



# Walsall Council

## Children's Services - Education

### Walsall Local Offer – Youth Services for children and young people with SEND

#### Who we are – roles, qualifications, specialist skills, areas of SEND expertise

##### Specialist Health Visitors - Childrens Disabilities 0-5yrs

###### What we do and what we can offer

We are Health Visitors with a specialist interest in working with families with children who have disabilities.

Our aim is to support and empower parents to manage their child's condition. We work with children who have a range of conditions including complex and life limiting conditions. We offer post diagnostic support at a particularly difficult and sensitive time.

We offer advice, support and signposting to enable you and your child to access appropriate services and support. This may include referral to other health professionals, liaising with education, social care and a range of voluntary organisations. We work as part of the multi –agency team known as Team around the Child (TAC) and our role may include completing specialist assessments, co-ordinating services or becoming a keyworker for you and your child.

On referral to our service your child will be allocated to the Specialist Health Visiting caseload and will no longer receive services from the universal Health Visiting Service. This will then enable us to offer more support to you around disability issues, also in addition to extra support we will continue to offer the core Healthy Child Programme which was offered to you previously by your universal Health Visitor. We concentrate particularly on readiness for school and offer specialist advice around toileting programmes, sleep, feeding and behaviour to help facilitate a smooth transition into school.

If your child meets our service criteria a comprehensive assessment is completed which identifies your child's needs and any concerns and issues which are important to you. This information is then used to formulate a care plan which is reviewed at regular intervals to measure outcomes and changing needs and priorities.

On-going support may be in the form of visits at home, nursery, childrens centres, school, clinic, hospital or hospice. Working jointly with the

Early years SEN team we also offer specialist play groups at Walsall Child Development Centre and can support you with medical appointments and specialist multi agency- assessment groups.

We are based at Walsall Child Development Centre in Shelfield Walsall. We are a borough wide service and see families from across the whole of Walsall.

#### How you can access our services

Referrals to the service are accepted as a recommendation from the Team around the Child (TAC) panel. This is a weekly meeting where new referrals to the multi-agency team at the Child Development Centre are discussed. The Specialist Health Visiting service may be requested as a recommendation following a TAC specialist assessment.

Referrals are accepted from a range of health and education professionals but must meet our referral criteria.

Our hours of working are Monday to Thursday 8.00 am – 4.30 pm and Fridays 8.00am – 2.30pm

As our work involves travelling and out of office visits across the borough we have a duty hours programme where a member of the team is available to take calls and enquiries each day.

#### Eligibility criteria – can everyone do everything?

Our referral criteria includes the following:-

Children who have complex disabilities and medical needs requiring 3 or more services

Children with significant global developmental delay and associated learning difficulties

Children with downs syndrome ( seen within 1-10 days after birth for parental post diagnostic support)

Children with a diagnosis of Autism

Children who require short term targeted intervention for difficulties with sleep, feeding, toileting and challenging behaviour who remain under the care of universal Health visiting services

#### What we charge for our activities

There is currently no charge for our service.

#### How service users are involved in developing the service

Every year we carry out a survey with our families to establish service user satisfaction with our service. We then use the results of the survey to improve and develop the service. In response to previous surveys we have changed our care plans to make them more parent/carer friendly. We always ask for parent/carer views on the groups we provide and this year our aim is to ask parents their views on the Specialist Health Visitors delivering a parent support work shop around emotional health and wellbeing.



**How service users are involved in deciding what they do**

When we complete our Health Visiting assessment we ask you what your main concerns and issues are and together we formulate a care plan with appropriate interventions and strategies to help meet the needs of you and your child.

The care plan is then reviewed and the effectiveness of our intervention is measured together from your point of view and the view of the Specialist Health Visitor. Also in the role of keyworker we support you to make decisions about what you feel is important for your child, for example at review meetings you may be asked what you think is a realistic goal or target for your child to achieve.

**How to tell us what you think and what you want**

We welcome your thoughts and views on our service as we are committed to ensuring that we provide a high quality service to you and your child. If we are unable to help you we will signpost you to more appropriate services as necessary.

You can make suggestions to our team members individually either verbally or in writing.

#### What to do if you want or need more services

If you feel you need anything more than we are currently providing it is a key part of our role to sign post and liaise with other services who together with ourselves will be able meet you and your child's needs more effectively.

#### How we work with other services

We work very closely with a wide range of other childrens services such as physiotherapy, occupational therapy, speech therapy, dieticians and the specialist feeding team, community childrens nurses and early years education services.

Through Team around the Child we can do joint visits with any other service involved to try to reduce the number of appointments for you and to ensure good team working.

We also work closely with Consultant Community Paediatricians to ensure good communication and partnership working between the hospital and community services.

#### Help with getting there and back (assisted travel)

Unfortunately we do not have a budget to assist with travel but we try to see your child in a range of locations to reduce cost and travelling time for all parties. This may be at home, clinic, groups, childrens centres, and nurseries.

What to do if you are not happy with our service (how to complain)

First of all please contact the Specialist Health Visitor Lead to discuss your concerns. They will do their best to come to an agreement with you

If you cannot agree then please ask to speak to the Care Group Manager who will try to agree a suitable way forward with you

If you are still not satisfied Walsall Healthcare NHS Trusts Complaints procedure should be followed:

The Chief Executive

Walsall Healthcare NHS Trust

Moat Road

Walsall

WS2 9PS

Tel: 01922 656463

Email: [patientrelations@walsallhealthcare.nhs.uk](mailto:patientrelations@walsallhealthcare.nhs.uk)