**A Guide to Health Services in Redcar & Cleveland**

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**The Little Orange Book**

The Little Orange Book is a great resource and covers everything from common minor ailments like teething, constipation, and colds, through to more serious conditions like urinary tract infections and wheezy chests. The booklet uses a traffic light system to help parents and carers decide what action to take when their child is sick. It points parent and carers in the right direction, letting them know whether self-care, consulting with a primary care professional (Pharmacist or GP), a 111 call, or even a visit to Accident & Emergency is the right course of action.

The Little Orange Book is available to download and share with others, whether as an emailed PDF or a link via social media.

For more information and how to access the download please visit: [Little Orange Book lends new parents a helping hand - NENC Tees Valley (icb.nhs.uk)](https://nenc-teesvalley.icb.nhs.uk/little-orange-book-lends-new-parents-a-helping-hand/)

**0-19 Health Visitor & School Nurse Service**

**(0-25 for Children and Young People with SEND) (Specialist Community Public Health Nurses, 0-5 Health Visitors and 5-19 School Nurses)**

The 0-19 service is the universal offer which refers to the health visiting and school nursing delivery of the National Healthy Child Programme. The Programme spans across to distinct life stages:

* Pregnancy and the first five years of life
* 5-19 years (and up to 25 for those with a Special Educational Need or disability)

Delivering a proportionate universal offer for Children, Young People & Families within Redcar and Cleveland Borough, working alongside other services as needed.

The Health Visitors provide the universal delivery of the Healthy Child Programme which includes the delivery of the universal mandated contacts from 0 to 5 years of age. Holistically assessing, implementing plans of care, and reviewing child health and development, in addition to providing support for parents and families, for example with, breastfeeding, perinatal mental health, baby brain development and attachment.

The School Nurses offer universal support regarding the health and development of all children and young people from 5 to 19 years of age.  The service provides a universal offer of hearing and vision screening upon school entry and the National Child Measurement Programme is offered to every child in reception and year 6.  Additional interventions are offered on a one to one or group basis in response to identified health needs, aiming to increase resilience and reduce risk taking behaviours.

All Specialist Community Public Health Nurses provide targeted support to families as needed and have a statutory duty to be involved with the child in need and any child protection procedures.  The service also undertakes health assessments and reviews for Children in our Care (formally LAC).

In Redcar & Cleveland this service is commissioned by Public Health South Tees and is provided by Redcar & Cleveland Borough Council. More information can be found by visiting the following links:

[Health Visiting and School Nursing Services | Redcar and Cleveland (redcar-cleveland.gov.uk)](https://www.redcar-cleveland.gov.uk/health-and-wellbeing/health-visiting-and-school-nursing-services)

[Public health nurses | Redcar and Cleveland (redcar-cleveland.gov.uk)](https://www.redcar-cleveland.gov.uk/schools-and-education/public-health-nurses)

**Annual Health Checks**

People with a learning disability often have poorer physical and mental health than other people. It is important that everyone with a learning disability over the age of 14 who is on their doctors learning disability register has an annual health check.

An annual health check can help you stay well by talking to your doctor or nurse about your health and finding any problems early so they can be looked into.

You do not have to be ill to have a health check, most people have their annual health check when they are well. If you are worried about seeing a doctor, or there is anything they can do to make your appointment better, let the doctor or nurse know and they can make changes to help you. These are called reasonable adjustments.

For more information about annual health checks please visit the following links:

<https://www.england.nhs.uk/learning-disabilities/improving-health/annual-health-checks/>

<https://www.gov.uk/government/publications/annual-health-checks-and-people-with-learning-disabilities/annual-health-checks-and-people-with-learning-disabilities>

**Care Education & Treatment Reviews (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 bring 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 strategic 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 local authorities 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, as well as their families.

In Redcar & Cleveland these reviews are led by NHS North of England Commissioning Support (NECS) and supported by a multi-disciplinary team of representatives from NHS North East and North Cumbira Integrated Care Board (ICB), Tees, Esk & Wear Valleys NHS Foundation Trust and Redcar & Cleveland Borough Council.

