

## Emma and her family's story October 2021

**Service name** Calderdale Health Visiting

**Main purpose of service** Locala's Health Visiting team work as part of the Public Health Early Years' Service (PHEYS). This service also provides Oral Health and Breastfeeding Support to families of children aged 0-5 years across Calderdale.



Each family has a named Health Visitor who offers guidance and advice and can act as a care co-ordinator and a single point of contact between the family and any other health and social care professionals who are providing support.

### About the family

Emma is Mum to Tommy who is 9 months old and also to Niamh, who is 7 years old and a brilliant and caring big sister to Tommy. Tommy's motor development is delayed, for example, he still needed help to support his head when he was 6 months old and he continues to need support to sit up. Emma would like to share their story to explain how much Teenagh, the family's Health Visitor has supported them.

### Amazing:

Emma describes what Teenagh has done, **"Where do I start?! She's been there from day dot! Tommy has needed a lot of support and Teenagh's network is amazing. We've built a bond. Our relationship is fantastic. I can ring her about anything. I've rung her in tears before and she's said – 'I'll be there in a couple of hours.' Emma explains that Teenagh organised referrals to Occupational Therapy and Physiotherapy – the photo of Tommy shows him in his smart new seat supplied by paediatric therapy (Calderdale and Huddersfield NHS Trust). Teenagh also introduced Emma to 'Unique Ways', a local charity who offer support for families with children who have disabilities. <https://www.uniqueways.org.uk/> Emma is looking forward to joining their coffee morning and meeting other parents. The charity are also helping Emma apply for Disabled Living Allowance for Tommy. Furthermore, Emma has also been given a Max Card, a discount card for families of children with additional needs that can be used at many venues across the UK. This means that Tommy can go to sensory play centres and local attraction 'Eureka' for free. This is a huge help to Emma and her young family.**



### Medal:

Emma continues their story, **"Teenagh is not a robot! She is a real-life Superhero! She is open and welcome and treats us as individuals. Although she is here for Tommy, she's helped me and Niamh too. She got me in touch with the Food Bank and helped in ways I never expected. She needs a medal!"**

**"I will never forget Teenagh. Tommy loves her! If I've had melt downs or am stressed, she has always reassured me. She's so positive."**