



A Guide to Health Services

Community Services

North Tees and Hartlepool Foundation Trust provide a range of Paediatric and Community Children's Nursing Services for the local population in Hartlepool

The service offers a range of clinics for children and young people from birth to 18 years old and depending on the clinic, a team of paediatricians, doctors, specialist nurses, speech and language therapists, community nurses or other members of the team are available for clinics as follows:

- diabetes
- epilepsy
- endocrine
- respiratory
- feeding
- general and urology surgery
- general paediatrics
- urinary tract infections
- constipation
- allergy
- gastroenterology
- neuro-disability
- dietetics
- neonatology
- cardiac echo screening
- BCG immunisations
- speech and language
- psychology for children and young people with diabetes
- blood sampling
- community visits for children and young people with complex health needs.

More information is available at:

<https://www.nth.nhs.uk/services/childrens-outpatients/>

Hospital Based Services

Hartlepool and Stockton on Tees CCG commissions Children's Paediatric Services from North Tees and Hartlepool Foundation Trust.

The children's paediatric service is based at the University Hospital of North Tees. There is a team of doctors, nurses, nurse practitioners, health care assistants and specialists in care for children.

More information is available at:

<https://www.nth.nhs.uk/services/childrens-ward/>

<https://www.nth.nhs.uk/services/childrens-day-unit/>

Clinical Commissioning Group

Hartlepool and Stockton-on-Tees CCG is the NHS organisation that coordinates the delivery of health services on behalf of everyone living in Hartlepool and Stockton. We're a membership organisation made up of 36 GP practices across the area that covers a population of nearly 300,000.

More information is available at:

<http://www.hartlepoolandstocktonccg.nhs.uk/>

Continence

The CCG is responsible for the commissioning Level 2 Paediatric Continence services that covers all children from birth to 19 years with continence problems, including children with learning difficulties and physical disabilities.

The current pathway has recently been reviewed and a new service pathway is in development to ensure a seamless service is in place to support the needs of children and young people with an anticipated implementation date of September 2018. There is an interim solution being put in place to ensure that CYP requiring an urgent assessment/re-assessment for products will be carried out.

The new service will be a nurse led service offering level 2 assessments and interventions for continence problems, this will include constipation and both day and night time wetting. The service will have a pathway from level 1 provision (within the 0-19) and into the level 3 (paediatrics).

Currently services to those Young People aged between 18 and 25 can receive continence services from the Continence Advisory Service which is delivered by North Tees and Hartlepool Foundation Trust.

More information is available at:

<https://www.nth.nhs.uk/services/continence-advisory-service/>

Designated Clinical Officer

The Department for Education and the Department for Health have produced Statutory Guidance for organisations which work with and support Children and Young People (CYP) who have special educational needs or disabilities (SEND) in January 15. The Code of Practice sets out guidance on Part 3 of the Children and Families Act 2014. One of the provisions described within the Code of Practice is around the identification of a Designated Medical Officer or a Designated Clinical Officer.

The Code recommends that partners should ensure there is a responsible individual to support the CCG in meeting its statutory responsibilities for children and young people with SEN and disabilities, primarily by providing a point of contact for local partners, when notifying parents and local authorities about children and young people they believe have, or may have, SEN or a disability, and when seeking advice on SEN or disabilities.

The DCO provides the point of contact for local authorities, schools and colleges seeking health advice on CYP who may have SEN or disabilities, and provides a contact (or contacts) for CCGs or health providers so that appropriate notification can be given to the local authority of children under compulsory school age who they think may have SEN or disabilities. The DCO can support schools with their duties under the 'Supporting Pupils with Medical Conditions' guidance. The DCO would not routinely be involved in assessments or planning for individuals, except in the course of their usual clinical practice, but would be responsible for ensuring that assessment, planning and health support is carried out. Some CCGs may delegate key decisions to the DCO (for example, agreeing the health services in an EHC plan).

The DCO should have an appropriate level of clinical expertise to enable them to exercise these functions effectively, and should be designated as the DCO in their job description. There may be one DCO for several CCGs and local authorities, where there are joint arrangements or shared commissioning responsibilities, and given the age range of EHC plans from birth to 25, the DCO may need to liaise with colleagues outside paediatrics.

