



NHS Doncaster CCG - Governing Body
5 December 2019
Patient Story

Heatherwood School

A coeducational community special day school for children and young people aged between 3 and 19 years. Designated for pupils who have severe learning difficulties and additional profound and complex physical / medical needs



Joel's Story

- Joel is 9 years old and is adult dependent for all his activities of daily living and has a number of health needs
- He lives with his parents Hayley and Richard and his brother and sister
- Lola aged 12 years who has ADHD and probable ASD
- Jacob aged 15 years who has ASD and a MLD



Support package

Joel is cared for by his family with the additional support

- CHC Package 10 hours- 7 nights per week
- Direct Payment package 24 hours per month(2 x12 hour sessions)



Transition

- Joel started at HWS aged 5 years when the family moved to Doncaster
- His family needed to feel confident that his needs would be met and he would be safe
- His needs were met by school staff supported by the nurses with appropriate skills and knowledge based in school
- His family gained confidence in school and felt they could meet his needs and maintain his safety



Difficulties encountered

- Concerns regarding transport (Joel's mum now transporting Joel)
- Demands from school regarding instructions about medication (GPs and pharmacists need to understand this issue)
- Requests to take children home if bowel motions >3 (understanding the impact of all nutrition being in fluid form)
- Lots of telephone calls from school
- Lack of confidence that all needs including basic needs are being met (i.e timely change in continence products)
- Incident in school with feeding (June 2019)



Nursing provision

- No information on changes to nursing provision in school
- The responsibility of all health needs given to school staff
- Daily provision of nurses but different nurses
- Parents confident with a few nurses but unfortunately they are not all always on duty



School provision

- School staff have to meet all needs (health needs and basic needs)
- Perception that staff are stressed
- Lots of calls from school(Joel's mother stays local and keeps her phone at hand)
- School staff not receiving appropriate support from nursing staff due to lack of knowledge and skills of nurses
- School staff evidently care about the children
- Request for 1:1 support for Joel denied as he does not have complex needs, this has now been agreed following discussion with SEND Team



Views of the Family

- Reduced confidence in school -Consideration to withdraw Joel from school
- School staff have too much responsibility and may not have received adequate training
- Reduced confidence in the nursing provision in school
- We feel welcome in the classroom, staff are approachable and communication is good at classroom level
- We are encouraged by the work done by the CCG with parents to look at how the health needs of the children can be met(the service specification)



What needs to change?

- Clarity is on who to approach in higher management in school
- Timely responses are required to requests to meet the management in school
- Clarity on who is responsible for meeting the needs of the children
- There needs to be assurances that all staff have the knowledge and skills to meet the health needs of all the children in school
- I want to know that my child is safe



Thank You

Any Questions?

