

BCHC/BFS Coronavirus (COVID-19) – Information for children, young people and families



A BCHC /BFS summary of the contacts and links including Early Help and the new advice lines set up, with their opening hours and advice on service changes

Each of the BCHC/BFS services has this information on their webpages if the service has changed because of the virus

We understand that you might be worried about coronavirus – also known as COVID-19 – particularly if your child has a long-term health condition. This information sheet from Birmingham Community Health Care Foundation Trust (BCHC) sets out our advice and the action we are taking to respond to the coronavirus outbreak.

<https://www.bhamcommunity.nhs.uk/EasySiteWeb/GatewayLink.aspx?allId=30461>

BCHC Children's and Families services are accepting new referrals into all of the services and all referrals are being triaged. Clinical contact will continue via the telephone where possible. If this is not possible, referrals are being added to the waiting list until it is safe for us to resume normal face to face contacts. Referrals deemed high priority by any service are being actioned and children and families contacted, however we can provide assurance that for all of the following services, all referrals continue to be actioned and children seen if deemed appropriate

- **All safeguarding**
- **child protection**
- **palliative care**
- **complex care**

- **Community Children’s Nursing**
- **Dysphagia**
- **Post-op therapy**

We have also set up a number of helplines, advice videos and web page links with further information and advice that families will be able to use and access during this challenging time. Please see below:

You can still refer to Children centres for support and Early Help.

Please use this link for support from the BFS 0-5 service:

<https://bhamforwardsteps.co.uk/about-us/information-professionals-make-referral/>

BFS Children Centres

Status	Partner	Address	Tel No	Team Email Address
Edgbaston	Barnardo's	28 Doddington Grove, Birmingham	0121-477-6440	bchnt.bfs-doddingtoncc@nhs.net
Erdington	Spurgeons	Castle Vale CC 372 Yatesbury Avenue, Castle Vale, B35 6DG	0121-752-1920	bchnt.bfs-castlevalcecc@nhs.net
Hall Green	St Pauls and Springfield	The Springfield Centre, Springfield Road, Moseley, Birmingham	0121-777-2722	bchnt.bfs-springfieldcc@nhs.net
Hodge hill	Spurgeons	Kitts Green CC 45 Ridpool Road Birmingham B33 9RB	0121-752-1280	bchnt.bfs-kittsgreenc@nhs.net
Ladywood	Barnardo's	6 Bertram Rd, Birmingham	0121-766-7774	bchnt.bfs-ladywoodcc@nhs.net
Northfield	Barnardo's	Wychall Road	0121-433-4130	bchnt.bfs-northfieldcc@nhs.net
Perry Barr	Spurgeons	Rookery CC Rookery Road, Handsworth Birmingham B21 9PY	0121-752-1840	bchnt.bfs-rookerycc@nhs.net
Selly Oak	SLA/subcontract with Barnardo's	213 Trittiford Rd, Birmingham	0121-464-4189	bchnt.bfs-gbnfccc@nhs.net
Sutton	Spurgeons	Holland House CC Holland Road	0121-752-1860	bchnt.bfs-hollandhouse@nhs.net

		Sutton B72 1RE		
Yardley	Barnardos	419 Fox Hollies Rd, Birmingham	0121-702- 2700	bchnt.bfs-foxholliescc@nhs.net

All Families in need of Early Help & Support (children 0-19) :

Please see further information and referral form on Birmingham Children's Partnership Website –

<http://www.birmingham.gov.uk/Covid19CYPF>.

Also available on the website is a map of many of the resources and support available for children and families at this time, and contact details (email, phone number) for each of the local lead organisations.

https://www.birmingham.gov.uk/download/downloads/id/16053/covid-19_mind_map_of_support.pdf

BFS - Health Visiting Teams

District	Team	Base	Telephone contact	Email
Edgbaston	Bartley Green	71 Romsley Rd, B32 3PR	0121 466 4770	BCHNT.CFHV-EdgbastonNorth@nhs.net
	Quinton Lane Care Centre	Quinton Lane, B32 2TR	0121 466 3550	BCHNT.CFHV-EdgbastonNorth@nhs.net
Erdington	Dove Primary Care Centre	Dovedale Road B23 5DD	0121 465 5730	BCHNT.CFHV-ErdingtonNorth@nhs.net
	Stockland Green Primary care centre	92 Reservoir Rd, Erdington, B23 6DJ	01217521877	BCHNT.CFHV-ErdingtonCentral@nhs.net
	Castle Vale Primary Care Centre	Tangmere Drive, B35 7QX	0121 465 1548	BCHNT.CFHV-ErdingtonEast@nhs.net
Hall Green	Hall Green Health Centre	Stratford Road, B28 8BG	0121 466 4820	BCHNT.CFHV-HallGreenEast@nhs.net
	Sparkbrook Community and HC	Grantham Road, B11 1LU	0121 334 0100	BCHNT.CFHV-HallGreenWest@nhs.net
Hodge Hill	Kitts Green	Clodeshall Road B8 3SW	0121 752 1295	BCHNT.CFHV-HodgeHillEast@nhs.net
	Yardley Green		0121 245 5712	BCHNT.CFHV-HodgeHillSouth@nhs.net
	Washwood Heath Health & Wellbeing Centre	Clodeshall Road B8 3SW	0121 322 4420	BCHNT.CFHV-HodgeHillWest@nhs.net
Ladywood	Aston Health Centre (until 1 st May)	175 Trinity Road B6 6JA	0121 465 3522	BCHNT.CFHV-LadywoodNorth@nhs.net
	Soho Children centre (from 1 st May)		0121 551 9020	
	Attwood Green	30 Bath Row	0121 334 0672	BCHNT.CFHV-