The role of the DCO is to:

- Maximise outcomes for CYP with SEND by working to improve quality of life, school absences, secondary mental and physical health conditions, personal autonomy and engagement in further education and employment
- Play a strategic role in relation to the SEND agenda, developing, improving and influencing service design and delivery
- Provide an expert resource for CYP health information, guidance, reassurance and support for families and professionals
- Attend multi agency panels and support decision making on the basis of clinical judgement
- Challenge and approve packages for CYP with SEND

- Co-ordinate and pull together information from various services involved with the CYP (current and historic involvement)
- Develop processes for the quality assurance of the finalised EHCPs and the input from Health Colleagues
- Undertake trend analysis for the CYP cohorts and identify commissioning gaps to inform future commissioning
- Make and follow up safeguarding referrals
- Liaison with professions from health providers both internally and externally to ensure that all relevant health information is available to support EHC decision making at panel and provide longer term specialised and strategic oversight

There has been a DCO recently appointed to the CCG as of 1st June 2018 who is working across the Hartlepool, Stockton and Darlington Local Authority boundary areas. Ruth Kimmins, DCO, can be contacted through Hartlepool and Stockton on Tees Clinical Commissioning Group on 01325 621407.

Drug, Alcohol and Substance Misuse Services

North Tees and Hartlepool Foundation Trust provide drug, alcohol and substance misuse services to the Hartlepool population. Alcohol nurse specialists assess, treat and offer advice to patients who are admitted with alcohol related problems and refer onto community alcohol support services if it is required.

The teams work alongside a team called DART who are drug and alcohol health workers employed by a Stockton based community alcohol team called Lifeline.

These teams work with staff, patients, families and community organisations to ensure that a patient who is brought into our hospitals with an alcohol related problem is supported and safe in and outside of the hospital.

The Service works with patients to help them recover and lead healthier lifestyles by promoting either safe drinking or by not drinking alcohol.

More information is available at
<https://www.nth.nhs.uk/services/alcohol-nurses/>

Emotional Health and Wellbeing and Mental Health

CAMHS - Child & Adolescent Mental Health Service is provided to the Hartlepool population by Tees Esk and Wear Valleys Foundation Trust

The Service works with Children, Young People and their families, up to the age of 18 years old who are experiencing mental health problems / complex emotional and behavioural difficulties offering assessment, treatment and diagnosis.

The team has a wide range of professionally registered practitioners including Psychiatrists, Clinical Psychologists, Mental Health Nurses, Occupational Therapists, Social Workers and Primary Mental Health Workers.

Referrals can be made by Young people, families and professionals who feel that a child or young person is experiencing emotional, behavioural or mental health problems.

More information can be found on the TEWV website:

<http://www.tewv.nhs.uk/site/content/Care-&-Treatment/Children-and-Young-Peopl/Teesside-Community-menta>

In addition there is a CAMHS team specifically for Children and Young People with a diagnosed Learning Disability to ensure that the needs of children and their families are met in the most appropriate way. The learning disability child and adolescent mental health service (LD CAMHS) provides a range of specialist health services to children and young people, aged between 0-18 years, with a wide range of learning disabilities (mild, moderate and severe) and their families. In addition to their learning disability, the referred child or young person will be experiencing significant mental health problems or complex needs.

More information is available at:

<http://www.tewv.nhs.uk/site/content/Care-&-Treatment/Learning-Disabilities/North-of-Tees-learning-d>

Services for Young People between the ages of 18 and 25 are met by services in a different way. Turning 18 is a milestone for many young people, with lots of potential changes such as going to University, getting a job or leaving home, and as such mental health and wellbeing needs can change.

If specialist mental health services' are still required after turning 18 to reach goals, then adult services will support people into adulthood and beyond.

More information is available at:

<http://www.tewv.nhs.uk/site/content/Care-&-Treatment/Children-and-Young-Peopl/Moving-on-Transition-fro>

Health Visiting

North Tees and Hartlepool Foundation Trust provide Health Visiting services to all children and families born in the Hartlepool area. This is a universal service offered to all families and is commissioned by Public Health through Hartlepool Borough Council.

