

### Comments, suggestions, and complaints

We are keen to receive positive and negative feedback on the service we provide to enable us to be always improving.

A feedback survey will be sent out to all families during the school year, but should you wish to speak to someone please contact the nursing team at your child's school in the first instance. Alternatively you can contact the customer care team at HHFT (01256 486766 or [customercare@hhft.nhs.uk](mailto:customercare@hhft.nhs.uk)) or send feedback to:

Child Health Lead for Integrated Community Services,  
Community Paediatrics,  
Basingstoke and North Hampshire Hospital,  
Aldermaston Road,  
Basingstoke,  
RG24 9NA

For further information please visit:

<https://www.hampshirehospitals.nhs.uk/patients-visitors/complaints-concerns-thanks>

### Contacting the Special School Nursing team

Please contact the main reception of the school your child attends to speak to or leave a message for the school nurse.

Shepherds Down School - 01962 713445

Osborne School - 01962 854537

Icknield School - 01264 365297

Hollywater School - 01420 474396

Saxon Wood School - 01256 356635

Limington House School - 01256 322148

Special School Nursing Team, HHFT  
June 2021  
Review June 2023  
Version 1.1

© Hampshire Hospitals NHS Foundation Trust  
Andover War Memorial Hospital  
Basingstoke and North Hampshire Hospital  
Royal Hampshire County Hospital

## Family and Clinical Support Services Child Health

# Special School Nursing Team

## Information for parents, relatives, and carers

Andover War Memorial Hospital  
Basingstoke and North Hampshire Hospital  
Royal Hampshire County Hospital

### Who are the Special School Nursing Team?

The Special School Nursing Team run a nurse-led service that provides safe, professional healthcare to special needs pupils aged 2 to 19. This includes physical disabilities, profound disabilities and complex health needs within the school environment. The aim of the service is to ensure that your child's health needs are fully met at school.

Hampshire Hospitals NHS Foundation Trust (HHFT) provides a school nursing team for 6 special schools across Hampshire. In each of the schools there are qualified nurses and/or nursing associates or associate practitioners. We work school hours, term time only. We work flexibly across all 6 sites although we do have base schools for which we are responsible and spend most of our time in.

We also work in partnership with the general school nursing team who provide routine immunisations in schools and are available for advice on healthy living choices.

### Confidentiality and Information Sharing

The special school nursing team adhere to confidentiality and take great care with the personal information they hold about pupils and families. All information held by the team is stored within locked filing cabinets within the school and is only accessible to them.

You will be asked to read and complete a 'Permission to Share' form when your child starts at one of the schools and this is valid for the entirety of their time enrolled at that school. This form enables the team to share information on a need-to-know basis with other professionals such as therapy services, respite providers, children's services, and the school.

As we work closely with the schools we aim to, with permission, share information between the two services to ensure records are always up to date. E.g. If a parent provides the school with a new mobile number, the school will share that with the nursing team.

### What do the Special School Nursing team do?

We work in close partnership with families and schools to keep children in education as much as possible by safely meeting and managing the health needs and conditions of each child on an individual basis.

On a day to day basis this includes:

- Taking responsibility for the storage and administration of pupil medication in line with trust policy and guidance from the Royal Pharmaceutical Society, Royal College of Nursing and Health Education England.
- Providing nursing care and support in emergency situations such as seizures, anaphylaxis and respiratory distress as well as any other medical emergencies that may occur.
- Assessing, planning for and evaluating the care needs of individual children to ensure highest quality, safe care is provided.
- Providing formal training, advice, and support to education staff on matters related to child health and wellbeing to enable them to effectively care for pupils with additional healthcare needs.
- Monitoring of pupils requiring regular weight measurements.
- Supporting health clinics run in the school e.g. consultant clinics, dental clinics, orthotic clinics.
- Working in partnership with the school to safeguard pupils including monitoring of vulnerable pupils, participating in meetings with children's services and advocating for the child always.
- Involvement in transition planning for pupils from primary to secondary school and from child to adult health services.