Request for information for the Gloucestershire SEND Local Offer

The Children and Families Act (2014) requires that Local Authorities publish information about services they expect to be available for children and young people with special educational needs (SEN) and / or disabilities aged 0 – 25. This is called the SEND Local Offer and is part of the new SEND code of practice.

The information will be available on a public directory for parents, children, young people and professionals and help to inform understanding of what services are available as well as inform joint commissioning for children and young people. It is therefore important to us that we have as complete a directory of service providers as possible to represent a full picture of what is available to children and young people with SEND.

We have contacted you because your service meets the requirements for the SEND Local Offer and would like to receive some information from you which will be entered on our online directory. Some of your information may also be highlighted on The Key website which provides specific information to families of children and young people with disabilities.

If you feel that some or all of the questions do not apply to your service, please provide a brief explanation as to why and then add some text for us to use on our directory together with contact details and relevant web links. Please complete as many sections as you can.

If you have any questions in relation to the above or to our questions, please contact us at sendlocaloffer@gloucestershire.gov.uk

Please return the completed questionnaire to sendlocaloffer@gloucestershire.gov.uk

Thank you for your help.

| Name of Service: Children and Young People’s Physiotherapy |
| Address: | Children and Young People’s Physiotherapy  |
| | Quedgeley Clinic |
| | St James |
| | Quedgeley |
| | Gloucester GL2 4WD |

| Website: | www.glos-care.nhs.uk |
| Telephone: | 0300 421 6972 |
| Email: | janet.mills@glos-care.nhs.uk, Katherine.heffernan@glos-care.nhs.uk |

| Contact: | Janet Mills, Katherine Heffernan |

| Which area do you serve? | Children and young people who are the commissioning responsibility of Gloucestershire Clinical Commissioning Group CCG. |

| 1. What does your service do? |
| The Children’s Physiotherapy service aims to provide a, safe, high quality, cost effective service along with its partners and skilled workforce, involving and enabling children, young people and their families to reach their maximum potential. |
| By doing so, the Children’s Physiotherapy service will meet Gloucestershire Care Services NHS Trust vision in providing high quality health and social care. |
Children’s Physiotherapy is a health care profession concerned with human function and movement and maximising children’s physical potential. It uses physical approaches to promote, maintain and restore physical and social wellbeing, taking into account variations in health status. It is science based, committed to extending, applying, evaluating and reviewing the evidence that underpins and informs its practice and delivery. The exercise of clinical judgment and informed interpretation is at its core.

Children’s Physiotherapists are autonomous professionals, able to act as first contact professionals. The profession is receptive to change and welcomes the increasing focus on rehabilitation within the modernisation of healthcare. It encourages innovation in ways that assure the safety, effectiveness and quality of care it delivers and that are in keeping with its commitment to evidence-based practice.

Ref: The curriculum framework, CSP 2002

The service recognises that each child has individual needs. Treatment is planned around the child taking into consideration the family and carers’ circumstances. The duration of treatment varies from child to child based on the clinical assessment findings, diagnosed condition and response to treatment.

Children’s Physiotherapy is a countywide service with a central point of referral and treatment bases across the localities. The service is also commissioned to provide children’s physiotherapy to Gloucestershire Hospitals NHS Foundation Trust and Gloucestershire County Council.

2. Are you a registered service – if yes, who is your regulatory body?

Health and Care Professionals Council (HCPC)
http://www.hcpc-uk.org/

The HCPC is a statutory regulator that works to protect the health and well-being of people using the services of the health professionals registered with it. The HCPC currently registers professionals from 16 professions. They only register professionals who meet their standards for their professional skills, behaviour and health.

3. Which organisation runs your service?

Gloucestershire Care Services NHS Trust is the commissioned provider for children and young people’s physiotherapy service.

4. Where is your service located and what areas does it cover?

Our service is a county wide service commissioned to support children and young people who are the commissioning responsibility of Gloucestershire CCG. Service base listed in Section 12.

5. How is your service delivered?

Children and young people are seen at the most appropriate place which may include: Health settings, mainstream schools (primary & secondary), special schools, early year’s settings or the child’s own home.

6. Who does your service provide for?

The Children and young people’s Physiotherapy service is a countywide specialist service for children & young people and their families.

The service is provided for children and young people between the ages of 0-16 years and 16-19 years if the young person is in full time education and has a long term childhood condition.

This service provides assessment, advice and physiotherapy management of childhood conditions which may have a negative impact on physical development and therefore may affect the child’s physical potential. This may include: respiratory, musculoskeletal, trauma and orthopaedics, neurological, Rheumatological conditions, Developmental Delay and other childhood conditions.

Exclusion Criteria
Children presenting with Chronic Fatigue or Chronic Pain are managed by the regional centre which is commissioned for these services.

7. How can children or young people start using the service?

There is direct access to the service for parents and young people by way of the Children's PhysioDirect Advice Line. Written/electronic referrals are also accepted from health care professionals to the central referral point.

8. How are decisions made about who can use your service?

The physiotherapists will assess and provide advice or treatment as appropriate in consultation with the child, Young person and their parents.

9. How do you communicate with service users and how are they involved in decision making/planning?

The service uses a client centred approach to support collaborative goal setting.

The service utilises decision making tools to support the involvement of children young people and their families in making decisions about their care.

Parents and young people will be informed by their treating physiotherapist how they are progressing and when they have achieved the agreed SMART goals/outcomes.

We offer individual training to parents and carers to enable them to carry out the physiotherapy programme with their child or young person, including training in the use of specific postural management equipment and walking aids.

The service works closely with the Gloucestershire Care Services Patient Liaison and Advice Service regarding comments, compliments, concerns, complaints or other feedback through the PALs team, based at Edward Jenner Court, on telephone 0300 421 8313 or email Community.pals@glos.nhs.uk.

For children, young people and their parents/carers who do not have English as their first language, we have access to an interpreter service for appointments.

10. Is your service fully accessible?

The service runs across a wide number of settings Countywide. Settings include sites owned and run by other organisations (eg schools) as well as premises that are managed by Gloucestershire Care Services. Most settings will be fully accessible but may not all have the same facilities. We expect physiotherapy therapy colleagues to assess the access needs of individual children and their families as part of the process of inviting them to attend appointments.

11. What training have the staff supporting children and young people with SEND had or are having?

All qualified paediatric physiotherapists receive specialist training in the physiotherapy assessment and management of all childhood conditions that may affect a child or young person’s physical development. All staff receive disability awareness training. All staff receive regular supervision/annual appraisal and have the opportunity to identify any training issues which can then be addressed.

9. Who can I contact for further information?


If your child or young person is currently under the care of a physiotherapist employed by Gloucestershire care services NHS Trust then any immediate concerns or discussion should be directed to the therapist concerned initially.

All other enquires please contact
Children and Young People’s Physiotherapy
Qudgeley Clinic
St James
Qudgeley
Gloucester GL2 4WD

Website: www.glos-care.nhs.uk
Telephone: 0300 421 6972
Email: janet.mills@glos-care.nhs.uk, Katherine.heffernan@glos-care.nhs.uk

Please add any further information you feel may be of use for the SEND local offer information as well as parents, carers and young people.