Universal Pathway Plus

This is an enhanced service for all families who have a pregnancy and live in the most disadvantaged communities in the town and all teenage and Asylum Seeking parents-to-be regardless of where in Hartlepool they live. The service will be available for each family at 20 weeks pregnant and will last until the baby is 2 years old. Families will be supported by an integrated team of Midwives, Health Visitors and Family Support Workers to access Children's Centre services and other support in their local communities through the allocation of a consistent worker throughout the child's early years.

More information is available at:

https://www.hartlepool.gov.uk/info/20078/children_and_families/123/early_help

Hospices

Hospice Services are commissioned on an ad hoc and needs assessed basis for individuals as required. The CCG commission hospice services for children and young people eligible for children's continuing care on an individual basis to meet the individual needs of the children or young people. These respite services and end of life services are provided by Zoe's Place up to the child's 6th birthday or Butterwick House from birth – 25 years. Butterwick House offer sibling support, family support services including counselling and holistic support to the family.

PALS

The CCG is responsible for providing services to meet the needs of the local populations and all services have a responsibility to continually improve the services provides.

There are complaints processes for the NHS Trusts who provide services on behalf of the CCGs.

More information is available at the following websites:

<https://www.nth.nhs.uk/patients-visitors/complaints/patient-experience-team-pet/>

<http://www.tewv.nhs.uk/site/content/Locations-&-Contacts/Patient-advice-and-liais>

Occupational Therapy Services

The CCG commissions services from North Tees and Hartlepool Foundation Trust to provide a team of specialist children's occupational therapists and therapy assistants will provide assessment, treatment and advice to children and their families in a range of locations including home, school or hospital clinics. The service assess and treat children who have long term health needs or problems with movement and co ordination.

The Service will make sure your child reaches their potential. We know how important it is to you and your child for them to become as independent as possible either with self care, activities of daily living, in school, in play, leisure and for them to be safe and have better mobility and co ordination.

The Service work alongside other professionals involved with your child to ensure a holistic approach to treatment and assessment.

More information available at:

<https://www.nth.nhs.uk/services/childrens-occupational-therapy/>

Personal Health Budgets

A child or a young person aged up to 18 years of age in receipt of Children's Continuing Care (CCC) or a young person over the age of 18 years in receipt of Continuing Healthcare (CHC) have the legal right to a personal health budget (PHB). A PHB details the support an individual needs to meet their health and wellbeing needs and all children and young people who are eligible for children's continuing care are offered this option. A support plan is devised in partnership with the child, young person and their carers to outline their health outcomes and the support required to achieve them.

Children and young people in receipt of an Education, Health and Care (EHC) plan have the option to request a personal health budget for support to meet their health outcomes outlined in their EHC plan. Children and young people in receipt of an EHC plan do not have the legal right to a personal health budget and the CCG can decline the request if existing commissioned services can meet the health needs of the child or young person.

Due to the historic way in which health services have been commissioned, the CCG has to consider how we can give you a PHB whilst ensuring the service or services you have requested are not already commissioned through NHS arrangements to ensure we do not double fund services.

When we receive a PHB request we look at alternative ways of meeting your needs such as; why does the service available not meet your needs i.e. does the service you are requesting have restricted opening hours or delivery locations which means it cannot meet your needs. By working with the provider we can look to improve these elements and meet the needs of the local population in a flexible manner.

As we move forward, routinely review services and through working with our providers we will look at how services are funded and this make agreeing more Personal Health Budget's easier for children and young people who are have an EHC plan.

More information is available at:

<http://www.hartlepoolandstocktonccg.nhs.uk/personal-health-budgets/a>

Physiotherapy Services

The CCG commissions services from North Tees and Hartlepool Foundation Trust to provide a team of children's physiotherapists and therapy assistants provide the highest standard care, ensuring that not only health needs of the child are considered but also the family, social, emotional and educational needs for children up to the age of 18.

The service comprises clinical specialists, specialised physiotherapists and assistants who provide an integrated acute and community service for inpatients, outpatients and within the community.

Children receive physiotherapy within a variety of settings including hospital wards, a range of physiotherapy-led outpatient clinics, nurseries, children's centres, specialist and mainstream schools and within the family home.

