

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

**Lancashire's Local Offer
Lancashire's Health Services**

University Hospitals of Morecambe Bay – Community Paediatrics

University Hospitals of Morecambe Bay NHS Foundation Trust provides the following range of services for Children and Young people with additional needs:

- Community Paediatrics (medical element)
- Chronic health needs including Epilepsy, Diabetes and Asthma
- Sensory impairments
- Complex health needs including palliative care

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

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.

Addresses, contact details and area covered

Information about Children and Young People's Services delivered by UHMB can be found on our webpages: <http://www.uhmb.nhs.uk/our-services/cyp/>

Community Clinics

The medical aspect of Community Paediatric care provided by UHMB covers all patients 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.

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

Child Development Centre

Address: **Longlands**
Westbourne Drive
Lancaster
LA1 5EE
Telephone: 01524 34331

Satellite Clinics

Address: **Rylands House**
Rylands Park
Lancaster
LA1 2QS

Telephone: 01524 519533

Address: **Queen Victoria Centre**
Thornton Road
Morecambe
LA4 5QG

Telephone: 01524 518536

Address: **Poulton Children's Centre**
Clark Street
Morecambe
LA4 5HR

Telephone: 01524 833644

Address: **Ashton Community Centre**
Pointer Court
Ashton Road
Lancaster
LA1 4JT

Telephone: 01524 518921

Address: **Heysham Primary Care Centre**
Middleton Way
Heysham
LA3 2LE

Telephone: 01524 518500

Address: **Carnforth Clinic**
The Walkway
Market Street
Carnforth
LA5 9JU

Telephone: 01524 732259

Out of hours support can be provided via the on call paediatric team at the Royal Lancaster Infirmary on 01524 65944

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

The Diabetes Nurse can be contacted on 01524 583827

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

The service is for

The service is available for children up to the age of 18 (19 if remaining in special schooling). This includes:

- All disabilities
- Learning difficulties
- ADHD
- Autism
- Asthma
- Epilepsy
- Diabetes
- Enuresis

The following are treated by alternative providers:

- Primary Mental Health Conditions – CAMHS
- Dyslexia – Education
- Dyspraxia and Clumsiness – Therapy services
- Isolated Speech Delay – Speech & Language Therapy

Children who fall into the following categories are also managed by the service:

- Looked After Children (LAC)
- Adoption Medicals
- Safeguarding (Immediate assessments by hospital acute rota not community team)
- Sleep difficulties
- Close multidisciplinary work with other agencies & services

There are close liaison and referral pathways to Lancashire Care Foundation Trust for CAMHS and Clinical Psychology services, and to Blackpool Fylde and Wyre NHS Trust for Therapy services.

There is currently no commissioned service for Learning Disabilities for children. Commissioners are working to resolve this service gap.

Accessing the Service

Community Clinics

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

Address: **Longlands**
 Westbourne Drive
 Lancaster
 LA1 5EE
Telephone: 01524 34331

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.

Decision making processes used to determine who is eligible to receive a service

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.

Referrals are triaged by Consultant Paediatricians to ensure eligibility, arrange provisional investigations or refer on if more appropriate.

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

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

Service Accessibility

All buildings are wheel chair accessible.

Royal Lancaster Infirmary, Rylands House and Longlands Child Development Centre have dedicated children’s waiting & outpatient areas. Other centres have mixed adult/child waiting areas.

Workforce Skills and Training

All members of the team undertake mandatory training and yearly appraisals to identify any training requirements.

Additionally, the team is participating in SEND clinical network sessions.

All members of the team are trained according to national guidance and standards.

Contacts for further information

Community Paediatrics	Longlands Child Development Centre	01524 34331
Chronic Conditions	Paediatric Secretaries Office	01524 583597
Out of Hours	On Call paediatric team via RLI switch board	01524 65944
Lead Paediatrician	Dr Stephen Cade	01524 583533
Matron	Sister Fran Campion	01524 512448

Feedback

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 WomensandChildrensBSURequests@mbht.nhs.uk. 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. 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: <http://www.uhmb.nhs.uk/our-services/pals/>. Finally, if we have been unable to resolve your concern a formal complaint can be submitted via the Trust's complaints process.