	Health Centre	B15 1LZ		LadywoodSouth@nhs.net
	Nineveh House	171 Nineveh Road B21 0SY	0121 466 3669	BCHNT.CFHV-LadywoodWest@nhs.net
Northfield	West Heath Hospital, Block B	Rednal Road B38 8HR	0121 466 3860	BCHNT.CFHV-NorthfieldEast@nhs.net
	Northfield Health Centre	15 St Heliers Road B31 1QT	0121 466 6920	BCHNT.CFHV-NorthfieldWest@nhs.net
Perry Barr	Finch Road Primary Care Centre	2 Finch Road B19 1HS	0121 255 0135	BCHNT.CFHV-PerryBarrSouth@nhs.net
	Tower Hill Partnership Medical Practice	435 Walsall Road B42 1BT	0121 465 5505	BCHNT.CFHV-PerryBarrNorth@nhs.net
Selly Oak	Billesley team GBNFC Children's Centre	213 Trittiford Road B13 0ET	0121 464 4261	BCHNT.CFHV-SellyOakEast@nhs.net
	Broadmeadow Health Centre	Keynell Covert B30 3QT	0121 466 4673 / 0121 466 4680	BCHNT.CFHV-SellyOakSouth@nhs.net
	Charlotte Road Health Centre	45 Charlotte Road B30 2BT	0121 466 4520	BCHNT.CFHV-SellyOakWest@nhs.net
Sutton	Walmley Health Centre	8a Walmley Road B76 1QN	0121 465 5560	BCHNT.CFHV-SuttonNorth@nhs.net
	Walmley Health Centre	8a Walmley Road B76 1QN	0121 465 5563	BCHNT.CFHV-SuttonEast@nhs.net
Yardley	Harvey Road Health Centre	1 Harvey Road B26 1TH	0121 465 1863	BCHNT.CFHV-YardleySouth@nhs.net
	Richmond Primary Care Centre	299 Bordesley Green East B33 8TA	0121 465 2250	BCHNT.CFHV-YardleyNorth@nhs.net

CDC Advice line

The CDC Advice line is open to all families referred to the CDC and families with children with additional needs (preschool).

The advice line number is 0121 466 6825

Families may need to leave a message which should include their child's name and date of birth, a telephone number and their name.

We aim to call families back within 48 hours but are currently managing to do this sooner. We can offer practical everyday advice. The phone line is currently provided by a mixed to of professionals including speech and language therapy, clinical psychology and nursery nurses. We can respond to messages in English, Punjabi, Urdu and Mirpuri.

The Birmingham School Health Support Service (BSHSS)

Despite educational establishments being closed following government recommendations we want to assure you that you are still able to access help and support from the School Nursing Service.

During the periods of school closure / self-isolation you can continue to get support and advice from the School Nursing Service by either emailing the service, by telephone or text message. Please search for your team by what school child attends, or alternatively use the list by district below

If you live in, or your child attends a school, in this district.

New Teams	Contact details
Selly Oak Northfield Quinton Edgbaston Perry Barr Ladywood	South Central School Nurse Team Lansdowne Health Centre 34 Lansdowne St, Birmingham B18 7EE Tel: 0121 245 5750 NHS Net: BCHNT.southcentralsnteam@nhs.net Team Leader: Christine Roberts
Yardley Hall Green Hodge Hill Sutton Coldfield Erdington	North East School Nurse Team Church Lane Health Centre 80 Church Ln, Birmingham B33 9EN Tel: 0121 465 1600 NHS Net: BCHNT.northeastsnteam@nhs.net Team Leader: Christine Roberts

The email and telephone lines will be staffed Monday to Friday 8am – 5pm and staff will be able to support or advise as required.

If you email or leave a message outside these times staff will be in contact with you when they return.

Chat health Text Service - 07480635485

The school health support service provides can provide help for students with relationships, mental health, alcohol, bullying, self-harm, smoking, drugs and healthy eating. During COVID 19 parents are also able to text this number to seek support.

