

# Manchester Health Visiting Service

Service information leaflet



**Improving the health of children and families in Manchester**

# Information for Parents and Carers

The Health Visiting Service is a non-emergency service providing health education, advice and guidance. If your child needs a medical examination you should contact your GP.

Manchester Health Visiting Service offers comprehensive advice and support to parents and carers of children from pre-birth to four and a half years.

## What is a health visitor?

Health visitors are registered nurses or midwives with specialist additional qualifications in child, family and public health.

Their role is to offer information and support to families through the early years, from pregnancy and birth to primary school.

### **Our services include:**

- Home visits to all newborn babies and families new to the area
- Extra support
- Healthy Child drop-in sessions
- Health and development reviews at two months, nine months and two years

# The Health Visiting Service

Every family with a child under the age of four and a half has access to a health visitor and their team. The service is delivered through home visits, contact in the community and telephone calls as necessary.

The aim is to work in partnership with parents to ensure children are ready to thrive at school and to promote the health and wellbeing of you and your family.

Healthy Child drop-in sessions for well babies and children are provided in various venues including Children's Centres, Health Centres and community buildings. If you would like further information about child health drop-in sessions please contact your local team below.

Health visitors work with other services such as GPs, midwives, school nurses and social workers. Health visiting teams usually consist of health visitors, community staff nurses, community nursery nurses, early years outreach workers and team assistants.

**All members of the team carry identification badges with photographs.**

We offer a range of advice and information on:

## **Children's health:**

Feeding

Sleeping

Play & development

Immunisations

Minor ailments

Minor illnesses

## **Family health:**

Parenting skills

Healthy eating

Sexual health

Contraception

Drugs and alcohol

Accident prevention

## **Emotional support:**

Postnatal depression

Mental health

Bereavement

Domestic abuse

Disability

# Meeting you

Before your baby is born you will receive support from the Midwifery Service, and from the Health Visiting Service between 28 and 36 weeks.

After the birth you will be contacted again by a health visitor who will make an appointment to visit you at home when your baby is between 10 and 14 days old.

During this visit you will be able to discuss the health and well being of your family and your child's developmental progress. The health visitor can provide advice, support and local information about drop-in sessions and services for children and families.

The Personal Child Health Record (or 'red book') is a record of your child's health and development, it is yours to keep. The health visitor will go through this with you on the first visit.

**Please remember to take the book with you to your child's health appointments.**



The Health Visiting service is divided into six districts across Manchester:

### **Central East**

Abbey Hey HV Team

(Based at Gorton Hub)

Levenshulme Health Centre

Longsight Health Centre

### **Switchboard**

(0161) 529 6201

(0161) 861 2300

(0161) 529 6680

### **HV Team**

(0161) 529 6205

(0161) 861 2302

(0161) 529 6650

### **Central West**

Rusholme Health Centre

Chorlton Health Centre

### **Switchboard**

(0161) 861 2200

(0161) 861 8888

### **HV Team**

(0161) 470 6798

(0161) 860 2916

### **North East**

Cornerstone Centre

Newton Heath Health Centre

New Moston Team

### **Switchboard**

(0161) 529 6317

(0161) 684 9696

(0161) 684 9696

### **HV Team**

(0161) 529 6288

(0161) 683 2536

(0161) 529 6868

### **North West**

Harpurhey Health Centre

Cheetham Primary Care Centre

Charlestown Health Centre

Plant Hill Clinic

Crumpsall HV Team

(based at Harpurhey Health Centre)

### **Switchboard**

(0161) 861 2400

(0161) 549 6720

(0161) 741 2000

(0161) 740 8004

(0161) 861 2400

### **HV Team**

(0161) 861 2409

(0161) 549 6690

(0161) 388 4019

(0161) 720 5981

(0161) 470 6711

### **South**

Burnage Health Centre

Chorlton Park Team

Old Moat Children's Centre

### **Switchboard**

(0161) 529 6500

(0161) 529 6174

(0161) 234 4711

### **HV Team**

(0161) 529 6485

(0161) 529 6151

(0161) 445 8689

### **Wythenshawe**

Northenden Health Centre

Baguley Clinic

Forum Health Centre

(Wythenshawe Offices)

Stancliffe Road

Homeless Families Health

Visiting Team

### **Switchboard**

(0161) 529 6174

(0161) 946 0802

(0161) 549 6550

(0161) 529 6780

(0161) 861 8888

### **HV Team**

(0161) 529 6150

(0161) 946 9275

(0161) 549 6554

(0161) 529 6740

(0161) 860 2935

# Contacting us



**Opening times:** our service is available Monday to Friday 8:30am to 4:30pm.

This is a non-emergency service. If you are worried about your child's health you should contact your GP, [www.nhs.uk](http://www.nhs.uk), visit an NHS Walk-In Centre, or dial 111. **In an emergency dial 999.**

Further information about children's health can be found at: [www.manchesterlco.org/childrens-community-services-citywide/](http://www.manchesterlco.org/childrens-community-services-citywide/)

## Feedback and concerns



If you have any compliments, suggestions or concerns about the services you have received, the The Patient Advice and Liaison Service (PALS) are here to help and guide you through the NHS complaints policy. Contact the team by email [pals@mft.nhs.uk](mailto:pals@mft.nhs.uk) or call 0161 276 8686.

## Other languages



If you need this leaflet in any other format or language, please speak to the service.

This service is provided by Manchester Local Care Organisation (MLCO). We provide NHS community health care and social care in Manchester. We are a partnership organisation between the NHS and Manchester City Council. Find out more on our website:

[www.manchesterlco.org](http://www.manchesterlco.org)