Services for Children and Young People with Special Educational Needs and Disabilities

Lancashire’s Local Offer

Lancashire’s Health Services

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<tr>
<th>University Hospitals of Morecambe Bay - Community Neurodevelopmental Paediatric Service (Lancaster and Morecambe)</th>
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University Hospitals of Morecambe Bay NHS Foundation Trust provides the following services for Children and Young people with additional needs:

In the majority of cases multidisciplinary care is provided in conjunction with other agencies and NHS Trusts.

Paediatric Therapy services and school nursing services are provided by Blackpool Fylde and Wyre NHS Trust.

Child and Adolescent Mental Health Services (CAMHS) and Clinical Psychology support is provided by Lancashire Care NHS Trust (to age 16 only).

Who are we?

We are a team of doctors who specialise in assessing & managing children & young people (0-19 years) who have developmental problems or disability.

The team work closely with other health professionals such as GPs, therapists, nurses, health visitors, hospital doctors, psychologists & mental health workers as well as staff from other agencies such as education & social care.

Where are we?

The service is community based at local clinics in Lancaster & Morecambe including Longlands Child Development Centre.

Other services such as paediatric therapy, psychology & our specialist health visitor are also located at Longlands Child Development Centre.

We may see children in other settings including home, nurseries, schools & children’s centres if this is appropriate.

Key aims:

Children and young people should receive appropriate, high quality care that is integrated and coordinated around their needs and taking into account the family situation.
More care for children and young people should be provided at home and in a community care setting where this is appropriate and can be shown to improve clinical outcomes and patient and family experience.

All professionals providing care for children should work closely together ensuring that children and their families are seen in the most appropriate place by the person with the right skills, irrespective of organisational boundaries in order to improve quality of care and patient experience.

2. **Address and contact details and area covered**

Our services are delivered from Longlands Child Development Centre located in Lancaster with satellite clinics in the wider community.

Information about Children and Young People’s Services delivered by UHMB can be found on our webpages: [https://www.uhmb.nhs.uk/our-services/cyp/welcome/](https://www.uhmb.nhs.uk/our-services/cyp/welcome/)

**Child Development Centre**

Longlands Child Development Centre, Westbourne Drive, Lancaster, LA1 5EE

Telephone: 01524 519710

**Satellite Clinics**

Ryelands House, Ryelands Park, Lancaster, LA1 2QS

Telephone: 01524 406636

Ashton Community Centre, Pointer Court, Ashton Road, Lancaster, LA1 4JT

Telephone: 01524 406440

Queen Victoria Centre, Thornton Road, Morecambe, LA4 5QG

Telephone: 01524 518536 (picked up by Heysham Primary Care Centre)

Heysham Primary Care Centre, Middleton Way, Heysham, LA3 2LE

Telephone: 01524-518536

Carnforth Clinic, The Walkway, Market Street, Carnforth, LA5 9JU

Telephone: 01524 406479
### 3. **Who is our service for?**

We provide a service for children aged 0 – 19 years in Lancaster & Morecambe & surrounding areas who are registered with a North Lancashire GP and are in full time Education or pre-school age.

**What do we provide?**

Medical assessment, investigation, diagnosis, advice, multi–agency liaison & management for pre-school children & young people who meet our referral criteria.

**The service currently includes:**

- Pre-school service for children where there are concerns about delayed or atypical development including neurological conditions, cerebral palsy, complex neurodisability syndromes with associated developmental difficulty such as Down’s syndrome, social communication problems including Autism

- Medical assessment & advice for Education Health & Care Plans for children with identified special educational needs

- Liaison & advice for children with medical conditions under review by our service

- Medical assessment & advice for Children Looked After or undergoing Adoption

- School age service for children attending special schools as required( Morecambe Road School, Loyne School, Bleasdale School )

- School age service for children with ADHD & Autism already known to our service

**What services are under development?**

The school age service for Autism is currently being developed in discussion with North Lancashire Commissioners & other services to re-establish multi – agency assessment & management pathways as per National Guidelines. Currently all new referrals for ASD are being held on a list by Lancashire Care NHS Foundation Trust pending service availability. This does not affect patients with these conditions currently in our service.

The management and administration of the children’s ADHD Service within Lancashire North has now transferred from Community Paediatrics to Lancashire Care NHS foundation Trust as of 1 July 2017 and is situated alongside the Lancaster and Morecambe CAMH Service, based at the Ross Children’s Centre. The children’s ADHD service comprises of a small multi-disciplinary team of clinicians which include a CAMHS Team Leader, a CAMHS Consultant, a Paediatrician and two Specialist ADHD Nurses (including one Non-Medical Prescriber), supported by a dedicated team administrator. All requests for involvement of this team now need to be directed to the ADHD Service based at the Ross Children’s Centre.

