

## CHILDREN AND FAMILIES COMMUNITY HUB UPDATE BULLETIN

### DECEMBER 2021

**Welcome!** To our update bulletin regarding the journey to opening the new Children and Families Community Hub at Lowe House Health Centre in St Helens.

#### **Remind me – what is the Children and Families Community Hub?**

NHS St Helens CCG is working with its partners to develop a Children and Families Community Hub at Lowe House incorporating a freestanding midwifery-led unit (MLU).

Lowe House Health Centre will undergo remodelling work to make existing space within building suitable, so that more services can move into Lowe House and care can be delivered to women and children in a community setting, away from hospital. This will result in better integrated working across all teams and services, and a better experience for women, children, young people and their families.

**The hub will be the only one in Cheshire and Merseyside to have both a MLU and children's services co-located, meaning better integrated working across all teams and services, and a better experience for patients.**

#### **What have we done so far?**

We have moved a number of children's clinics into Lowe House, including.

- Consultant outpatient appointments
- GP with an extended role in Paediatrics
- Paediatric phlebotomy
- Children and adolescent mental health services (CAHMS) and Barnardo's.

For children's bloods this is the first time that they have been provided on a non-hospital site; it has proved to be very successful, and we have already increased the number of days which this is offered.

We have received some amazing feedback from children, parents, and carers about the clinics. 100% of children coming to see the children's blood service, the GP with extended Remit in Paediatrics, and/or the Acute Paediatricians rated their experience as 'very good' (the highest rating response); some comments were:

- *Staff were brilliant with my daughter totally put us at ease that is excellent service.*
- *Staff super friendly put my daughter at ease thank you!*
- *Very friendly and so helpful to my child very supportive and kind helping him feel safe.*
- *Doctor was very Child friendly professional, and she explained easily 10 out of 10.*
- *Very helpful and made me feel so much at ease regarding my little boy amazing doctor.*

Staff from Children's services are very pleased with how the hub is working and they are looking to move more clinics from hospital sites to Lowe house, to embrace the concept of the children's hub. This complements the community services which were already operating from Lowe House such as:

- Speech and language therapy
- Audiology
- Community paediatricians
- Paediatric continence service
- Children's community nursing service
- Ophthalmology.

### **What other services will be based at the hub?**

When the building works are complete there will be a freestanding midwifery-led birthing unit based on the ground floor which will include:

- Appointments with Community Midwives
- Phlebotomy during pregnancy
- Ultrasound clinics
- Perinatal pelvic health physiotherapy
- Stop smoking, weight management, perinatal mental health support and infant feeding sessions
- 0-19 Healthy Child programme – baby clinics.

Lowe House will also become a permanent base for the community midwifery team who do not currently have a base in St Helens

### **Building works update**

Now for the news everyone has been waiting for! We can confirm that the builders will be setting up on site on 20<sup>th</sup> December 2021 ready to start the building works on 17<sup>th</sup> January 2022!

The building work is expected to be completed and the building handed back over on 26<sup>th</sup> May 2022. During the building works, there will be no impact on clinic service delivery but there may be an impact on access to certain corridors adjacent to where the building works are taking place. Clinic areas will remain open and will be isolated to ensure patient and staff safety.

Much work will be happening in preparation for the work commencing and existing tenants at Lowe House will be kept fully up to date.

### **Further information**

If you have a question about the project please contact Senior Commissioning Manager, Ann-Marie Barrow on [ann-marie.barrow@sthelensccg.nhs.uk](mailto:ann-marie.barrow@sthelensccg.nhs.uk)