More detailed information can be found by visiting the following links:

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

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

**Care and Treatment Reviews (CTR)**

Care 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 Redcar & Cleveland these reviews are led by NHS North of England Commissioning Support (NECS) and supported by a multi-disciplinary team of representatives from North East & North Cumbria Integrated Care Board (ICB), Tees, Esk & Wear Valleys NHS Foundation Trust and Redcar & Cleveland Borough Council.

More detailed information can by visiting the following link: <https://www.england.nhs.uk/learning-disabilities/care/ctr/>

**Child & Adolescent Mental Health (CAMHS) Crisis & Liaison Service**

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.

In Redcar & Cleveland this service is commissioned by North East & North Cumbria Integrated Care Board (ICB) and provided by Tees, Esk & Wear Valleys NHS Foundation Trust.

More detailed information can be found at: <https://www.tewv.nhs.uk/services/camhscrisis/>

**Children's Care Co-ordinator (Life Limiting Conditions)**

The Children's Care Co-ordinator will support you and your family from the point of diagnosis by signposting and navigating you through the health, social care, and education system to ensure you get the right support and advice at the right time.

The co-ordinator will work in partnership with your family, providers, local authorities, and the voluntary sector, to ensure that the needs of your child are met, and your voices are heard. This support will be as personal and flexible as possible and provide you with a point of contact to support you through this journey.

The co-ordinator will utilise the personalised care approaches and support any transitions of young people through into adulthood.

If you have a child or young person or you are a young person with a life limiting condition that feel they require further support, please contact the Children's Care Co-ordinator (Life Limiting Conditions) on email: [necsu.cypcarecoordination@nhs.net](mailto:necsu.cypcarecoordination@nhs.net)

**Children's Continuing Care (CCC)**

Some children and young people under the age of 18 may have very complex health needs. These may be the result of congenital conditions, long-term or life-limiting or life-threatening conditions, disability, or the after-effects of serious illness or injury. Their needs may be so complex, that they cannot be met by the services which are routinely available from GP practices, hospitals or in the community.

Continuing care is not needed by children or young people whose needs can be met appropriately through existing universal or specialist services through a case management approach.

A children and young people’s health assessor and nurse specialist will assess a child’s eligibility for CCC funding and will arrange a bespoke package of care to meet the complex health needs of the child.

Where a child or young person is eligible for CCC they can receive their bespoke package of care via a personal health budget (PHB), commissioned complex health care provider and through jointly commissioned packages with Local Authorities.

Continuing care should be part of a wider package of care, agreed and delivered in collaboration between health, education, and social care.

The functions of the Children's Continuing Care team are to implement:

* Initial screening of referrals
* Coordinate assessment and information gathering
* Coordinate and chair Decision Support Tool (DST) meeting.
* Complete DST paperwork to determine eligibility or not and to feedback to referrer and family
* Promote PHB’s and facilitate as required (specific to locality area)
* Support the family to secure a package of care to meet the child’s assessed needs
* Present proposed package in a forum to seek funding approval by the LA and ICB
* Review new packages of care after 3 months
* Review eligibility for CCC annually
* Monitor and alter a care package if appropriate and to re -present in the forum for agreement.
* Provide Fast Track support for Children and Young People at the end of their lives and to implement a supportive package

In Redcar & Cleveland this service is provided by NHS North of England Commissioning Support Unit (NECS) on behalf of NHS North East & North Cumbria Integrated Care Board (ICB).

Further details can be found by emailing [necsu.childrenscontinuingcare@nhs.net](mailto:necsu.childrenscontinuingcare@nhs.net)

More detailed information can be found on the National Framework at: <https://www.gov.uk/government/publications/children-and-young-peoples-continuing-care-national-framework>

**Child Health and Wellbeing Network**

The North East and North Cumbria Child Health and Wellbeing Network works to bring organisations together to design and deliver joined-up services to provide improved outcomes for children and plans to make a real difference to children’s services. Their vision states:

In the North East and North Cumbria we believe all children and young people should be given the opportunity to flourish and reach their potential, and be advantaged by organisations working together

The Network works with people from all sectors across the region: such as Health, Education, Local Authorities and the Voluntary and Community Sector as well as with children, young people, and their families too. The Network aims to achieve meaningful and realistic engagement with key stakeholders from across the North East and North Cumbria.

