

Whilst care has been taken to ensure this information is accurate, please note – some operating times may have been affected by the Covid 19 pandemic. Please check the service websites for details.

A Guide to Health Services for Children in County Durham

(Updated April 2023)

Contents

| Service | Page Number |
|---|--------------------|
| 0-25 Family Health Service | 2 |
| Annual Health Checks | 2 |
| Autism Service | 3 |
| Bereavement Service for Children and Young People – St Cuthbert's Hospice | 3 |
| Care and Treatment Reviews (CTR) | 4 |
| Care Education and Treatment Review (CETR) | 4 |
| Carers' Support | 5 |
| Child Adolescent Mental Health Service Crisis Liaison | 5 |
| Childhood Immunisations | 6 |
| Children's Community Equipment | 6 |
| Community Eating Disorder Service | 6 |
| Community Services | 7 |
| Continence | 8 |
| Continuing Care for Children | 8 |
| Continuing Health Care | 9 |
| Designated Clinical Officer (DCO) | 9 |
| Drug Alcohol and Substance Misuse Service | 10 |
| Durham Carers' Information Point | 11 |
| Dynamic Support Register | 11 |
| Family Action – The Bridge Service for Young Carers | 11 |
| GP Practices | 12 |
| Hospice Services | 12 |
| Humankind | 13 |
| ICS | 14 |
| Investing in Children | 15 |
| Making a Compliment, Comment or Complaint, or Seeking Advice | 15 |
| Maternity and Midwifery | 16 |
| Maternity services for women with a learning disability | 16 |
| Mental Health and Emotional Wellbeing Support | 17 |
| NHS Website | 17 |
| Occupational Therapy Service (NHS) | 17 |
| Papyrus | 18 |

| | |
|-------------------------------|----|
| Personal Health Budget (PHB) | 18 |
| Physiotherapy Services | 19 |
| Primary Care Services | 19 |
| Rollercoaster | 20 |
| Short Breaks | 21 |
| Specialist Dentistry Services | 21 |
| Speech and Language Services | 21 |
| Wheelchair Services | 22 |

0-25 Family Health Service

The 0-25 Family Health Service includes family health visitors, family health specialist public health nurses, family health practitioners, emotional resilience nurses and support staff, who deliver the Healthy Child Programme. This programme provides universal and targeted prevention and early intervention support during pregnancy, childhood, and adolescence.

The service provides support for young people with a special educational need and/or disability (SEND) and those who are care leavers up to the age of 25. This offer includes support for low-level emotional health issues, and support to access adult services. There is a dedicated countywide SEND team within the 0-25 service.

Health Visitors lead and deliver the Healthy Child Programme for 0–6-year-olds, offering support to all families in pregnancy up to the end of reception/start of year 1. Family Health Nurses lead and deliver the Healthy Child Programme for 6–25-year-olds, working predominately with children, young people and their families.

The Healthy Child Programme is a programme for children, young people and their families which focuses on early intervention and prevention of health problems using research-based guidance on development reviews, screening programmes and advice and support for healthy lifestyle choices.

In County Durham this service is delivered by Harrogate and District NHS Foundation Trust and commissioned by Durham County Council.

If you would like more information regarding the 0-25 Family Health Service within your area or would like advice and support about your child's health, please contact:

Single Point of Contact on Tel: 03000 223 538

<https://www.hdft.nhs.uk/services/childrens-services/growing-healthy-county-durham/>

Annual Health Checks

It is important that everyone over the age of 14 who is on their doctor's learning disability register has an annual health check. Your carer can check for you if you are on the register. These checks are free and can help you stay well by identifying any problems early so they can be sorted out. You do not have to be ill to have a health

check – in fact, most people have their annual health checks when they are feeling well. If you are worried about seeing a doctor, let them know, they can make changes to help you. You should be invited by your practice to attend for an annual health check but if not, you can ask them about this.

[NHS annual health checks](#)

Autism Service

For preschool (0 – 5 years) children the Autism Service is provided by County Durham and Darlington NHS Foundation Trust and can be referred to via the Health Visiting Team (delivered by Harrogate and District NHS Foundation Trust).

<https://www.hdft.nhs.uk/services/childrens-services/growing-healthy-county-durham/>

<https://www.hdft.nhs.uk/services/childrens-services/specialist-childrens-services/harrogate-district-hospital/>

For school age (6-18 years) the Autism Service is delivered by Tees, Esk and Wear Valleys NHS Foundation Trust.

