



Northern, Eastern and Western Devon
Clinical Commissioning Group



Community Health and Wellbeing Services for Children and Young People in Plymouth

Shaping future services

August 2017



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Introduction

Some of the contracts to provide services for children and young people in Plymouth are due to be renewed from 1 April 2019. This provides an opportunity over the coming months to review and improve the system of care and support available to children and young people across our city.

Over the last few months local health and social care professionals, clinicians, partner organisations such as schools and children and young people's representatives have been developing ideas to form some proposals for how services might look in the future. Engagement with children, young people, their parents and carers, health and social care professionals and other interested people happens regularly at our SEND steering group. A lot of this feedback has been collected together and has helped to inform ideas for future services.

We are excited about what services for children and young people could potentially look like in the future and it is critical that we get this right. Before making any decisions, we want to test our ideas to see what local people think.

This document provides details about our proposals for future services for children and young people, plus information about how you can find out more and have your say.

We would like to hear from children and young people, parents and carers and professionals that work with children and young people in health and social care services or make referrals into services. Please get involved and help us to decide how to improve services for children and young people in Plymouth.



We want all children and young people in Devon to have the best start in life, growing up in loving and supportive families, and being happy, healthy and safe.

Children and young people and their families and communities will have access to a personalised, sustainable and co-ordinated system of care and support. It will meet needs early and improve their quality of life so that they can live well throughout life and make the most of the choices and opportunities available to them.

What services are we talking about?

These include health and care services that all children come into contact with at some point including health visiting and school nursing, to services to support those with mental health issues and services for children and young people with additional or special needs (up to the age of 25).

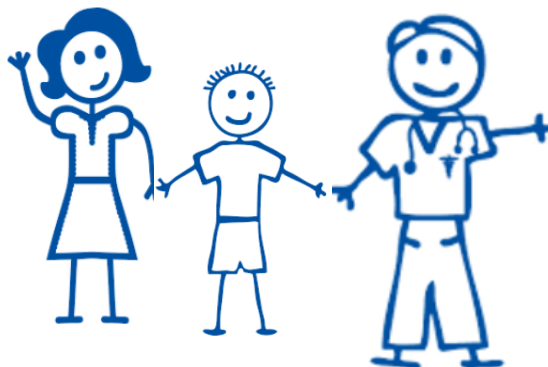
Community Paediatrics & Child Development Centre (CDC) |
Children's Community Nursing (CCN) including Specialist
School Nursing Services

Child & Adolescent Mental Health Services (CAMHS) | Speech
& Language Services (SALT) | Health Visiting and School
Nursing - Specialist Community Public Health Nursing
(SCPHN)

Special Education Needs & Disability Service (SEND)

Working together

Families in Plymouth have consistently told us that they want better information with a single entry point to be able to access services when their child has additional health, disability or SEN needs. They would like their experience of the system to be facilitated by a named professional supporting them through a single, assessment and care pathway with co-ordinated reviews leading to improved transitions (in childhood and into adulthood).



What you have told us about current services for children and young people

Professionals and services often based in different locations rather than co-located. Co-location can make services more accessible to service-users and improve inter-professional relationships and ways of working.

Separate agencies allocating services for a child or young person, rather than working together on a co-ordinated package of support.

Children sometimes receiving assessments from different agencies which duplicate rather than complement each other.

Information not being shared between agencies and concerns not being passed on. As a result children may slip through the net or receive services only when problems become severe.

Different Services sometimes being provided in isolation rather than looking at the holistic needs of children and young people.

Multiple professionals being in contact with a young person over time but no single person providing continuity or co-ordination of services.



You said, so we have...

Using feedback about current services for children and young people from children/young people, parents/carers and health/social care professionals as well as key strategies, policy and guidance, we have identified some **key principles** to support the development of future services and some of the things we need to do to **meet future needs**.

Key principles

Outcome based care plans with offers of support that measure outcomes.

Early intervention and support that can be accessed by families directly without the requirement to go through an assessment process, where appropriate.

Clear pathways of support for all stakeholders.

Integrated multi-professional planning for assessment accessed via a single entry point that facilitates a triage discussion to identify need and provide advice and initial support to move the individual child to the correct assessment pathway with the minimum delay.

A single system for SEND and complex health needs service delivery which meets the aspirations, as described within the Integrated Children and Young People's Commissioning Plan, to provide timely outcomes and improve service experience for children and their families.



What do we need to do to make this successful?

People that work with children and young people in health, care and education and people working in the voluntary sector have agreed the following as signs of success when the new services are launched.

A high quality integrated, personalised model of provision that can respond to the holistic needs of a child or young person and their family

A high quality offer of local, universal support with timely access to targeted and specialist services that takes account of the learning from service users and their parents or carers.