Current priority areas, which were defined by the system, are Mental Health, Poverty, Additional Needs and Vulnerability, Inequalities and Access, Best Start in Life, Health Promotion and Childhood Illness. Following the first surge of the COVID pandemic the priorities were reviewed and Family Support was added as an additional priority area.

The Network is keen to invite people to join their journey. For more information on becoming a member and receive their newsletter, or to hear about projects and plans, please contact the Child Health and Wellbeing Network team via [england.northernchildnetwork@nhs.net](mailto:england.northernchildnetwork@nhs.net).

More information is available at: [Child Health and Wellbeing Network | North East and North Cumbria ICS](https://www.northeastandnorthcumbriaics.nhs.uk/priorities/workstreams/optimising-services/child-health-and-wellbeing-network/)

and /or at twitter via @NorthNetChild

**Children’s Equipment Service**

NHS North East & North Cumbria Integrated Care Board (ICB) has worked with the local authorities in Middlesbrough, Redcar and Cleveland, Stockton, and Hartlepool to commission a coordinated service to provide equipment for children across Tees. Health professionals and social care teams now order equipment via Tees Community Equipment Service (TCES).

Once equipment has been ordered from TCES health or social care professionals will confirm this with parents or carers who, thereafter they will be able to liaise directly with TCES to understand delivery times and any issues or problems they experience once the equipment has been delivered.

For more information and support please call TCES on 01642 224205.

**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 living in Northumberland, Tyne and Wear, County Durham, Tees Valley, and North Cumbria, who need inpatient care.

The team provides assessment and treatment of children and young people who are already undergoing assessment within tier 3 child and adolescent mental health services (CAMHS) for an eating disorder such as anorexia, bulimia or EDNOS (eating disorder not otherwise specified)

In Middlesbrough this service is provided by Tees, Esk & Wear Valley NHS Foundation Trust.

More detailed information can be found at: <https://www.tewv.nhs.uk/services/eating-disorder-glades-teesside/>

**Community Services**

The NHS Foundation Trusts provide 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 Redcar & Cleveland this service is provided by South Tees NHS Foundation Trust.

More information can be found at: [Community services - South Tees Hospitals NHS Foundation Trust](https://www.southtees.nhs.uk/services/children-and-young-people/community/)

**Continence**

South Tees Children’s Continence Service accepts referrals of Children and Young People who live and are registered with GPs in the boroughs of Middlesbrough & Redcar & Cleveland.

They will provide assessment, treatment, and management of continence problems to meet individual needs.

Patients may have problems with wetting during the day, being unable to wait to use the toilet, having to use the toilet very often, wetting during the night, waking frequently to use the toilet at night, difficulty getting to the toilet, repeated urine infections, bowel problems or constipation.

Referrals for the children’s continence service are accepted from a health professional such as GP, Paediatricians, School Nurses, and Health Visitors.

In Redcar & Cleveland this service is provided by South Tees NHS Foundation Trust and is based at Langbaurgh House, Bow Street, Guisborough TS14 7AA

More information can be found by calling 01287 284485

**Continuing Health Care (CHC)**

Continuing Healthcare is a package of care funded by the NHS where an individual’s care is fully funded by the health service regardless of their wealth or savings. Continuing Healthcare may be available to you if your main requirement for care is down to health-related problems. It can be received in hospital, a nursing home or at the individual’s home. This is often described as ‘fully funded care’.

NHS Continuing Healthcare is for people aged over 25. Children and Young People may receive a "continuing care package" if they have needs arising from disability, accident or illness that can't be met by existing universal or specialist services alone.

To be eligible for NHS Continuing Healthcare, you must be assessed by a team of healthcare professionals (a multi-disciplinary team). The team will look at all your care needs and relate them to:

* what help you need,
* how complex your needs are,
* how intense your needs can be
* how unpredictable they are, including any risks to your health if the right care isn't provided at the right time

Eligibility for NHS Continuing Healthcare depends on assessed needs, and not on any diagnosis or condition. If needs change then eligibility for NHS Continuing Healthcare may change.

In Redcar & Cleveland assessments and support for CHC is delivered by NHS North of England Commissioning Support (NECS) on behalf of NHS North East & North Cumbria Integrated Care Board.