More detailed information can be found at:

<https://www.tewv.nhs.uk/services/young-autism-assessment-county-durham-darlington/>

People aged 18 and above can access the adult service which is also delivered by Tees, Esk and Wear Valleys NHS Foundation Trust.

This service provides a specialist multidisciplinary holistic assessment in considering the diagnosis of Autism and to improve the mental health and wellbeing of adults with Autism. Once all relevant assessments have been completed, a diagnostic formulation is arranged with representatives from the Adult Autism Service. A diagnostic report is then provided to the individual, GP and other professionals involved in their care, with recommendations for the future care of the patient.

The service operates from Monday to Friday, 9am to 5pm across County Durham, Darlington and Teesside and can be contacted via telephone on 01642 368302

Bereavement Service for Children and Young People – St Cuthbert's Hospice

This is a specialist bereavement and postvention (an intervention conducted after a suicide or death, largely taking the form of support for the bereaved) counselling service in County Durham for children on young people when bereaved.

The service allows access to bereavement support to all bereaved children and young people up to the age of 25 years.

The children and young people bereavement service will provide easily accessible and culturally appropriate postvention and bereavement counselling and support for the children and young people in County Durham. The service will be provided by appropriately qualified counsellors, trained staff and volunteers and offer:

- Bereavement counselling after the death and or suicide of a relative or friend for a person up to the age of 25.
- Counselling to children and young people after the death of parent, sibling, relations, or friends.
- Group work for children and young people and where appropriate for younger children, family work.

Service users will be supported by advice and suitable literature. Any client on a waiting list will be supported through regular telephone contact until final referral.

For more information:

Telephone - 0191 386 1170

Website - <https://www.stcuthbertshospice.com>

Care and Treatment Review (CTR)

This service is similar to CETR but for young people above school age – up to 25.

Care and Treatment Reviews (CTR) were introduced in October 2015 as part of Transforming Care; NHS England’s commitment to improving care of people of all ages with learning disabilities and/or autism.

The aim is to reduce the need for admission, prevent unnecessary lengthy stays in hospitals and reduce health inequalities. Thus, enabling the individual to live in community settings that provide the greatest opportunity to realise their potential and independence.

In County Durham these reviews are provided by multi-disciplinary teams from North East and North Cumbria Integrated Care System, Tees, Esk & Wear Valleys NHS Foundation Trust and Durham County Council.

More detailed information can be found at: <https://www.england.nhs.uk/learning-disabilities/care/ctr/>

Care Education & Treatment Review (CETR)

Care, Education and Treatment Reviews (CETR) are focused on children and young people whom either have been, or may be about to be, admitted to a specialist mental health and/or learning disability hospital either in the NHS or in the independent sector.

The CETR brings together those responsible for commissioning and providing services (this will include nurses, social workers, education, commissioners and other health, education and social care professionals, alongside national commissioners where appropriate) with independent clinical opinion and the lived experience of children and young people and families from diverse communities with learning disabilities, autism or both.

The CETR is driven by the NHS but the involvement of social care and education services in the process and its outcomes is integral to improving care, education and treatment for children and young people with learning disabilities, autism or both and as well as their families.

In County Durham these reviews are provided by multi-disciplinary teams from North East and North Cumbria Integrated Care System, Tees, Esk & Wear Valleys NHS Foundation Trust and Durham County Council.

More detailed information can be found at:

<https://www.england.nhs.uk/learning-disabilities/care/ctr/care-education-and-treatment-reviews/>

and

<https://www.england.nhs.uk/wp-content/uploads/2017/03/children-young-people-ctr-code-toolkit.pdf>

Carers' Support

Durham County Carers' Support is an independent, charitable organisation providing information, advice and support to unpaid carers aged 18 and above and parent carers. Durham County Carers' Support offers a variety of different services to unpaid carers in County Durham. They provide local, confidential and practical support such as help with benefits and grants, access to carer breaks, training and counselling.

People may refer directly to the service or via a health or social care professional

For more information see:

Email - admin@dccarers.org via

Website - <https://dccarers.org/>

Telephone – 03000051212

Child & Adolescent Mental Health (CAMHS) Crisis & Liaison

The Child & Adolescent Mental Health (CAMHS) Crisis Team is a team of nurses that responds to young people experiencing mental health crisis. The service

operates 24 hours per day, 7 days per week and is open to all young people up until their 18th birthday.

The CAMHS Crisis Service provides a rapid response in a safe environment via an open referral system, offers a multi-disciplinary assessment and where appropriate, intensive time limited interventions.

In County Durham this service is delivered by Tees, Esk & Wear Valleys NHS Foundation Trust.

