www.publichealth.hscni.net)
- **Start for Life** [www.nhs.uk/start4life](http://www.nhs.uk/start4life)

## Comments

If you have any comments, complaints or suggestions please contact: PALS and Complaints Service, Croydon University Hospital, 530 London Road, Thornton Heath, CR7 7YE

# Introducing the Best Start Health Visiting Service

*Information for parents and carers*



Your local health visiting team is based at:

Sticker

## Who are we?

A health visitor is a registered nurse or midwife who has undertaken additional specialist training in public health for children and families. The health visiting team includes a Team Leader, Health Visitors, Child Development Advisors (Nursery Nurses) and Team Administrators.

We work with Best Start colleagues to help families access early support.

## What we do?

The health visiting service is provided and available to all children aged 0 – 5 years. The service aims to promote the health and wellbeing of your family and can offer practical advice and support on a range of topics:

- Postnatal support for mothers/carers
- General support and advice in child health clinics
- Infant feeding/breastfeeding
- Diet and nutrition
- Childhood immunisations
- Child growth and development
- Support for children with disabilities and special needs
- Behaviour management i.e. sleep, temper tantrums, toilet training
- Minor ailments
- Home safety/accident prevention
- Parenthood
- Physical and emotional wellbeing for the whole family

The service is available Monday to Friday from 9am–5pm, except Bank Holidays.

## The Healthy Child Programme

This is a programme for children and their families that focuses on early intervention and prevention. It offers research based guidance on development reviews, immunisations, screenings and healthy choices.

For further details of the Healthy Child Programme visit [www.gov.uk](http://www.gov.uk) and enter Healthy Child Programme.

The healthy child programme is led by the health visiting team which provides a service that will aim to contact families at the following times:

- 28 – 36 weeks of pregnancy
- New birth visit (10 – 14 days after delivery)
- 6 – 8 weeks after birth
- 9 month developmental review for your child
- 2 – 2 ½ year developmental review for your child
- New residents to Croydon with children under 5 years of age

Other home visits and contacts may be arranged as agreed between you and the health visiting service based on your individual needs. These visits can be either at home, in a clinic or at a children's centre. The service offers open access to child health clinics across Croydon. Please contact your local health visiting team for further details and opening times or visit:

[www.croydonhealthservices.nhs.uk/service/Childrens\\_universal\\_services/](http://www.croydonhealthservices.nhs.uk/service/Childrens_universal_services/)

## Support for parents and carers

We will work with you to complete family strengths and needs assessment. This gives you the chance to talk about your own health or other issues affecting your family. We can then help you and your family find the right help and support.

## Breastfeeding support in Croydon

Your health visitor will be happy to support you with breastfeeding. There are Baby Cafes in Croydon each week, as well as a Mum2mum peer support service in New Addington/Fieldway and Waddon. For further details visit:

[www.croydonhealthservices.nhs.uk/services/Breastfeeding\\_support](http://www.croydonhealthservices.nhs.uk/services/Breastfeeding_support)

## Interpreting Services

Families whose first language is not English can be visited with an interpreter and health visitor to ensure your family's health needs are assessed. The health visiting team will arrange this.

## Students

Student nurses and student health visitors may visit you accompanied by a member of the health visiting team. If you do not wish to be seen by a student, please let us know.

## Local Information

Your health visiting team can give you information to help you make the most of local facilities and special services i.e. parks, Best Start children centres, toddler groups, leisure centres and libraries.