

UNRESTRICTED

Partners and stakeholders

Richard Comerford, Managing Director
Essex Child & Family Wellbeing Service
Virgin Care in partnership with Barnardo's

- sent by email -

Seax House, 8th Floor
Victoria Road South,
Chelmsford, CM1-1QH
www.essexfamilywellbeing.co.ukWednesday 25th March, 2020m: 07817131106
e: richard.comerford@virginicare.co.uk

Dear Colleagues,

Re: An update on how ECFWS (pre-birth to 19) is responding to COVID-19

The purpose of this letter is to share with you what Essex Child and Family Wellbeing Service (ECFWS) is currently doing in response to COVID-19. Like us, I am sure you are all adjusting your services in line with governmental guidance to curtail the escalating nature and impact of the virus. We are complying with Public Health England and NHS England guidance, whilst at the same time fulfil our service offer to families.

I would like to assure you all that we have a Major Incident Management Team, which is having regular and productive meetings in our 'virtual' control room to coordinate our activities. We are working closely with Essex County Council and with our respective CCGs, STPs and the acute hospitals within their domain. It is likely that the detail of our current provision, which I am sharing with you today, will change as we step up our support for our acute hospitals and primary care networks.

We have heeded government advice and stopped all non-essential face-to-face clinical interventions and family support activities, including one-to-ones and groups. The vast majority of our staff are home-working and have the technical devices and applications to continue the majority of their duties through these means. I wish to reassure you that we are still undertaking face-to-face contacts with ALL vulnerable children and families with every necessary safety precaution taken, and this is not expected to change.

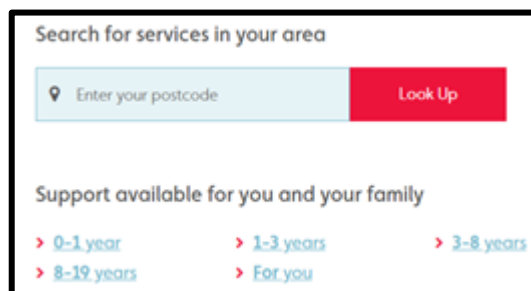
I thought it might be helpful to summarise exactly what it is we are doing now in relation to our pre-birth to 19 provision:

- Our central points of contact and duty Health Visitors, School Nurses, Safeguarding and Looked After Children Nurses remain in place and are functioning as normal.

Do not hesitate to call us on:	Mid Essex Tel:	0300 247 0014
	North Essex Tel:	0300 247 0015
	South Essex Tel:	0300 247 0013
	West Essex Tel:	0300 247 0122

- We are encouraging everyone to visit our website and Facebook pages to get the help they need.

www.essexfamilywellbeing.co.uk



The screenshot shows a search bar with the text 'Search for services in your area'. Below the search bar is a text input field labeled 'Enter your postcode' and a red button labeled 'Look Up'. Below the search bar, there is a section titled 'Support available for you and your family' with several links: '> 0-1 year', '> 1-3 years', '> 3-8 years', '> 8-19 years', and '> For you'.

- We are continuing home visits to carry out New Birth (14-days after birth) contacts as normal. This will vary only for those who are self-isolating. They will receive a telephone assessment.
- We are now undertaking 'Universal' antenatal reviews, 6-8 week reviews, under one reviews and two-to-three year developmental reviews - which would normally be face-to-face - via telephone or video calls. All known 'Targeted' or vulnerable families will still receive face-to-face contacts at home or in one of our designated sites.
- Infant feeding support will be done as a telephone contact unless significant issues arise, at which point we would offer a face-to-face contact if it is practical to do so.
- We are no longer encouraging parents to attend our Family Hubs and delivery sites to access the baby (self) weigh facilities. We are offering home weighs if parents have concerns. We have always aimed to adhere with the recommended guidance of weighing babies in the first two weeks (during our New Birth check) and then monthly thereafter (unless there is an indication to weigh more frequently). However, we have concluded that there is more risk to families, staff and the wider public by asking families or staff to make frequent journeys. We have issued notices to new parents with tips on monitoring healthy weight gain and development and will contact those who are worried and need our help.
- We are not be running any groups from our Family Hubs and delivery sites. However, these sites are still being accessed by our Midwifery partners, who continue conducting what they have marked as 'essential' face-to-face appointments.
- We will only be conducting face-to-face contacts with families in Family Hubs if there is a significant need that is relevant to immediate safety and risk of a child.
- We are working with Essex County Council to ensure all families in need know how to access the food banks available closest to them. We are publishing this information via our local Facebook pages in each district.
- School closures have resulted in face-to-face school drop-in clinics being replaced by telephone consultation and support via our CHAT Health text messaging service.

Virgin Care

www.virgincare.co.uk

Send any correspondence to the address listed at the top of this letter

This service is provided by Virgin Care Services Limited on behalf of itself and a number of related organisations

Registered office: 6600 Daresbury Business Park, Warrington, Cheshire WA4 4GE.

Registered in England and Wales Number 5466033

Service commissioned by:

CHAT Health texting service: Mid Essex Tel: 07520 615731
North Essex Tel: 07520 615734
South Essex Tel: 07520 615732
West Essex Tel: 07520 615733

- The National Child Measuring Programme (NCMP) has been temporarily suspended.
- New 'Vulnerable' and 'Known Targeted' families will still be contacted and followed-up during this period both by phone and in person if required. We have asked schools to share the names of children they are worried about that we may not be currently working with. We will work in partnership with all partners to support vulnerable families.
- Looked After Children Review Health Assessments (RHA) will be conducted via phone unless there are Safeguarding concerns. These will be conducted face-to-face where it is safe to do so.
- Our staff will continue to attend Safeguarding meetings as required either face-to-face or virtually.

I hope you find this short summary of our current service provision helpful. If you have any questions for us, please contact your local Quadrant Manager or myself.

Yours sincerely,



Richard Comerford, Managing Director
Essex Child and Family Wellbeing Service

Lizzy Kingsford, North Essex Quadrant Manager m: 07973690091 e: elizabeth.kingsford@virginicare.co.uk
Zoe Oddy, Mid Essex Quadrant Manager m: 07970345687 e: zoe.oddy@virginicare.co.uk
Nicki Lee, South Essex Quadrant Manager m: 07957934720 e: nicki.lee@virginicare.co.uk
Lisa Farrell, West Essex Quadrant Manager m: 07973781734 e: lisa.farrell@virginicare.co.uk
Roise McHearne, Safeguarding & LAC Manager m: 07919527773 e: rosie.mchearne@virginicare.co.uk