More detailed information can be found at: <https://www.tewv.nhs.uk/services/crisis-liaison-children-young-people/>

Childhood Immunisations

For information about the schedule for routine childhood immunisations, please follow the link below to the Government website:

[Routine childhood immunisations from February 2022 \(born on or after 1 January 2020\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/routine-childhood-immunisations-from-february-2022)

Children's Community Equipment Service

Children's equipment can be bought or loaned from providers to help assist people with daily living, promote independence and to improve quality of life.

Services are designed primarily to support children and young people in the community however equipment is also available to prevent admission to hospital and to facilitate prompt discharges.

In County Durham community equipment services are provided by Medequip and accessed by occupational therapists/physiotherapists/nurses following an assessment of needs.

The overall aim is to develop policies and strategies to reflect a commitment to best value and to ensure quality services are provided efficiently and effectively. This is achieved by provision and maintenance of equipment which enables children and young people to live healthily, manage health conditions and support their care networks.

More detail can be found at: <http://www.medequip-uk.com/about/>

Community Eating Disorder Service

The Children and Young People's Specialist Eating Disorders Service works with young people up to 18 years of age who have difficulties with eating. In County Durham this service is delivered by Tees, Esk and Wear Valleys NHS Foundation Trust.

Working with the child/young person and their family/carer, the service will provide a specialised multi-disciplinary assessment (including risk assessment) via an open referral system and agree treatment interventions base on the level of need.

The service is based in the Acley Centre in Newton Aycliffe however has recently expanded to deliver appointments in Chester-Le-Street, Easington, Darlington and Stanley.

More detailed information can be found at: <https://www.tewv.nhs.uk/services/camhs-community-south-durham/>

Community Services

The NHS Foundation Trust provides a range of paediatric and community children's nursing services for the local population. 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.

Various clinics and interventions not limited to but include:

- 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

There are several consultants from other NHS trusts who provide specialist clinics for immunology, hepatic conditions, cystic fibrosis, paediatric nephrology, neurology, genetic conditions, paediatric respiratory and muscle disorders. Initial consultant appointments are overseen by specialist nurses on an ongoing basis.

In County Durham this service is delivered by County Durham and Darlington NHS Foundation Trust.

More information can be found at: <https://www.cddft.nhs.uk/our-services/division-of-women,-children-and-sexual-health/paediatrics/children's-community-paediatricians.aspx>

Continence

There are different levels of intervention to provide continence support to children, young people, and their families.

Level 1 is an early intervention which includes advice and guidance from the 0- 25 Family Health Service Team. This provides support for toilet training, night-time wetting, day-time wetting, and constipation. (Commissioned by the local authority Public Health Team).

Level 2 is a specialist nurse led service which promotes continence as well as managing incontinence including provision of products. To access this service a child or young person must first have been seen by the Level 1 service as Level 2 is for when Level 1 intervention has not worked. (Commissioned by the North East and North Cumbria Integrated Care System).

Level 3 is a specialist consultant led service. (Commissioned by North East and North Cumbria Integrated Care system).

The above services are for children and young people aged 0-19 years including those with a physical or learning disability. Young people aged 19 – 25 years can receive services from the Continence Advisory Service delivered by County Durham and Darlington NHS Foundation Trust.

More information can be found at:

<https://cddft.nhs.uk/our-services/division-of-women,-children-and-sexual-health/paediatrics.aspx>

[County Durham and Darlington - Adult Bladder and Bowel \(cddft.nhs.uk\)](https://www.durhamlocate.org.uk/Services/599/Continence-Service)

<https://www.durhamlocate.org.uk/Services/599/Continence-Service>

Continuing Care for Children

Children's Continuing Care (CCC) is for children and young people aged up to 18 years whose needs cannot be met by commissioned services. Eligibility is decided by a team of specialist nurses using a decision support tool which has been developed nationally as part of the [National Framework for Continuing Care for Children](#).

Your paediatrician will usually make a referral to CCC if they feel a child or young

person would benefit from an assessment.

In County Durham assessments for CCC are carried out by the north of England Commissioning Support Unit on behalf of the North East and North Cumbria Integrated Care System.

Young people over the age of 18 years would be assessed by the Continuing Health Care Team (see below).

Continuing Health Care (CHC)

Continuing Health Care is an arrangement equivalent to CCC for people over the age of 18 years but is slightly different. To be eligible for NHS Continuing Health Care a person must be assessed by a multi-disciplinary team of health care professionals who will look at the individual's care needs and relate them to:

- What help is needed.
- How complex the person's needs are.
- How intense those needs can be.
- How unpredictable the needs are, including any risk to the individual's health if the right care is not provided in a timely manner.