**Who is our service not suitable for?**

- Emotional & behavioural problems
• Continence problems such as bed-wetting or soiling
• Concerns about hearing (unless associated with other developmental problems)
• Concerns about vision (unless associated with other developmental problems)
• Specific learning difficulties eg dyslexia
• Clumsy children (dyspraxia, hypermobility)
• Acute medical problems
• Safeguarding child protection examinations
• Challenging behaviour in children with learning difficulties

Chronic Medical Conditions

Care for chronic medical conditions is delivered from the Children’s Outpatient Department at the Royal Lancaster Infirmary.

Address: Royal Lancaster Infirmary, Ashton Road, Lancaster, LA1 4RP

Telephone: 01524 516239

Out of hours support can be provided by the Children’s Ward on 01524 583468, this includes access to an on call diabetes specialist.

4. Accessing the Service

- We accept referrals from health professionals (including GPs, Health Visitors, School Nurses, Psychologists, Hospital Doctors, Community Nurses, Therapists), educational psychology, children’s social care & specialist teachers

- Access to the service is via health professional referral. Health professionals should send their referral to Longlands Child Development Centre

- The service does not accept self-referrals.

- This service is not currently within the scope of what can be purchased with Personal Health Budgets.

- Access to Children’s Outpatient services at Royal Lancaster Infirmary for children with chronic/long term conditions is via a GP referral.

All children will be eligible to receive the service if they are:

- Aged 18 or younger (19 if remaining in special schooling)
Registered with a Lancashire North CCG GP, with the exception of those registered with Garstang GPs who receive their Community Paediatric service from Blackpool Fylde and Wyre Trust.

If you think your child may need our service please discuss this with any of the professionals listed above who will be able to advise you & make a referral if appropriate.

5. **Decision making processes used to determine who is eligible to receive our service.**

- All referrals to our service are reviewed prior to acceptance to ensure we are the best service to help your child.
- If we think another service is more suitable we will tell your referrer & give advice.

6. **Methods of communication with service users/patients and how they are involved in decision making/planning.**

Copy letters of all Paediatric consultations are provided to the GP following appointments.

Letters are shared with relevant professionals and parents / carers with consent from families.

Bi-lingual interpreters can be commissioned where English is not the first language.

Patients and families are encouraged to provide feedback on the services they receive. This can be through a range of routes, including:

- “I Want Great Care”
- Email on the Trust Website
- Direct contact with the Clinician, Service Manager or Assistant Chief Nurse
- PALS
- Trust’s format complaints process

Additionally, a patient liaison group is established for the Autism & Diabetes pathways.

Numerous condition specific and support leaflets are also available.
7. **Service Accessibility.**

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<th>All buildings are wheelchair accessible.</th>
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<td>Royal Lancaster Infirmary, Ryelands House and Longlands Child Development Centre have dedicated children’s waiting &amp; outpatient areas. Other centres have mixed adult/child waiting areas</td>
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8. **Workforce Skills and Training**

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<th>All members of the team undertake mandatory training and yearly appraisals to identify any training requirements.</th>
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<td>Additionally, the team is participating in SEND clinical network sessions.</td>
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<td>All members of the team are trained according to national guidance and standards.</td>
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9. **Contacts for further information**

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<tr>
<th>Community Paediatrics - Longlands Child Development Centre 01524 519710</th>
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<td>Medical Conditions - Paediatric Secretaries Office 01524 583597</td>
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<tr>
<td>Out of Hours On Call paediatric team via RLI switch board 01524 65944</td>
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<td>Matron Sister Fran Campion 01524 512448</td>
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10. **Feedback**

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<th>Compliments are always gratefully received and can be discussed with the individual involved in your experience. If you would like to put your compliment into writing, you can forward them to <a href="mailto:WomensandChildrensBSURequests@mbht.nhs.uk">WomensandChildrensBSURequests@mbht.nhs.uk</a>.</th>
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<tr>
<td>Advice on where to forward cards can be received from the Longlands Child Development Centre. We aim to provide an excellent service however, if you do not feel that you received this, please do not hesitate to contact us.</td>
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<td>All of our team will be happy to address any concerns or comments you may have. Alternatively, if you do not feel this has been resolved, our Patient Advice and Liaison Service can be contacted here: <a href="http://www.uhmb.nhs.uk/ourservices/pals/">http://www.uhmb.nhs.uk/ourservices/pals/</a>.</td>
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Finally, if we have been unable to resolve your concern a formal complaint can be submitted via the Trust’s complaints process.