

The Haven Integrated Health Centre – Budehaven Community School

The Haven is an integrated health centre, which is located within and run by Budehaven Community School. This school is located in North Cornwall and serves the town of Bude and the surrounding area. The Haven promotes positive health and lifestyle choices, and provides a range of confidential and non-judgemental services to all children and young people attending Budehaven Community School and Trust primary schools. Providing this integrated health centre sends out a positive message to young people and their families about how the school values their health and wellbeing.

The Haven opened in September 2009 and is based in a converted caretaker's bungalow on the school grounds, and is managed by the school. It was originally set-up as part of a pilot project, with funding from the Duchy Health Charity to provide integrated health services in schools. Between March 2010 and June 2014 more than 25,000 students and some members of the local community have visited the Haven. About 80% of attendees are students from the school and 20% are from the primary school or pre-school.

Services on Offer

The Haven is open between 8.30am – 3.30pm during term time. It has a very welcoming reception and waiting area, 3 consulting rooms including a bespoke clinical room and a large conference room. The conference room is used for child protection meetings, training, interviews and sometimes as a quiet place for students to eat their lunch. There is also a garden, which is used as a quiet and safe place for students to go to during break times and lunchtimes.

Young people and parents can access a wide range of services which include the school nursing services, careers advice, sexual health service including Brook Advisory Service, Cornwall Share, bereavement support, diabetic clinics, CAMHS, drug and alcohol services, parenting groups, and support for abusive relationships. Providing such a range of services under one roof means that children and young people can attend the Haven for a number of different reasons, which may include mental health support. This helps to take the stigma out of accessing help and support for emotional health and wellbeing issues.

There is a facilitator who triages the young people wanting support from the Haven. She manages the appointments and acts as a first point of contact for service users, giving advice and guidance and making referrals where appropriate in agreement with the student and assistant head teacher. She is managed by an Assistant Head, so there are strong links between The Haven and the senior management team within the school.

Easily Accessible Services

The school is in a very rural area, so providing such a comprehensive range of services on site means that students spend less time out of lessons attending appointments. This is essential as the area has poor public transport links, and so attending appointments in nearby towns can be very difficult and time consuming, even if the family has a car.

The services are very accessible and flexible, with lunchtime drop-ins, as well as scheduled appointments. This all makes the service very young people focused, which in turn encourages students to use the Haven, and see it as the place to go if they have health or emotional wellbeing concerns.

Involving Young People

The original pilot project required the Haven to be young person friendly, so there has been a strong element of young person involvement from the very beginning. There is a Student Management Group, which contains young people of all ages including 6th formers. Involving young people in this way helps to give them ownership of the Centre

The Student Management Group was involved in the setting-up and the ongoing running of the Haven. They were heavily involved in designing the Haven and were instrumental in obtaining funds from 'Our Money, Your Dreams' to furnish the building. Their involvement in the planning and in choosing the furnishings has made it a very inviting and young person friendly environment, which encourages them to access the services on offer. The Student Management Group has also worked with a local garden designer to create a lovely garden which provides a peaceful space for both students and parents.

The Haven has been awarded EEFO Level 3 accreditation, which means that it has been awarded their highest level for young person friendly services. EEFO is run by Cornwall Council's Health Promotion Department and they evaluate young people's services in the county – www.eefo.net

The Haven recently ran a student survey, in collaboration with EEFO, to see if students felt services could be improved at The Haven and some useful feedback was received and acted upon.

Multiagency Working

The previous facilitator was a mental health nurse and his knowledge and experience of working in the NHS helped the school to negotiate with the NHS to enable NHS employees to work out of the Haven.

The school do not charge services for using space at The Haven. Whilst there have been pressures to do so, they have found that the good will shown by the school has helped to build relationships with local agencies and has encouraged these agencies to help them. For instance, there is a strong PSHE team within the school, and they have been able to get support from the multiagency team when required.

Adjacent to The Haven and still on school grounds, is the Kevren, which is a building, owned by Cornwall County Council, but managed by the school. It provides hot-desking facilities for local authority, and NHS staff working to support children and families such as social workers. Voluntary organisations are also able to use the meeting rooms for family support work. The two centres are linked, but young people tend to go to The Haven, and adults go to The Kevren.

Sharing the space enables professionals to meet who might not otherwise and this in itself aids professional working relationships. The Haven holds social events to thank the various agencies, and provides an opportunity for them to meet each other.

For more information contact thehaven@budehaven.cornwall.sch.uk

<http://www.budehaven.cornwall.sch.uk/the-haven-ihc/>

A research paper based on the evaluation of the integrated health centres in schools pilot projects can be downloaded from

<http://www.reynoldmacpherson.ac.nz/publications/Evaluation%20of%20Three%20SBHCs%20%20JEM%2018%20June%202013.pdf>