Eligibility does not rely on diagnosis of any given condition but rather on an individual's needs. Everyone is re-assessed annually to a person may cease to be eligible if their condition has improved.

In County Durham assessments for CHC are carried out by the North of England Commissioning Support Unit on behalf of North East and North Cumbria Integrated Care System.

More detailed information can be found at:

<https://www.england.nhs.uk/healthcare/>

and/or

<https://www.nhs.uk/conditions/social-care-and-support-guide/money-work-and-benefits/nhs-continuing-healthcare/>

Designated Clinical Officer (DCO)

The SEND Code of Practice recommends the provision of either a Designated Medical Officer or a Designated Clinical Officer. Across County Durham, a permanent Designated Clinical Officer (DCO), was appointed in 2019 and is employed by North East and North Cumbria Integrated Care System.

The DCO is the named contact for local authorities, schools and colleges seeking health advice on children and young people who may have special education needs or disabilities (SEND).

The DCO plays a key part in implementing the SEND reforms across health providers, supporting partnership working between health services and the local area and making sure that the local area meets its statutory responsibilities for children and young people with special educational needs. It is a varied role but essentially involves the following:

- Providing health advice to local authorities, schools and colleges about children and young people with special educational needs or disabilities
- Supporting health professionals in providing timely, and good quality health advice for the EHC assessments
- Supporting the SEND team at the local authority with questions and queries on information
- Signposting colleagues in education to health services and professionals for advice
- Working alongside the commissioners and stakeholders including parents, children and young people, to identify and raise any commissioning gaps some of which may require joint commissioning to resolve
- Supporting parents by offering an expert resource for children and young people's health information, guidance, reassurance and support for families and professionals
- Developing, improving, and influencing service design and delivery. Supporting decision making, based on clinical judgement
- Challenging and approving packages for children and young people with SEND
- Co-ordinating health information from various services involved with the children/young people (current and historic involvement)

The DCO can be contacted via the North East and North Cumbria Integrated Care System (ICS), formerly County Durham Clinical Commissioning Group, via The Lavender Centre, Pelton Lane, Pelton, Chester-Le-Street, County Durham, DH2 1HS. Telephone: 01913898600.

More detailed information about DCOs can be found at:

<https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>

Drug, Alcohol & Substance Misuse Services

Drugs and alcohol often play a significant role in the lives of young people, whether that be curiosity, experimentation, recreational or problematic use and very infrequently, dependent use. Public Health has a role in ensuring the availability of appropriate services to support the identified needs of the local population.

These services support young people to recover from problematic substance use that is impacting on their day-to-day life and relationships with family. These services can be accessed via self-referral or another referral from any source. Duration of intervention is not time limited and is flexible and responsive to support the individual needs and preferences of the children, young people, and their

families.

The service seeks to work jointly and alongside other services to support children, young people, and families to improve awareness and knowledge of the impacts of drugs and to support them to improve personal coping skills and ultimately recover from problematic substance misuse.

In County Durham this service is commissioned by the local authority Public Health team and provided by Humankind as part of the wider drug and alcohol recovery service contract.

More detailed information can be found at:

<https://www.durhamlocate.org.uk/>

<https://humankindcharity.org.uk/>

<https://codurhamdrugalcoholrecovery.co.uk/>

<https://www.talktofrank.com>

[durhamhttp://www.durham.gov.uk/alcohol](http://www.durham.gov.uk/alcohol)

Durham Carers' Information Point

For more information around services and support for carers in County Durham contact:

<https://durhamcarers.info/index.php/support-for-carers/>

Dynamic Support Register

Local health and care services and statutory bodies should develop a dynamic register based on sophisticated risk stratification of their local populations to enable local services to anticipate and meet the needs of those people with a learning disability and/or autism who display behaviour that challenges, or who are at risk of developing behaviour that challenges, ensuring local services plan appropriately and provide early interventions, including preventative support.

It is the responsibility of Durham County Council to ensure this register is up to date.

More detailed information can be found at:

<https://www.england.nhs.uk/wp-content/uploads/2015/10/service-model-291015.pdf>

Family Action – The Bridge Service for Young Carers

The Bridge supports young carers and their families across County Durham.

The service ensures that children and young people up to the age of 17 are protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve their full potential. Support includes a young carers assessment, whole family support, one-to-one sessions, peer support and access to carers' breaks. The service also works with local schools to provide training and support to help staff identify young carers and develop a young carer policy.