The Special School Nursing Service

Despite educational establishments being closed following government recommendations we want to assure you that you are still able to access help and support from the Special school nursing service.

During the periods of school closure / self-isolation you can continue to get support and advice from the Special School Nursing Service by either emailing the service [BCHNT.holidaycoverssnteam@nhs.net](mailto: BCHNT.holidaycoverssnteam@nhs.net) or by telephone:

0121 466 4270 or 0121 465 2622

The email and telephone lines will be staffed Monday to Friday 8:30am – 4pm and staff will be able to support or advise as required. If you email or leave a message outside these times staff will be in contact with you when they return.

Worried about a child?

If you have any concerns about the safety and/or welfare of a child or young person telephone the Children's Advice & Support Service (CASS) on 0121 303 1888 or via secure email; [CASS@birminghamchildrenstrust.co.uk](mailto: CASS@birminghamchildrenstrust.co.uk). Outside of normal office hours please call 0121 675 4806 for the Emergency Duty Team

Community Paediatrics

The Community Paediatric Team have extended their week day child protection service from 5pm to 8.30pm and are also running a service over weekends. This is to assist in meeting potential demand as well as taking pressure off our colleagues in acute hospitals, where otherwise these children would have needed to have been seen.

Children in Care (CIC)

Important information for Young People, Social Workers, GP's and carers
Due to the coronavirus outbreak, The Children In Care Health Team are not doing any face to face assessments

We will continue to provide a telephone service.

We can be contacted on;
DUTY NURSE – 0121 4663648 Monday to Friday 9am to 5pm
EMAIL: bchnt.dutynursecc@nhs.net

Pause (need someone to talk to? Struggling to cope with feelings? Pause are here for you)

This is a service for everyone under the age of 25 who has a Birmingham GP. If you are under the age of 14 we will need parental consent.

Email – askbeam@childrenssociety.org.uk Telephone – 02078414470

Open 10 – 6pm / 7 days per week.

KOOTH mental health services for 11 to 25 year olds now available in Birmingham

Kooth is a new free, safe and anonymous service to support young people's emotional and mental health in Birmingham. The new service launched in Birmingham on 13 April 2020. The online self-referral is available at www.kooth.com. This is an online platform for advice and support and is linked into the wider mental health support from Forward Thinking Birmingham.

Children's Occupational Therapy advice line and OT bite size films

An Occupational Therapist will be able to offer practical therapy advice, strategies and support to schools, parents/carers and other professionals in relation to a child's/young person's functional and independence skills.

The advice line number is: **0121 683 2325**

The phone line will be open Monday-Friday, 9am-4pm.

The child or young person must be aged 0-18 years (up to 19 only if in full-time special school education) and registered with a Birmingham GP

Here is the link to the OT pages: <http://www.bhamcommunity.nhs.uk/childrens-OT>

OT bite size films

The OT bite-sized sensory videos are accessible via our website.

In this mini sensory series, they discuss what it meant by the term ‘sensory processing’ and the sensory needs parents and carers may see in relation to their child.

The films focus on different levels of alertness and provide practical strategies and advice on how to support their child to remain in a calm and focused state throughout their day.

Here is the link to the: <https://www.bhamcommunity.nhs.uk/patients-public/children-and-young-people/services-parent-portal/paediatric-occupational-therapy-service/advice-videos/>

Children’s Physiotherapy

Due to the reduction of our physiotherapy service during the pandemic, we have launched a temporary advice line for children and families already know to our service.

The number is **0121 465 4461**, open between 9am and 4pm, so that parents can receive clinical advice and support for their child over the telephone in the first instance.

For other queries regarding appointments, or cancellations, please contact the Soho service on new number 0121 466 5203.

Children’s Speech and Language Therapy Advice Line

You can contact the Speech and Language Therapy Team for therapy advice, strategies and support for parents / carers, schools and other professionals in relation to a child’s / young person’s communication skills or eating, drinking and swallowing concerns.

The phone line **0121 466 6231** will be open Mon - Fri from 9am – 4pm

The child or young person must be aged 0-18 years (up to 19, only if in full-time special school education) Registered with a Birmingham GP or a Birmingham School

Visit our webpage for useful advice, strategies and support:

www.bhamcommunity.nhs.uk/childrens-SLT

The BCHC Safeguarding duty Team is available on 0121-466- 7090 throughout the working day to offer support, advice and sign posting as required.

Worried about a child?

If you have any concerns about the safety and/or welfare of a child or young person telephone:

The Children's Advice & Support Service (CASS) on 0121 303 1888 or via secure email;

CASS@birminghamchildrenstrust.co.uk

Outside of normal office hours please call 0121 675 4806 for the Emergency Duty Team