Sustainability of provision by ensuring best value for money without reliance on additional investment

Seamless pathways of care and support where everyone works together

Improved opportunities for children and young people at transition points in their life



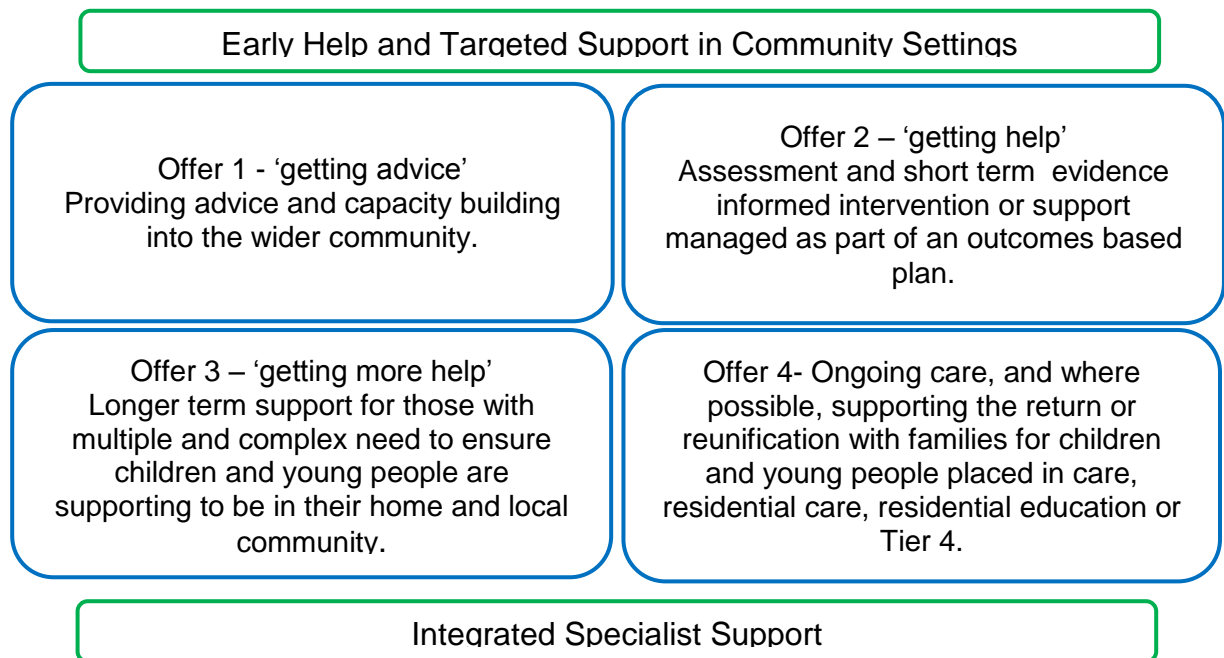
Making an impact on quality of care

The National Service Framework for Children, Young People and Maternity Services (2004) remains current to today's needs. It established the direction for the future of services for children who are ill - timely, high quality and effective care, as close to home as possible.

Our future model for services

In considering the approach to supporting families, we have considered the Thrive Model (2014) which has been developed by the Anna Freud National Centre for Children and Families and the Tavistock and Portman NHS Foundation Trust. Their conceptual framework measures need in the following categories; thriving, getting advice, getting help, getting more help and getting risk support. This has contributed to system design work in Plymouth to describe the i-thrive offer.

The diagram below illustrates how we hope to make this conceptual framework a reality to improve outcomes for your people in need of support from the Community Health, Wellbeing and SEND support services locally.



Things that future services must deliver

- Good communication with every child, young person and their family so that they always understand their current position on their care plan and know what future steps are ahead and when.
- Listen to views from children and young people using services and their families. Their views are considered and used to help improve services.
- Services which work in a flexible way. Services will be supported by additional online information and advice that is designed to be child and young person friendly and is available to everyone for advice and further help if appropriate. This will provide better access to some forms of help outside of normal working hours.
- An appropriately resourced out-of-hours/ emergency and crisis response that is tailored to meet a range of needs.
- Providing one local point of contact that is available in person and online, identifying needs, signposting to advice or referring into services where appropriate.
- A rapid triage process for referrals by a co-ordinator that is backed up by professional expertise offering rapid response where appropriate.
- Every child or young person will have a lead professional to act as co-ordinator who will liaise with the multi-disciplinary team that is delivering their care. The co-ordinator will work with the child or young person and family to develop a personal care plan to achieve specific desired outcomes.
- The development of a truly integrated workforce that, whilst led by specialists, creatively blurs the boundaries between professions to develop a skilled and knowledgeable workforce that shares tasks.
- A fully integrated service response accessible to, and co-ordinated by, the lead professional.
- Paperless and mobile working wherever safe and appropriate.



How you can give your views

This document has been designed to give you enough information to be able to consider our proposals for future services and give your own views.

We are asking for your views on our proposals about future services for children and young people now until 30th September 2017 and there are a number of ways you can get involved:

Complete one of our surveys

An online survey is available here:

<https://www.newdevonccg.nhs.uk/your-ccg/children-and-young-people-100144>

Completing our survey online saves administration time, postage and the environment so we are encouraging people to use our online survey.

However, if you are unable to complete the survey online, a paper copy is available if you contact us – see details on the next page.

Other surveys have been circulated by some of our partners through social media. All feedback will be collated and taken into account.



Need more information?

If you have a question that is not answered here, please contact us using the details below.



Alternative formats

If you require information in an alternative format such as:

- Large print
- Another language

Please contact us using the details below.



Contact us/talk to us in person:

If you would like to talk to us about your experiences, or if you have any other queries, then please contact us.

Email: devonchildrens.services@nhs.net

Call: 01803 652480

Visit our website:

<https://www.newdevonccg.nhs.uk/your-ccg/children-and-young-people-100144>

Please refer to Plymouth survey