This service accepts direct referrals or referrals via health and social care professionals.

For more information:

Email - durhamyoungcarers@family-action.org.uk

Website - <https://www.family-action.org.uk/what-we-do/children-families/bridge-young-carers-service/>

Telephone - 0191 383 2520 (Monday -Thursday 9am - 2.30pm)

GP Practices

GP surgeries are usually the first contact if you have a health problem. They can treat many conditions and give health advice. They can also refer you to other NHS services. Some GP surgeries offer more services than others. You can look up GP surgeries to see what they offer and how they compare [here](#).

Anyone in England can register with a GP surgery. It's free to register; find out how [here](#).

You do not need proof of address or immigration status, ID or an NHS number. You might be able to register with a GP surgery that's not in the area you live. [Find out about registering with a GP surgery out of your area](#)

Hospice Services

Children's hospice services are available for families who are entitled to Continuing Care for Children (CCC) to provide respite as well as end of life care and support. Although there are no children's hospices in County Durham, families can access services outside the county, including the following:

- Zoe's Place in Middlesbrough (for babies and young children)
<https://www.zoes-place.org.uk/middlesbrough/default.aspx>
- Butterwick Hospice in Stockton
<https://www.butterwick.org.uk>
- Grace House in Sunderland Respite and Short Break

<http://www.gracehouse.co.uk/>

- St Oswald's Hospice in Gateshead
<https://www.stoswaldsuk.org/>

Hospice Services are commissioned on an ad-hoc and needs assessed basis for individuals as required.

The North East and North Cumbria Integrated Care System commissions hospice services, including respite and end of life care, for children and young people in County Durham from 18-25 years who are eligible for children's continuing care (CCC) on an individual basis to meet the individual needs of the child or young person. The services are provided by the following:

Willowburn Hospice (North Durham locality area only): Inpatient Hospice Service, Day Hospice/Outpatient Service, Family Support and Bereavement Services

<https://willow-burn.co.uk/>

Alice House Hospice (Durham Dales, Easington and Sedgfield locality area only): Outpatient – Day Care Hospice Service and Inpatient Hospice Service

<https://www.alicehousehospice.co.uk/>

Butterwick Hospice (Durham Dales, Easington and Sedgfield locality area only) Bishop Auckland: Day Care Hospice, Hospice at Home, Self-management programme for people with a neurological condition, Family Support and Bereavement Services

<https://www.butterwick.org.uk/>

St Cuthbert's Hospice: Inpatient Hospice Service, Outpatient Day Care Hospice Service and Family Support and Bereavement Services

<https://www.stcuthbertshospice.com/>

St Benedicts Hospice (Easington locality only): Day Care Hospice Service, Inpatient Hospice Service, Lymphedema Service.

<https://www.stbenedicts.co.uk/>

St Theresa's Hospice (Durham Dales, Easington and Sedgfield locality area only): Inpatient Hospice Service, Day Hospice/Outpatient Service, Hospice at Home and Family Support and Bereavement Services

<https://www.darlingtonhospice.org.uk/>

Humankind – The Horizon Young Adult Carers' Service

Humankind is a service that supports young adult carers. Young adult carers are young people aged 14 to 25 years old who provide unpaid care for a family member or friend with an illness or disability, mental health condition or an addiction. The impact of being a young adult carer can be totally different for each individual, however, it is important to understand what is going on for each young person and decide together what support is needed. The Horizon young Adult Carers' Service focuses on helping young adult carers with their transition into adulthood, reducing the caring role and its impact.

For more information contact:

Email - HYAC@humankindcharity.org.uk

Website - <https://humankindcharity.org.uk/service/horizon-young-adult-carers-service/>

Telephone - 01325 731160

Integrated Care System (ICS)

Integrated care is about giving people the support they need, joined up across local councils, the NHS, and other partners. It removes traditional divisions between hospitals and family doctors, between physical and mental health, and between NHS and council services. In the past, these divisions have meant that too many people experienced disjointed care.

There are 42 Integrated Care Systems in England. County Durham is part of the North East and North Cumbria (NENC) Integrated Care System (ICS). This regional partnership between the NHS, local authorities and others, takes collective responsibility for resources, setting strategic objectives and care standards, and improving the health of the 3.1 million people it serves. The NHS Long Term Plan published in January 2019 sets out clear expectations for all Integrated Care Systems.

Our ICS brings together local authorities, NHS commissioners and providers, from across the North East and North Cumbria. The majority of our work is focused on places and neighbourhoods; but, alongside this, our ICS provides a mechanism to build consensus on those issues that need to be tackled at scale.