More detailed information can be found by visiting the following links:

[Continuing Healthcare - NENC Tees Valley (icb.nhs.uk)](https://nenc-teesvalley.icb.nhs.uk/our-work/continuing-healthcare/)

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

**Designated Clinical Officer (DCO)**

In June 2015 the Department for Education and the Department for Health produced statutory guidance for organisations which work with and support Children and Young People (CYP) who have Special Educational Needs or Disabilities (SEND). One of the provisions described within the Code of Practice is around the identification of a Designated Medical Officer (DMO) or a Designated Clinical Officer (DCO).

The role of the DCO is to:

* Provide a point of contact for local authorities, schools and colleges seeking health advice on CYP who may have SEN or disabilities
* 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 SENDCo-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 appointed within the ICB since 1st June 2018 who is working across the Tees Valley Local Authority boundary areas.

**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.

In Redcar & Cleveland, We Are With You offers a range of services for children, young people and young adults up to the age of 25.

More information can be found by calling 0300 303 3781 or visiting [Drugs and alcohol | Redcar and Cleveland (redcar-cleveland.gov.uk)](https://www.redcar-cleveland.gov.uk/community-safety/drugs-and-alcohol)

**Dynamic Support Register**

The Dynamic Support Register, or Enhanced Care and Support List (ECSL), is a register of people with learning disabilities and/or autism who may need higher input from services and who may be at risk of being admitted to a specialist or mental health hospital.

For further information about the register please visit your local offer page and/or the following: <https://www.england.nhs.uk/publication/dynamic-support-register-and-care-education-and-treatment-review-policy-and-guide/>

**Emotional, Wellbeing & Mental Health (Child and Adolescent Mental Health Services)**

The Child & Adolescent Mental Health Service (CAMHS) is provided by Tees Esk and Wear Valleys NHS Foundation Trust (TEWV). 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, diagnosis and treatment. The team has a wide range of professional registered practitioners including Psychiatrists, Clinical Psychologists, Mental Health Nurses, Occupational Therapists, Social Workers, and Primary Mental Health Workers.

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, young people and families are met in the most appropriate way.

The service provides a range of specialist health services to children and young people up to the age of 18 years old with mild, moderate, or severe learning disabilities as well as a significant mental health problem or complex need.

Once the young person turns 18 years old this service is provided by the adult team.

In Redcar & Cleveland this service is provided by Tees, Esk & Wear Valleys NHS Foundation Trust.

More information can be found at: [Community mental health services in Teesside for children and young people - Tees Esk and Wear Valley NHS Foundation Trust (tewv.nhs.uk)](https://www.tewv.nhs.uk/services/community-mental-health-young-teesside/)

Child and adolescent mental health services (CAMHS) provide training for parents and carers who wish to develop an understanding of children’s mental health issues. Further information on how to access this training can be found by visiting the following links:

[Training for parents and carers of children under 18 in Teesside - Tees Esk and Wear Valley NHS Foundation Trust (tewv.nhs.uk)](https://www.tewv.nhs.uk/services/camhs-training-teesside/)

[CAMHS training in Teesside - Tees Esk and Wear Valley NHS Foundation Trust (tewv.nhs.uk)](https://www.tewv.nhs.uk/get-involved/training/camhs-training-in-teesside/)

**CAMHS Single Point of Contact (SPOC)** - to provide a point of contact for children and young people to access a Mental Health professional who, through a meaningful conversation with understanding and reassurance, can provide experience and knowledge to reach a collaborative agreement as to where their needs can be most appropriately met.

The service can be accessed on a self-referral by calling 0300 2000 000, your details will be taken, and a clinician will call you back. Alternatively, a referral can be submitted by a GP, School Teacher, or Social Worker

For more information, please use the contact below:

Redcar & Cleveland – 0300 013 2000 Option 3

**Family Support Service – provided by Daisy Chain**

The Family Support Service provided by Daisy Chain supports children and young people aged 0-18 years and their families, no matter where they are on their autism, ADHD, sensory processing, or Foetal Alcohol Spectrum Disorder (FASD) journey.

This means that a child or young person does not need to have a diagnosis or be on the neurodevelopmental pathway to access support from the service.

