Your Community

All communities will have a range of services provided through Sure Start Children’s Centres and by other community groups. Health Visitors work to develop these and make sure you know about them.

Universal Services

Health visitors and their teams provide the Healthy Child Programme to ensure a healthy start for your children and families (for example immunisations, health and development checks), support for parents and access to a range of community services/resources.

Universal Plus

Gives parents a rapid response from health visitor teams when specific expert help is needed (for example with postnatal depression, a sleepless baby, weaning or answering any concerns about parenting).

Universal Partnership Plus

Provides ongoing support from health visiting teams plus a range of local services working together and with parents, to deal with more complex issues over a period of time. These include services from a Sure Start Children’s Centres, other community services including charities and where appropriate, the Family Nurse Partnership.

If you have any comments about the service please contact your local Health Visiting Team.

Contact us

We are here to help you and your family.
You can contact your Health Visitor Monday - Friday via:

- Your local Health Clinic, or Children’s Centre
- Your GP surgery

Information about services in Stoke for Children and Families

Freephone 08000151120 or 01782 232200 or log onto www.stoke.gov.uk or www.stokefis.co.uk

For breastfeeding information & support

www.staffordshireandstokeontrent.nhs.uk/Services/infant-feeding.htm

Contact your Health Visitor or the Infant Feeding Team on 0300 7900 163

Smoking Cessation helpline

Tel 0800 085 0928
Universal Offer
This is the minimum contact you will be offered. Further contact or visits may be offered if needed. If you have any concerns at any time please contact your health team.

**Antenatal visit** - In addition to the care and support from midwives, all pregnant women will be contacted and offered a visit from a member of the health visiting team. This gives you the chance to discuss your preparations and thoughts about becoming a parent. You will also have the chance to discuss any concerns you might have.

**New Birth Visit** - A home visit from a health visitor is offered to all families about 2 weeks after the birth of your baby. Information and support is offered and this is an opportunity to discuss any questions about your own and your baby’s health. For example, coping with crying, feeding, immunisations, safety, sibling rivalry, looking after yourself or your new role as a parent.

**Mother and baby review** - When your baby reaches 5 to 8 weeks a member of the health visiting team will offer further support to parents. Your baby’s health, growth and development will be reviewed with you.

**Movong onto solid food** - Families will be offered a contact with a member of the health visiting team to support you and advise on how to introduce solid foods. There will also be an opportunity to discuss your families’ health.

**9-12 month development review** - All families will be offered a contact with a member of the health visiting team, to assess your child’s health, growth and development. This gives you the opportunity to discuss any concerns you may have.

**2 year 3 month – 2 year 6 month** - All families are offered a contact at either home, a children’s centre or at clinic. General health, growth and development will be assessed. This contact will give you the chance to discuss things like speech and language development, behaviour and toilet training.