It is supported by four Integrated Care Partnerships (ICPs).

In County Durham, South Tyneside and Sunderland, NHS organisations have come together, working with local authorities, to lead and plan care for their population in a coordinated way as the Durham, South Tyneside and Sunderland Integrated Care Partnership (ICP).

For more information see the following:

[NHS Join Our Journey](#)

[Home | North East and North Cumbria NHS \(northeastnorthcumbria.nhs.uk\)](#)

<https://www.england.nhs.uk/integratedcare/what-is-integrated-care/>

<https://www.kingsfund.org.uk/publications/integrated-care-systems-explained>

Investing in Children

Investing in Children is a Community Interest Company. Established in 1995 originally as a partnership between Durham County Council and the NHS its purpose is to promote the rights of children and young people, and to ensure that their voices are heard in decisions that are made about them within public and voluntary sector services. This is in line with the UN Convention on the Rights of the Child, 1989 and is reflected in various acts of Parliament and statutory regulations (The Children Act 1989 & 2004, The Children and Young People Act 2008, the Education and Skills Act 2008, the Children's Trust Regulations 2010, and the principle of 'No decision about me without me' within health services).

In recent years Investing in Children has become more involved within the mental health agenda with links to both Children's and Adults' Services in a range of roles including coordination and project delivery as well as leading on young people's engagement and participation.

Investing in Children currently oversees the coordination and delivery of the following projects:

- The coordination of both Stamp It Out and County Durham Time to Change Hub
- Delivery of the Young Adults Support Cafes (YASC) Groups – 16-21-year-old emotional wellbeing peer support projects
- The coordination of the Emotional Wellbeing Locality Forums
- The coordination of the Alternative to Crisis/ Preventing Admissions work
- The coordination of the Children and Young People's Mental Health and Emotional Wellbeing Network
- Joint coordination of United Voice (Children and Families Advisory Board for mental health co-delivered with Rollercoaster Family Support)
- Support role within the CAMHS Participation Groups

Investing in Children is part of the membership of the Mental Health Strategic Partnership Board which includes the Children and Young People's Local Transformation Partnership (LTP).

For more information on any of these projects or the work of Investing in Children contact: www.investinginchildren.net Telephone – 01913077030

Making a Comment, Compliment or Complaint or Seeking Advice

The Integrated Care System is responsible for providing services to meet the needs of the local population and all services have a responsibility to continually improve the services provided.

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers. You can also find officers from PALS in your local hospital.

PALS provides help in many ways, for example, it can help you with health-related questions, help resolve concerns or problems when you're using the NHS and tell you how to get more involved in your own healthcare. PALS can give you information about health services and the NHS complaints procedure, including how to get independent help if you want to make a complaint, as well as support groups outside the NHS. PALS also help to improve the NHS by listening to your concerns and suggestions.

The North of England Commissioning Support Unit (NECS) provide a complaints function on behalf of the CCG. Each individual NHS provider trust has their own internal complaints procedures.

In County Durham this service is provided by Patient Advice and Liaison Service (PALS)

More information can be found at;

<https://www.nhs.uk/common-health-questions/nhs-services-and-treatments/what-is-pals-patient-advice-and-liaison-service/>

<https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/>

Midwifery & Maternity

Midwifery is the health science and health profession that deals with pregnancy, childbirth, and the postpartum period (including care of the new-born). A professional in midwifery is known as a midwife.

In County Durham this service is provided by County Durham and Darlington NHS Foundation Trust. For those living in the Easington area it is provided by North Tees and Hartlepool NHS Foundation Trust. A patient can choose to have their baby at any hospital.

If a person is pregnant, the quickest way to access midwifery services for the first time is via their GP surgery.

More detailed information can be found at:

[Maternity | North Tees and Hartlepool NHS Foundation Trust \(nth.nhs.uk\)](https://www.nth.nhs.uk/)
[County Durham and Darlington - Maternity \(cddft.nhs.uk\)](https://www.cddft.nhs.uk/)

Maternity Services: helping women with a learning disability

Finding out that you are going to have a baby is a happy time, but it can sometimes be confusing, and you might feel that you do not understand everything about pregnancy and its changes. We want to provide care that meets your needs, we will all work together with you to help you during your pregnancy and after you have had your baby.

This following part of our website will provide information for you if you have a learning need, your family or support person can find information here too.

More detailed information can be found at: <https://www.cddft.nhs.uk/our-services/division-of-women,-children-and-sexual-health/maternity/pregnancy,-labour,-birth-your-baby/pregnancy/helping-women-with-learning-disabilities.aspx>

Mental Health and Emotional Support

There is a variety of services available to help children, young people and families with mental health and emotional wellbeing matters. See the link for details and contact information.

