

Leeds Health Visiting Service



Information for families
what you can expect from us and who is involved



Health visiting teams care for the health and wellbeing of babies, children and their families.

Teams work closely with families and other people such as family doctors, school nurses, midwives, Children's Centres, Social Care Services, local community groups and voluntary services.

Leeds Health Visiting Service

What can you expect from us?

- All families with children under 5 years old have a Named Health Visitor.
- Health Visitors are qualified nurses who have had extra training and experience in community and child health. We are trained in child development and protecting children.
- We work in teams which may include staff nurses, nursery nurses, health visiting assistants and office clerical support.
- We offer to you and your family the Healthy Child Programme. To find out more about this look in your child's Personal Child Health Record or "red book".

The service operates Monday to Friday 8.30am–5.00pm

Protecting you and your child

The Leeds Health Visiting Service along with others such as your GP, have a duty to ensure that **children are safe and protected from harm**. The information you give your Health Visitor is confidential and will not be shared with anyone without your permission.

However, there may be special circumstances when it is necessary to share information, without your permission with other professionals if your child is at risk of harm.

• We provide a range of services, including:

- visiting all parents at home before and after the baby is born
- running baby clinics at local health centres, clinics and Children Centres
- checking on how your child is developing and growing
- offering support on breastfeeding and parenting to families or groups.

• We work closely with your local Children Centre.

• We will provide you and your family with extra help and support if needed. This might be information about other services or support from local groups or health professionals.



You can help us

If you need to cancel an appointment visit, please ring us to cancel. The telephone number is in your child's red book.

We expect to work in surroundings that are smokefree, safe and free from abuse.

We train nursing and medical students, who may help with your care. If you would prefer students not to be involved, please talk to your health visitor.



We welcome your comments

We continually try to improve our service. If you have a comment, compliment, concern or complaint, please speak to a member of staff at your clinic or health centre. If you would rather talk to someone outside the Leeds Health Visiting Service, you can get confidential help and support from:

The Patient Advice and Liaison Service (PALS) free on 0800 0525 270. PALS offers non medical information and advice, Monday to Friday 8.30am to 4.30pm.

We can make this information available in Braille, large print, audio or other languages. We can also provide interpreters for languages or signing at your appointment. Please contact us to find out more.