The service can support in various ways including developing routines, visuals and social stories, understanding communicative behaviour, identifying your child’s needs and sensory strategies and regulation. The team will also signpost and refer to other services that could support you.

The Family Support Service also provide a variety of learning and educations workshops and weekly drop-in sessions to help support children, young people, and their families.

For further information and how to access these services please visit:

<https://www.daisychainproject.co.uk/family-support-service/>

**Healthier Together Website and App**

Healthier Together is a website and downloadable app that provides accurate and trusted NHS healthcare advice for parents, carers, young people & health professionals.

Healthier Together is also available to download as an app to your mobile phone, just search "Healthier Together" in your app store.

To access the website and download the app please visits: <https://www.nenc-healthiertogether.nhs.uk/>

**Hospice Services**

**Zoë's Place Baby Hospice**

Zoë's Place Trust is a registered Charity providing palliative, respite, and end of life care to babies and infants aged from birth to five years with life-limiting or life-threatening conditions. Care is provided in a caring, safe, home from home environment known as Zoë's Place Baby Hospices. During the time that the child stays with us, we provide various therapies to try and improve quality of life.

Most of the support provided at Zoë’s Place is respite care. All the babies at the Hospice have a life-limiting or life-threatening condition and require differing levels of 24-hour support on a one-to-one basis. Zoë’s Place offers our parents and carers a chance to recharge their batteries or to spend time with their other children.

Alongside the respite care offered to the children, the hospice also supports the whole family through the challenges that they face. The trusts nurses are trained and on hand to provide counselling, support & advice to families at any time (even in the middle of the night). The hospice also provides bereavement support during the most difficult time of anyone's life, dealing with the loss of a child.

Zoe's Place Baby hospice is in Middlesbrough and will care for babies and children up to their 6th birthday across the whole of the Tees Valley and beyond.

For more information please visit: <https://www.zoes-place.org.uk/middlesbrough/default.aspx>

**Butterwick Hospice**

Butterwick Hospice welcome babies, children, teenagers, young adults and their families offering 24-hour care, 7 days a week. Children and Young People can stay on their own or with their families. The team compromise of registered sick children's nurses, registered learning disabilities nurses, nursery nurses, health care assistants and trained volunteers. They are there to ensure visitors are well cared for, feel happy, safe, are listened too, and have lots of fun. Access to Butterwick is by referral from a medical professional.

Further information can be found here: <https://www.butterwick.org.uk/ourhospices/butterwick-house-hospice/>

**Hospital Based Services**

NHS North East & North Cumbria Integrated Care Board commission Children's Paediatric Services from NHS Foundation Trusts. There is a team of doctors, nurses, nurse practitioners, health care assistants and specialists in care for children.

This service provides a comprehensive range of Child Health, Paediatrics and Neonatal services.

In Redcar & Cleveland this service is provided by South Tees NHS Foundation Trust and is based at the James Cook University Hospital in Middlesbrough.

More information can be found at: <https://www.southtees.nhs.uk/services/childrens-services/>

**Kooth**

Kooth is an online mental health service for all children and young people. Kooth offers a counselling and emotional well-being platform, accessible through mobile phones, tablets and desktop computers and are free at the point of use. It gives children and young people easy access to an online community of peers and a team of experienced counsellors. Access is free of the typical barriers to support: no waiting lists, no thresholds, no costs, and complete anonymity.

The service offers easily accessible mental health support to young people, irrespective of where they are on the spectrum of mild, moderate, or complex need.

Kooth is anonymous and free to use, making it a powerful early intervention and treatment resource which young people are keen to use. Young people can register on Kooth without having to provide personal details such as their name or address. It provides a safe and non-judgemental place for them to talk, connect and chat with others and know they are not alone.

Kooth is free and available to use for all residents and students aged between 11 and 18 years old across Redcar & Cleveland.

More information can be found at: <https://www.koothplc.com/>

**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), in addition to the sexual and reproductive health of women throughout their lives. A professional in midwifery is known as a midwife.

In Redcar & Cleveland this service is provided by South Tees NHS Foundation Trust.

More detailed information can be found at: <https://www.southtees.nhs.uk/services/maternity-and-obstetrics/>

**Needs Led Neurodevelopmental Pathway**

The Needs Led Neurodevelopment Pathway service is aimed at improving the experience and outcomes for families, children and young people who present with neurodiverse needs associated with Autism Spectrum Disorder (ASD) and Attention Deficit Hyperactivity Disorder (ADHD).

