



# Family Nursing & Home Care

## **Standard Operating Procedures School Nurse Duty**

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## Document Profile

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## Version Control

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2024	1	New SOP

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## **Introduction**

The School Nurse (SN) Duty Service (single point of access) is required for all incoming enquiries by phone, email or post to the School Nurse Team by way of a single point of access. This will facilitate enquires to be managed and responded to in a timely manner by the SN on duty.

## SOP 1 Management of General Enquiries

### ***Purpose***

Management of general enquiries received by duty School Nurse (SN)

### ***Scope***

Emails, phone calls and post from multiagency partners, intra agency colleagues and clients received by duty will be prioritised/triaged/actioned/allocated/responded to between 09:00-16:00 Monday to Friday.

### ***Core Requirements/Procedure***

First action for shift is to access SN duty outlook mailbox.

Duty SN will respond to/action a phone or email enquiry. All interactions to be documented on the child's records.

Client/multiagency call received – Duty SN to take name and date of birth of child. Detail/outcome of enquiry to be shared with known SN if requested by parent/caller and proportionate or safeguarding.

Duty inbox emails actioned/addressed should be deleted having recorded actions/outcome on child's EMIS notes.

Hard copy post retrieved from duty pigeonhole by Duty SN or School Nurse Assistant (SNA) once daily, to be opened and read through by Duty SN/SNA – actioned/tasked to allocated SN if necessary and put in scanning box.

## SOP 2 Management of Safeguarding Correspondence

### ***Purpose***

Management of safeguarding correspondence received in duty – MARAC, DV notifications, MASH tasking, Strategy Meetings, Child protection meetings and Outcomes.

### ***Scope***

Duty will be single point of access for safeguarding correspondence relating to school aged children from Business Enablement Team in Children's Services, Standards and Quality, Police, Health Safeguarding (in association with FNHC Safeguarding Lead)

### ***Core Requirements/Procedure***

#### **MARAC**

Requests for relevant health information forwarded to duty by FNHC Safeguarding Lead.

If named School Nurse (SN) known, MARAC's request for information to be shared via tasking for awareness.

Duty SN to complete and return research using MARAC research form on EMIS attached to Parent/carer's record (found in documents – 'create letter') to Safeguarding Lead.

#### **Domestic Violence Notifications**

These are received by FNHC admin hub/enquiries and forwarded to Duty SN and Safeguarding Lead.

Duty SN to check if notification has been attached to mother's/child's record by Admin Hub. If not, SN to attach to EMIS records. If mother's details on emis to attach to mother's records and record notification on child's records. If mother's details are not on emis to attach notification to child's records.

Allocated SN – to be notified (over 5's). Under 5's to be forwarded to Health Visitors - [HV@fnhc.org.ie](mailto:HV@fnhc.org.ie) if not already copied in.

Child's EMIS record to be completed and marked/coded as 'significant event reported'.

#### **MASH Tasking**

MASH tasking request received in duty inbox from Health MASH.

MASH request for information to be shared with named SN via tasking for awareness. Duty SN to complete and return tasking on tasking document to Health MASH and save to child's EMIS record in documents and assigned as a 'sensitive routine enquiry'

## **Strategy Meetings**

See the Standard Operating Procedure for Strategy Meetings found on the [Procedural Document Library](#).

Strategy Meeting invitations received in duty inbox from Children's Service Business Enablement Team, duty to ensure FNHC Safeguarding Lead and Operational Lead have been copied in to the invitation.

Duty SN to attend strategy meeting, in exceptional circumstances allocated SN to attend if appropriate and have capacity. Strategy information to be attached to EMIS records. If no SN involvement Duty SN to email relevant health information to Business Support; including a request for minutes from meeting to be sent to SN inbox. These to be attached to Emis once received.

SN to be tasked to make aware of strategy meeting being held.

If a Child Protection medical assessment has been carried out by a Consultant Paediatrician as an outcome, a copy of this report should be requested at the Strategy Meeting if staff feel this will inform care planning.

Strategy Meeting template on child's EMIS record to be completed and coded as 'significant event reported'.

## **Child Protection Conference Invitations/Minutes/Decisions**

Child Protection Conference invitations received in duty inbox from Business Support Administrator at Standards & Quality. Duty SN to ensure FNHC Safeguarding Lead and Operational/Deputy Operational Lead have been copied in to the invitation.

Invitations for Initial Child Protection conference (ICPC) to be forwarded to named SN who will write a report and attend the conference. If named SN unavailable then Duty SN to write report and/or attend the conference.

Invitations for Review Child Protection Conference (RCPC) to be forwarded to named school nurse who will write a report and use professional judgement as to whether SN attendance is required. If SN unavailable then Duty SN to write a report and/or attend if necessary.

Minutes and outcomes from all meetings to be attached to child's EMIS record and named SN to be notified.

## SOP 3 Management of Hospital Emergency Department and Robin Ward Admission Liaison

### ***Purpose***

Management of Jersey General Hospital Emergency Department (ED)/Robin Ward admission liaison.

### ***Scope***

Duty School Nurse (SN) receives list of ED attendances and Robin Ward admissions/discharge liaison from FNHC Admin Hub.

### ***Core Requirements/Procedure***

#### **Emergency Department**

Duty SN receives an electronic copy list of all childhood attendances to the ED from FNHC Admin. These will be screened and flagged based on specific identified criteria and/or professional judgment.

Duty SN will assess if contact to parents/carer is required and to offer advice/support/signposting. This can be by phone contact or Post ED contact letters.

Duty SN to document on EMIS once cases have been assessed with information of contact and/or if no further action required, using ED Emis template.

Once assessed electronic copies are to be deleted. Flagged cases to be tasked to allocated SN for awareness with the rationale for flagging and to inform named SN of the outcome.

#### **Robin Ward Admissions**

Duty SN to assess admissions of children with identified criteria and determine whether contact with the family is required.

Named SN to be tasked re admission/outcome for information or if further follow up is required.

In case of Duty SN identifying safeguarding concerns relating to admission, raise concerns with Safeguarding Lead and/or FNHC representative for presentation at weekly Health and Community Services safeguarding meeting.



## SOP 4 Management of Staff Sickness and Appointments

### ***Purpose***

Management of staff sickness and appointments

### ***Scope***

Diary management for staff off sick to be managed and appointments cancelled

### ***Core Requirements/Procedure***

Member of staff off sick to report into Duty School Nurse (SN) inbox at earliest convenience.

Team Lead and/or Operational Lead/Deputy Operational Lead to be notified of sick leave.

Duty SN to cancel, reallocate any appointments as necessary.

Any correspondence to be added onto child's EMIS records.