

School in-Reach Service

Parental agreement to School-in Reach Service involvement

Your child's school would like to request support from the School in-Reach Service. This leaflet will tell you about the service and what to expect.

Who are School in-Reach?

The School in-Reach team are mental health practitioners and therapists working alongside School Communities. The service is part of Cardiff and Vale University Health Board's Emotional Wellbeing and Mental Health provision.

The School in-Reach Service has three main goals:

- To increase skills and confidence amongst school staff around mental health
- To provide schools with timely access to specialist advice, liaison and consultation from mental health professionals
- To improve school pupil and staff mental health and wellbeing

Why is my child's school requesting a consultation with School in-Reach?

It's important that you have a conversation with your child's school about this. Some common reasons why the team are asked for support include:

- A child who needs support with their transition from primary to secondary school or is new to the school environment
- A child has experienced a specific or series of life events that is impacting on their emotional wellbeing and ability to engage in school life
- A child is experiencing difficulties attending school
- There has been a deterioration in a child's emotional wellbeing and ability to engage in school life
- To gain a greater understanding of a child's emotional and psychological wellbeing
- To consider ways to best support a child's emotional needs in their education or school setting

What is a consultation?

A consultation with School in-Reach is a conversation between the team and staff within school who know your child well. It's an opportunity for teams to come together with different areas of knowledge and skills, to create a shared understanding of a situation or difficulty. It is an indirect way of working with your child via the people that they already have safe and trusting relationships with.

To request a consultation, school staff fill in a form called 'Request for Assistance' with their understanding of:

- Other services involved and things tried so far
- The reason for involvement with School in-Reach
- Anything else that is relevant, including observations and/or worries

Who may be involved?

In preparation for a consultation, the School in-Reach team will look at your child's health records (which might include safeguarding information). The team might also talk with other people who know and understand your child either before, or as part of, the consultation (such as school staff, social care staff and/or other professionals involved). The aim of this is to bring together different pieces of information in order to understand what might be happening for your child.

Children and parents do not typically attend consultations as the aim of School in-Reach is to support the school to support the child. However, a follow-up session with parents can be offered if appropriate (on parental request).

What might happen after consultation?

A lot of the work School in-Reach does is with the school setting, rather than directly with children, because the adults in school are known to your child and are often well placed to help.

From consultation, the following might happen:

- Advice and guidance to school
- Ongoing consultation to check-in and continue support via education staff

- Provision of staff training
- Signposting/referral to appropriate support services for child and/or family

On some occasions, other support might come from consultation. If this is the case, you/your child will be contacted. Options include:

- An assessment meeting with you/your child to talk more about their challenges and what might help
- Group work
- Brief one-to-one intervention

Recording notes

School In-Reach takes clinical notes when talking about or to children and families. These notes are stored securely on your child's electronic health record.

FAQ

My child is in crisis, what do I do?

School in-Reach is not a crisis service. If your child is in a crisis, it is important to get help quickly. If they are in crisis, feeling suicidal or like they can't cope, ensure they speak to somebody straight away and do not leave them on their own.

If they have seriously injured themselves or taken an overdose, call 999 or get immediate medical treatment from A&E.

If your child is already working with someone in Emotional Wellbeing & Mental Health, you can contact the team or your care coordinator between 9 am – 5 pm on 02921 836730. This is not a crisis service but may be able to help.

If they aren't already working with one of our teams, we recommend that you:

Speak to your GP who can provide advice and make referrals to Emotional Wellbeing and Mental Health (including the out of hours GP service by calling your GP office and listening to the message), scan the code or click the link below for services that offer free support, advice and listening.



[I need help now - Children, Young People And Families](#)



What happens if someone is worried about my child's safety?

There are times when, by law, the team are required to share information with other people, for example if we are told anything that implies that your child or someone else may be at risk of harm. Where possible, this will be discussed with you and/or your child first as appropriate.

Information processing

The lawful basis for processing data under the UK GDPR is Article 6(1)(e) – public task; Article 9(2)(g) – substantial public interest; and Article 9(2)(h) – provision of health and social care. The lawful basis for processing data under the Data Protection Act 2018 is Schedule 1, Para 8 – Equality of opportunity or treatment.

Data will be retained in line with the Records Management Code of Practice for Health and Social Care 2022.

For any complaints in relation to how your data has been handled, please contact Uhb.Dpo@wales.nhs.uk.

To see more information in relation to see how your information is processed, please see our privacy notice at <https://cavuhb.nhs.wales/use-of-site/privacy-policy/>.

If you have any questions, please email: schoolinreach.cav@wales.nhs.uk and one of the team will be happy to arrange a time to discuss.

This information is available in Welsh / Mae'r ffurflen hon ar gael yn Gymraeg



Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board