

Easy Read  
Information for  
Patients and  
Carers

What do  
Health  
Visitors  
do?

# Health Visiting Service



# IN AN EMERGENCY WHAT DO I DO?



For 24-hour advice ring NHS Direct on 0845 4647. Calls are charged at the local rate



If you are worried that your child may be ill, ring for GP for an appointment



**In an emergency dial 999**

## KEEP A NOTE OF YOUR HEALTH VISITOR AND TEAM



**My Health Visitor/Team is based at:**

.....

Tel: .....



## What does the Health Visiting Team do?

Health visiting teams give a health and welfare service to families with children under 5.

They can also tell you about living a healthy life, for example diet and exercise.



## What is a health visitor?

A health visitor is a registered nurse who is specially trained in child health.

Most health visitors can prescribe medication.



## Who is in my health visiting team?

Your local health visiting team is not just made up of health visitors.

It can also have:



## Community staff nurses

These nurses make home visits and they support the work of health visitors. They give advice about healthy lifestyles.



## Community nursery nurses

Nursery nurses have a qualification in childcare and they assess the children's development and behaviour.



## Health visitor assistants

Health visitor assistants are trained to work as part of the team in health centres and also in your home



## Training

The health visiting team trains other nurses and health workers.

This means that sometimes your health visitor may bring a trainee to your home visit.

They must explain this to you and ask your permission.

It is your right to say no if you don't want this.

If you say no you will not be treated differently because of this.



## Do staff carry ID badges?

Yes. All team members carry identity badges with photographs. Ask to see it before letting anyone into your home.

Call the number on the 2nd page of this leaflet if you are not sure.



## Where are the health visiting teams?

Health visiting teams work in local health centres, children's centres and doctors' surgeries.

Health visitors also work closely with social workers and other teams who support parents.





## When will your health visitor get in touch with you?

Your first contact with the health visiting team could be during your pregnancy if you need it.

After the birth of your baby you will be visited by a health visitor. This will happen when your baby is between 10 and 14 days old.

During this visit you can talk about the health of you and your baby.



The health visitor can also give you advice and support and can tell you what is available in your area.



They will make a child and family health plan with you.

They will find out from you when are good times to meet in the future.

They will meet with you to review your child's health and development when they are around 8 months and 2 years old.

You can talk about any worries with your health visitor at any time.



## What sort of support does the team offer?

### Parenting skills and advice

- Child development
- Play and stimulation
- Childcare and schools
- Positive parenting





## General health and well-being

- Choosing healthy ways of living
- Exercise and keeping active
- Healthy eating for your child and family
- Giving up smoking



## Accidents and staying safe

- Home safety
- Accident prevention
- Smoke-free homes
- Care and road safety



## Sexual health

- Family planning
- Screening
- Continence
- Men's health advice



## Infectious diseases and health conditions

- Children's immunisations
- Mild illness
- Skin conditions
- Special needs or disability



## How can I get in touch?

You can get in touch with the health visitors by leaving a message with the health centre or clinic receptionist.

The phone number is on the 2nd page of this leaflet.

You can ring between 9am and 5pm, Monday to Friday.

You can also call the team's answer phone. A member of the health visiting team will usually reply within 24 hours of receiving the message.



## What if English isn't my first language?

If your first language is not English, don't worry – we use interpreters in many languages like Polish, Bengali, Arabic and Somali.

We also use interpreters for British Sign Language and communication support.

Tell the health visiting team if you need an interpreter before your appointment.



## What if I want to tell you what I think about the service?

If you have any suggestions or concerns about our service please speak to your health visitor.



## Patient Advice and Liaison Service (PALS)

You can talk to our Patient Advice and Liaison Service if you have any comments, compliments or complaints about the service.

### This is how you can tell them:

#### Write to:



Patient Advice and Liaison Service  
Hillingdon Community Health  
Kirk House  
97-109 High Street  
Yiewsley  
UB7 7HJ



**Phone: 01895 488555**



**Email: [cnw-tr.HCHPALS@nhs.net](mailto:cnw-tr.HCHPALS@nhs.net)**



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