The needs led pathway is for children and young people in the Tees Valley aged 5 to 18 years old. For children aged under 5, work is still ongoing, please continue to speak to your health visitor, GP, or other health professional.

In Redcar & Cleveland this service is provided by Tees, Esk & Wear Valley NHS Foundation Trust

More information can be found by visiting: [South Tees Needs Led Neurodevelopmental Pathway - NENC Tees Valley (icb.nhs.uk)](https://nenc-teesvalley.icb.nhs.uk/our-work/south-tees-needs-led-neurodevelopmental-pathway/)

**NHS North East & North Cumbria Integrated Care Board (ICB)**

North East & North Cumbria Integrated Care Board has replaced what was formerly Tees Valley Clinical Commissioning Group (CCG) and is now responsible for the planning and commissioning of most health care services for your local area.

More information can be found at: <https://nenc-teesvalley.icb.nhs.uk/>

**Occupational Therapy Services**

The Occupational Therapy Service provide a team of specialist therapists and assistant therapists to provide assessment, treatment and advice to children, young people, and their families in a range of locations including home, school or hospital clinics. The service will assess and treat children and young people who have long term health needs or problems with movement and co-ordination.

The service makes sure children and young people reach their potential and work alongside other professionals involved to ensure a holistic approach to treatment and assessment.

In Redcar & Cleveland this service is provided by South Tees NHS Foundation Trust.

More information can be found at; [Occupational therapy - South Tees Hospitals NHS Foundation Trust](https://www.southtees.nhs.uk/services/children-and-young-people/community/occupational-therapy/)

**Patient Advice and Liaison Service (PALS)**

NHS North East & North Cumbria Integrated Care Board (ICB) 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) offer 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.

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

In Redcar & Cleveland this service is provided by Patient Advice and Liaison Service (PALS)

For more information, please visit the following links.

<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/>

**Personal Health Budget (PHB)**

A personal health budget is an amount of money provided to support health and wellbeing needs, which is planned and agreed between you (or someone who represents you), and your local NHS team. It allows an individual to manage healthcare and support such as treatments, equipment and personal care, in a way that suits individual needs. It works in a similar way to personal budgets, which allow people to manage and pay for their social care needs.

A child or young person up to the age of 18 years old who are in receipt of Children's Continuing Care (CCC) or a young person over the age of 18 years old who are in receipt of Continuing Healthcare (CHC) have the legal right to a Personal Health Budget (PHB). Children and young people in receipt of an education health and care plan (EHCP) have the option to request a personal health budget for support to meet their health outcomes outlined in their plan, however the ICB can decline this request if existing commissioned services can meet the health needs of the child or young person.

In Redcar & Cleveland this service is provided by NHS North East & North Cumbria Integrated Care Board (ICB)

For more information, please visit the following links:

<https://www.england.nhs.uk/personal-health-budgets/personal-health-budgets-for-children-young-people-and-families/>

<https://www.nhs.uk/nhs-services/help-with-health-costs/what-is-a-personal-health-budget/>

<https://www.england.nhs.uk/personal-health-budgets/>

**Physiotherapy Services**

Physiotherapy Services provide a team of children's physiotherapists and therapy assistants to offer the highest standard of care, ensuring that not only the health needs of the child or young person are considered but also the social, emotional, and educational needs. This service works with children and young people with physical disabilities including end of life care also acting as a resource base for other practitioners working with children and young people.

This service will see children from birth to 18 years or 19 years if there is a statement of educational needs and will also see young people known to the service with a long-term disability up to the age of 25 years.

The service comprises of clinical specialists, specialised physiotherapists and assistants who provide an integrated acute and community service for inpatients, outpatients and within the community, offering treatment in a variety of settings including hospital wards, clinics, nurseries, children's centres, specialist and mainstream schools and within the family home.

In Redcar & Cleveland this service is provided by South Tees NHS Foundation Trust.

More information can be found at; <https://www.southtees.nhs.uk/services/physiotherapy/paediatric-physiotherapy/>

**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 includes general practice, practice nurses, 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.