<https://durham.gov.uk/media/34873/Mental-health-and-emotional-support-for-children-young-people-and-families-in-County-Durham/pdf/MHRainbowGuideSept2021>

NHS Website

More information about NHS Services can be found at: <https://www.nhs.uk>

Occupational Therapy Services (NHS)

Occupational Therapy helps children and young people to participate as fully as possible in daily activities.

The Occupational Therapy Service works with children and young people from birth up to 19 years of age who have difficulties or a disability which affects their ability to carry out everyday tasks.

Occupational Therapists (OTs) help children and young people to carry out the things they need or want to do in areas of self-care, schoolwork and play.

If a child or young person has learning, sensory or physical difficulties, their ability to grow, learn, socialise and play can be affected. The service sees children and young people within a variety of settings, including nurseries, schools, special schools and their home.

Occupational Therapy Services for young people from 19 years old with disabilities

are met within adult services.

In County Durham both services are delivered by County Durham and Darlington NHS Foundation Trust.

More information to be found at:

<https://cddft.nhs.uk/our-services/community-services/children's-services/children's-occupational-therapy.aspx>

[https://www.cddft.nhs.uk/our-services/community-services/adult-services/occupationalphysio-therapy\(adults-community\).aspx](https://www.cddft.nhs.uk/our-services/community-services/adult-services/occupationalphysio-therapy(adults-community).aspx)

PAPYRUS Prevention of Young Suicide – HOPELINEUK

HOPELINEUK provides a suicide prevention helpline for anyone up to the age of 35 across the UK who is experiencing thoughts of suicide, or anyone who is supporting someone who is experiencing thoughts of suicide.

The service operates through telephone, text and email service which is available 365 days a year from 9am to Midnight. When you contact HOPELINEUK you will be speaking to a Suicide Prevention Adviser who is professionally trained to give support, advice and information. Throughout this contact, you can work on a safety plan which is designed to keep you safe from suicide for now. All advisers are ASIST trained which means they are all trained to work on disabling your plans for suicide safely.

More information can be found at:

www.papyrus-uk.org/hopelineuk

Telephone – 08000684141

Text - 07860039967

Personal Health Budget (PHB)

The aim of Personal Health Budgets (PHB) is to allow individuals to personalise their care in terms of what they receive, how and when it's received, within the limits of a pre-agreed care plan and budget. Currently PHBs are only available for those intitled to Continuing Care and those entitled to aftercare under section 117 of the Mental Health Act 1983. Personal wheelchair budgets are also available from Wheelchair Services.

County Durham commissioners are currently working to develop a personalisation offer across the system to include Social Care Direct Payments and PHBs so that need can be addressed regardless of whether it is a social need or a health need.

More detailed information can be found at:

Physiotherapy Services

The Physiotherapy Service is a team of children's physiotherapists and therapy assistants responsible for the assessment and physical management of problems caused by accidents, injury, ageing, disease or disability. They have specialist skills and expert knowledge and experience of childhood development and disabilities including:

- neuromuscular conditions
- neurodisability conditions
- genetic disorders,
- acute injuries,
- neurological conditions,
- rheumatological conditions,
- Congenital syndromes and metabolic diseases,
- development delay
- conditions where mobility is affected.

The service will assess and treat a child in the most appropriate place for that child. This may be within clinics, nursery, schools or at home and includes special schools within the county. The team provides care for children aged 0-16 for musculoskeletal conditions and 0-19 for complex neurological conditions. County Durham and Darlington NHS Foundation Trust delivers this service in County Durham and has an open referral service allowing referrals to be made without going through the GP.

Physiotherapy for children and young people who attend a special school is also provided by County Durham and Darlington NHS Foundation Trust

More information can be found at:

<https://www.cddft.nhs.uk/our-services/community-services/children's-services/children's-physiotherapy.aspx>

Primary Care Services

Primary Care Services provide the first point of contact in the healthcare system, acting as the 'front door' of the NHS. Primary Care Services include general practice services, community pharmacy, dental, and optometry (eye health) services.

These services support individuals and families to manage their primary healthcare needs, including diagnosing illness, advice and guidance about general ailments and

support with the monitoring and management of long-term conditions and prescribing appropriate medications to treat and manage conditions.

As well as this Primary Care Services also support with vaccination programmes and screening services for early identification and prevention of illness.