In the hospital staff work in a variety of areas which include the special care baby unit, post natal and children's wards and physiotherapy outpatients.

In the community staff work in the patient's homes, schools, nurseries and health care centres, providing specialist advice treatment and support to children and their families and carers. These children tend to have long term and sometimes complex physical needs and the aim is to maximise the child's potential in all areas of life. Treatment may include hands-on therapy, positions for play, postural and 24 hour management plans, equipment provision, and rehabilitation / management programmes

More information:

<https://www.nth.nhs.uk/services/childrens-physiotherapy/>

Some of the Physiotherapy for Children and Young People who are attending special schools is commissioned by Hartlepool and Stockton on Tees CCG and provided by South Tees Foundation Trust.

South Tees Foundation Trust has a specialist team working into special schools and offer specialist assessment, advice and treatment to children and young people who have delayed or impaired functional skills associated with a wide range of difficulties.

Assessment and treatment is tailored to meet the child/young person's functional difficulties. Individual therapy plans are developed in conjunction with the family/carers and integrated into daily activities.

More information is available at:

<https://www.southtees.nhs.uk/services/physiotherapy/paediatric-physiotherapy/>

Services for Young People with disabilities between the ages of 18 and 25 are met by Health services in a different way by adult services. Hartlepool and Stockton on Tees CCG commission Physiotherapy services for people aged over 19 from North Tees and Hartlepool Foundation Trust. The adults Physiotherapy Team work with adults from 18 years of age to assess, treat and provide advice and education to patients, their families and their carers if following injury, illness or disability. The adults physiotherapy service supports with the management of pain, help recovery, maximise independence and prevent unnecessary admission into hospital.

More information is available at:

<https://www.nth.nhs.uk/services/physiotherapy/>

Services for specific conditions

Health services provide a range of specialist services including paediatrics, social worker, health visiting, clinical psychology, speech and occupational therapy and physiotherapy. In addition there are a range of specialist services commissioned by the CCG for the Hartlepool population which include (but is not limited to):

- Asthma
- Diabetes,
- Epilepsy
- Special community dental service

Speech and Language Services

Hartlepool and North Tees Foundation Trust deliver Speech and Language Services to children and young people of Hartlepool on behalf of the CCG.

The Service works with children and young people, from birth to 19 years old, who have speech, language and communication needs or difficulties with eating, drinking and swallowing.

As well as occurring on their own, these difficulties are common in children who have other diagnoses such as autism spectrum disorder, learning difficulties or cerebral palsy. Speech, language and communication needs might include difficulties in:

- making the sounds needed for your speech to be understood by other people
- putting words and sentences together to ask for something, tell a story or hold a conversation
- making sense of what other people say to you
- understanding and using body language and eye contact

A child or young person might also be:

- stammering, where sounds or words are repeated or a lot of effort is needed to produce them
- avoiding talking in certain situations
- speaking with a persistently unusual voice quality, which might sound croaky, breathy or hoarse

As well as working directly with children and young people the service support their families and carers, their teachers and other adults around them. The service aims to help children to develop their best possible communication skills, taking into account their individual abilities and needs. Most importantly we look at the impact of the communication difficulty on the child, their life and their family, aiming to find ways of reducing the impact as much as possible.

The Service also aim to help educate the wider population to understand and promote children's language and communication development, and we provide training and support to a wide range of professionals who work with children.

<https://www.nth.nhs.uk/services/speech-language-therapy/children/>

Services for Young People with disabilities between the ages of 19 and 25 are met by Health services in a different way by adult services. Hartlepool and Stockton on Tees CCG commission Speech and Language Therapy services for people aged over 19 from North Tees and Hartlepool Foundation Trust. The adults Speech and Language Therapy Team work with adults from 19 years of age who have speech, language or communication needs or difficulties with eating, drinking and swallowing. In addition speech and language and other therapy services are provided by multi-disciplinary Community Learning Disabilities Teams which are provided by Tees Esk and Wear Valleys Foundation Trust.

More information is available at:

<https://www.nth.nhs.uk/services/adults/>

<http://www.tewv.nhs.uk/site/content/Care-&-Treatment/Learning-Disabilities/Adult-Learning-Disabilit>