In Redcar and Cleveland these services are commissioned by NHS England.

More detailed information and a list of these services can be found on the following links:

<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>

**QWELL**

Online counselling and wellbeing support for all adults. Free to use it represents an extension to traditional psychological therapy support with a strong focus on recovery and prevention and offering pre-assessment care.

Adults accessing Qwell can do so without waiting lists or thresholds and can join peer support communities, access self-help materials, or engage in or book one to one online chat sessions with experience counsellors.

On Qwell you can: chat online to qualified counsellors, read and write articles, get online support from the Qwell community, set personal goals and record how you feel. Qwell is an easily accessed prevention and treatment service available to all adults across the Tees Valley.

The service is accessible Monday to Friday 12pm until 10pm and Saturday and Sunday 6pm until 10pm

For more information and how to join please visit: <https://www.koothplc.com/our-products/adults>

**Rainbow Trust Family Support**

**Rainbow Trust Children’s Charity supports families who have a child or young person aged 0-18 years with a life-threatening or terminal illness.**

**Some families may have to face the very real possibility that their child may die and struggle to cope on a day-to-day basis. The Rainbow Trust's family support workers provide a lifeline to these families.**

**Family Support Workers support the whole family including parents, carers, the unwell child or young person, brothers, sisters, and grandparents. Rainbow Trust Support Workers enable families to make the most of their time together, offering them practical and emotional support, whenever they need it, for as long as its needed.**

**Support is varied and depends on the needs of the family and can include:**

* **Listening to families fears and anxieties**
* **Helping to explain illnesses, diagnosis and treatments**
* **Keeping a seriously ill child or young person company during hospital stays**
* **Driving families to medical appointments to help save time and money**
* **Organise fun activities for unwell children or young people and their siblings**
* **Offer support through bereavement and grief**

For more information please visit:

<https://www.rainbowtrust.org.uk/about/what-we-do?gclid=EAIaIQobChMI3busvZqA-wIVkuvtCh0orwxEEAAYASAAEgLvrvD_BwE>

**Regional Communication Aids Service**

The Regional Communication Aid Service is based at Walkergate Park, Newcastle upon Tyne and is a specialist Electronic Assistive Technology Service.  The service aims to improve the independence of people of all ages who experience severe communication difficulties through the provision of specialised services for Alternative and Augmentative Communication (AAC) Aids.

They support local teams in working with individuals to understand their AAC needs and in providing specialised communication aids.

This service is provided by Northumberland, Tyne & Wear NHS Foundation Trust, it is a specialist service accessed through professional referral as required.

More detailed information can be found by visiting the following link:

[Regional Communication Aid Service - Neurological Service (Walkergate Park) - CNTW098 - Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust](https://www.cntw.nhs.uk/services/regional-communication-aid-service-neurological-service-walkergate/)

**Services for Specific Conditions**

Health services provide a range of specialist services including paediatrics, social worker, health visiting, clinical psychology, speech and language therapy, occupational therapy, and physiotherapy. In addition, there are a range of specialist services commissioned by the integrated care board which include asthma, diabetes, epilepsy and special community dental services.

**Short Breaks**

Short Breaks are available for children and young people with disabilities and are intended to have positive benefits for both children and young people and their parents and carers.

Short breaks provide opportunities for children and young people with disabilities:

* to spend time away from their parents/carers;
* the chance to develop new friendships;
* to develop their independence;
* to take part in new experiences and to have fun doing positive activities such as swimming, youth clubs, day trips with friends and much more.

Short breaks aim to provide parents and carers with:

* a necessary and valuable break from their caring responsibility
* a chance to rest and unwind.
* to spend time with other members of the family.

Short Breaks provision can range from a few hours a week to an allocated number of overnight breaks per year and anything in between.

Redcar and Cleveland Borough Council’s Short Breaks Offer is provided under 3 categories: Universal Services, Self-Referral Clubs and Social Worker Referral Services.

**Universal Services**

The majority of parent and carers can get a short break by using free or low-cost local services that are open to all.  These may include soft play areas, trampoline parks, school clubs, stay and play sessions, leisure services or uniformed groups such as Scouts/Guides.