More detailed information and a list of these services can be found at:

<https://www.nhs.uk/>

<https://www.nhs.uk/service-search/find-a-gp>

<https://www.nhs.uk/service-search/find-a-pharmacy>

<https://www.nhs.uk/service-search/other-services/Dentist/LocationSearch/3>

<https://www.nhs.uk/service-search/other-services/Opticians/LocationSearch/9>

Rollercoaster Parental Peer Support

The service works closely with children and young people's workforce staff and organisations (Investing in Children, One Point Youth Workers, Bridge Young Carers etc.) to ensure provision compliments and works alongside Children's Services. The service will co-facilitate events and information sessions with children and parents as well as ensuring key issues are fed into the County Durham Children and Young People's Mental Health and Emotional Well-being Group.

Parents and carers of children and young people up to the age of 25 living in County Durham experiencing emotional or mental health problems can access the service via self-referral or from professionals in partner agencies.

The service offers:

Parent/Carer Advisory Group offering parents with experience of supporting a child with emotional and mental health problems the chance to meet quarterly to discuss key issues, service delivery and play a key role in informing future practice and provision

Parent Support Groups These groups will be facilitated by the service and parent peer supporters and have professional input when required. When parent peer supporters have completed training, they may go on to provide new groups in areas of need or offer one to one support.

Targeted Parent Peer Supporters Training Parents with experience of supporting a child with emotional and mental health problems will be offered the opportunity to take on a parent peer supporter's role. They will take part in a variety of training and be given a toolkit to enable them to support groups or offer one to one support in local areas. Parent peer supporters would receive supervision and support via the service and be offered the opportunity to take part in Durham Community Action Volunteer Passport Scheme.

More information can be found at:

Email - www.rollercoasterfamilysupport.co.uk

Telephone - 07377 21395

Short Breaks

Looking after children with a range of special educational needs and/or disabilities (SEND) can be exhausting for parents/carers who may sometimes feel like you need a short break 'time out' from their caring role.

There are a range of opportunities that families can access for their children without an assessment to allow a short break, referrals are made through contacting Short Breaks Solutions 03000 260270 who can refer families to the appropriate service.

For those children who have more complex needs, including medical and CHC, there are a range of specialist services who are commissioned to support children and young people in the community with support and over-night to provide parent/ carers a short break. These can be accessed where they are identified through a social worker assessment.

More information is outlined in the short breaks statement for County Durham <https://www.durham.gov.uk/shortbreaks>

Specialist Dentistry Services

The County Durham and Darlington Community Specialist Dental Service provides NHS dental care for children and adults who have treatment needs that cannot be met by a general dental practitioner. They provide care for individuals with

- physical and mobility problems
- sensory issues
- learning disabilities
- complex medical conditions
- severe emotional or mental health problems
- looked after children

Referrals to this service are accepted from dentists, doctors or any health or social care professional, which feel that it is in their patient's best interest to be treated in the Specialist Dental Service environment.

More information can be found at:

<https://www.cddft.nhs.uk/our-services/division-of-clinical-support-services/community-specialist-dental-service>

Speech and Language Therapy for Children

The Speech and Language Therapy service works with children and young people from birth to 19 years of age who have speech, language and communication needs or difficulties with eating, drinking, and swallowing.

As well as working with the children and young people they also provide support to families and carers, teachers, and other adults around them. The service aims to help children and young people to develop their best possible communication skills, taking into account their individual abilities and needs.

The service also aims to help the wider population to understand and promote children and young people's language and communication development and provide training and support to a wide range of professionals who work with children.

In County Durham this service is delivered by North Tees and Hartlepool NHS Foundation Trust. Referrals to the service can be made directly or via a professional as long they have consent from parents, carers or the young person (if appropriate).

More information can be found at;

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

Speech and Language Services for young people between the ages of 19 and 25 years old with disabilities are met within adult services and are provided by County Durham and Darlington NHS Foundation Trust.

<https://www.cddft.nhs.uk/our-services/community-services/adult-speech-and-language-therapy.aspx>

Wheelchair Services

County Durham and Darlington Wheelchair Services supports children and young people with disabilities or difficulties impacting their ability to mobilise independently and safely.

We assess each client holistically, considering postural support, pressure care and sensory needs to provide the most appropriate mobility aids. Following assessment, we may provide manual wheelchairs, powered wheelchairs, and specialist buggies to meet each individual's needs and improve their quality of life.

Wheelchair Services continues to support clients into adulthood, offering a seamless transition in their care.

For Wheelchair Services please see the following contact information:

Email: cdda-tr.wheelchairs@nhs.net