**Self-Referral Clubs 5 years +**

Redcar and Cleveland’s Self-referral clubs are regular clubs such as After School and Holiday Clubs and are specifically for children with disabilities.  These clubs are funded by the Local Authority and are provided by their own staff and by specially selected organisations.  The clubs take place around the borough providing children and young people with an opportunity to meet new people and try a wide range of activities such as Sports, Arts and Crafts, Swimming and Cooking.  Families can contact the groups direct without the need for a social care assessment or social worker referral.

**Social Worker Referral Services/Children’s Continuing Care (CCC)**

Sometimes a child or young person may have more significant or complex needs due to their disability, health needs and/or family circumstances and will need more specialist support.  The level of support needed will be identified by a Social Worker Assessment/CCC Assessment and may include a mixture of specialist provision such as a personal assistant, respite care or group provision.  These services will be agreed at a Multi-Agency Panel and will be commissioned specifically for the child's needs or alternatively a family may choose to take a Direct Payment to arrange the services themselves.

Baysdale provides short break respite care to children and young people with learning disabilities and associated healthcare needs. The service covers Teesside, both North and South of the Tees, and the length of the respite can vary, according to the individual needs of the young person and their carers

More information on Redcar and Cleveland’s Short Breaks Offer can be found at: [Short breaks for carers | Redcar and Cleveland (redcar-cleveland.gov.uk)](https://www.redcar-cleveland.gov.uk/children-and-families-services/short-breaks-for-carers)

**Specialist Hospital Based Services**

Specialist services support people with a range of rare and complex conditions. They often involve treatments provided to patients with rare cancers, genetic disorders or complex medical or surgical conditions. They deliver cutting-edge care and are a catalyst for innovation, supporting pioneering clinical practice in the NHS.

These services are provided from centres where the clinical expertise exists, for example, the Royal Victoria Infirmary (RVI), Newcastle and Great Ormond Street Hospital (GOSH), London or the Tavistock Hospital. Often care for children and young people are shared between specialist units and the referring local paediatrician, where the child, young person and their family attend periodic appointments. All other care and intervention are delivered locally.

**Speech & Language Therapy Service**

The Speech and Language Therapy service work with children and young people from birth to 25 years of age who have a speech, language and communication needs or difficulties with eating, drinking, and swallowing.

As well as working with children and young people service, they also provide support to families and carers, teachers, and other adults around them. The service aims to develop their best possible communication skills, considering 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 Redcar & Cleveland this service is provided by South Tees NHS Foundation Trust

More information can be found at; [Speech and language therapy - South Tees Hospitals NHS Foundation Trust](https://www.southtees.nhs.uk/services/children-and-young-people/community/speech-and-language-therapy/)

**Sunflower Sensory Programme**

Your local NHS Occupational Therapy team offers the sunflower sensory programme for parents and carers of children and young people aged 4 to 11 years old who are experiencing sensory processing difficulties, alongside functional difficulties such as, dressing, feeding, self-care, handwriting and motor skills.

The Sunflower programme is delivered by experienced members of the Paediatric Occupational Therapy team. The programme provides a series of three friendly and interactive workshops called Sunflower Parent Training.

It is an education training course designed to provide parents and carers with information and strategies to empower them in lifelong support for their child or young person experiencing sensory integration difficulties.

The skills learnt will be used every day to support the child to develop, learn and play.

For more information, please call 01642 044506 or email [ste-tr.westacklamcentre@nhs.net](mailto:ste-tr.westacklamcentre@nhs.net)

**Tees Valley Sleep Service**

The Tees Valley Sleep Service is co-delivered across the Tees Valley by health services and the Family Support Team at Daisy Chain. Using a tiered approach the service provides telephone support, resources, workshops and one to one sleep assessments as well as offering bespoke sleep support if required.

The service can be accessed by families who have a children and young people between the ages of 2.5 and 18 years old that have any additional needs

There are three different referral routes into the service, a self-referral, a referral from the family support team at Daisy Chain or from the health visiting or school nursing team.

The service is provided by Sleep Scotland and is currently running as a pilot that has been co-produced with NHS North East & North Cumbria Integrated Care Board, 5 local authorities and 5 parent carer forums.

More information can be found at: <https://teesvalleysleepservice.co.uk/>