1. Name of the service and what the service provides

Lancashire Care NHS Foundation Trust - Child and Adolescent Mental Health Service –
Children's Learning Disability/Complex Needs Service

The service provides specialist support to children with learning disabilities and complex
needs, including autistic spectrum disorders. Assessments are carried out by qualified
professionals, and interventions are planned around each individual child or young person.

The Learning Disability/Complex Needs team work with individuals and families to assess
and identify need. The following are some of the issues that we can support children and
families with:

- Behaviour
- Emotional literacy
- Anger management
- Sleep
- Toilet training – where there is a behavioural element
- Puberty, personal relationships and sexual health
- Keeping safe
- Social skills
- Family sessions
- Diagnosis and understanding of Autistic Spectrum Disorders

The service also offers children and families to attend numerous groups including; Cygnet,
Riding The Rapids, This is Me and Behaviour Support Sessions.

There is no time limit in terms of number of sessions; however, the service would need
parents to be ready to undertake interventions as recommended. If it is not the right time for
the family to participate due to external factors, then the referral will be closed and the family
can seek re-referral at a later date.
2. Address and contact details and area covered

Access to the website can be found at: http://www.lancashirecare.nhs.uk/Services/Children-Families/CAMHS/CAMHS-Tier-2-3.php

The service is available to children and young people with learning disabilities and autistic spectrum disorders living in Central Lancashire, East Lancashire and West Lancashire. The services provided are the same throughout these locations. The teams are located at the following bases:

- Chorley & South Ribble LD Team, Shawbrook House, Balcarres Rd, Leyland, PR25 3ED - Phone: 01772 644644
- Preston LD Team, Ellen House, 1-3 Ellen Court, Preston, PR1 7RH - Phone: 01772 777344
- West Lancashire LD Team, Westgate House, Hillside Health Centre, Tanhouse Rd, Skelmersdale, WN8 6DS - Phone: 01695 588430
- East Lancashire LD Team, The Mount Whalley Road Accrington BB5 5AD - Phone: 01254 283195

There is no out of hours service. If there was an emergency the family would be directed to contact Social care Duty Team, A&E or G.P as appropriate.

3. The service is for

The Learning Disability/Complex Needs Service provides specialist assessment, advice and interventions to children and young people aged 0-18 years old that have a learning disability and/or are on the Autistic spectrum.

Children are eligible to receive the service if they are registered to a local GP under one of the areas where the service is provided and are referred through their GP, social worker or other professional. If the service cannot help with certain interventions they will refer the child or young person on to a more appropriate service.

4. Accessing the Service

The service accepts referrals from all agencies. Parents and carers can refer through their GP, Social Worker or other professionals. Parents of children known to the service can also
re-refer themselves in writing to the Learning Disability/Complex Needs Team.

There service if free of charge and waiting lists are on average 12 weeks.

Outcome measures used in the service are SLDOM (Sheffield), Experience of Service Questionnaires (ESQ's)

5. Decision making processes used to determine who is eligible to receive a service.

Numerous factors will be considered when deciding who can use the service. These include:

- The age of the child/young person - The service accepts children aged up to 16 or up to 18 for children with a learning disability who are still attending statutory special education.

- Diagnosis - The service accepts children who have a diagnosis of learning disability or have received a diagnosis of Autistic Spectrum Disorder, specifically for Childhood Autism or Aspergers. The service also accepts children aged 7 and under without any diagnosis where the referral is specifically for an Autistic Spectrum Disorder assessment.

- GP/catchment area - The Child’s must reside and be registered with a doctor within the catchment area. Out of Area children will be considered on an individual basis and pending agreement of funding.

- In Preston only, the service accepts referrals for parents with a diagnosed learning disability.

The team triage referrals and inform the referrer by letter of the decisions made re the referral.

6. Methods of communication with service users/patients and how they are involved in decision making/planning.

The service enables and equips families and young people with the appropriate skills/strategies to manage with learning disabilities and complex needs. Families are offered an initial appointment on allocation to a case manager whereby the families’ desired outcome is elicited and an action plan agreed in how that outcome is proposed to be met. Reviews are offered on a regular basis. The service aims to keep families informed throughout by various means:
• Face to face contact / sessions
• Telephone calls or texts and emails
• Letters are written after assessments detailing the care or action plan.

The service will provide specialist communication when necessary including; signing and bilingual interpreters. Parents and carers may be present at sessions and will be informed of how their child is doing.

The SLDOM Questionnaire (Sheffield Learning Disability Outcome Measures) comprises 7 questions asking about understanding the Child’s behaviour, understanding diagnosis, confidence in managing their Childs behaviours and Attachment.

We seek service user’s views through completion of the ESQ (Experience of service questionnaire) and ‘Magic Wand’ questionnaires.

7. Service Accessibility.

The bases are all wheelchair accessible and disabled parking is available and clearly marked in the car park to allow extra room for doors opening fully and close proximity to the entrance. Disabled toilets are also available on all floors and lifts available where necessary. Loop systems are also in place.

Appointments can also be offered in a variety of locations, e.g. child development centres, family homes, and special or mainstream schools.

There is no out of hours service. If there was an emergency the family would be directed to contact Social care Duty Team, A&E or G.P as appropriate.

8. Workforce Skills and Training

The team carries out all mandatory training and have an annual personal development review with identifies training needs.

The team have specialist training in AIM (Framework for the assessment of adolescents who display sexually Harmful Behaviour), NMP’s (Non Medical Prescribers), training in Rising the Rapids, This is Me, Cygnet (Group work)

The team includes a range of specialists:

• Consultant psychiatrist
• Clinical psychologists
• Registered learning disability nurses
• Nursery nurse
9. **Contacts for further information**

The first point of contact for the parent/carer or child/young person to discuss something about their care would be to the practitioner involved in delivering their care. If the service user has any urgent worries or urgent concerns, they are able to call their local LD Team who will be able to assist. If there was an emergency the family would be directed to contact Social Care Duty Team, A&E or G.P as appropriate.

Once referred, the appropriate team will consider whether the child or young person will benefit from the service. The referrer will also be able to contact the service to discuss whether the child or young would benefit from service support.

Health Visitors, School Nurses, GPs, other CAMHS teams and other professional therapies will be involved in providing support for interventions for children and young people.

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10. **Feedback**

The Learning Disability / Complex Needs Service are keen to receive feedback about the service.

- **Compliments:** The service is happy to hear if you have been pleased and satisfied with the service and treatment provided. If you wish to send a compliment to any of the staff or services please do so. It gives valuable feedback and acknowledges the positive work that is carried out. You can send a card or letter or ask a member of staff for a compliments form.

- **Resolving problems:** The service wants everyone to receive the highest standard of care. If you feel this has not been achieved then let the service know. Your comments and complaints can help the service to improve. Some problems can be dealt with on the spot by the staff providing the care. You can also ask to speak to the Service Leader. It is hoped that most matters can be dealt with straight away.

- **Making a complaint:** If your problem cannot be settled informally by talking to a member of staff then you may wish to make a complaint. Please remember that your complaint will be treated in confidence, details will not be filed in your medical records and it will not affect your treatment in any way. There are several ways for you to make a complaint. You can ask the staff you see to provide you with a form to complete or you can write, email or phone the Customer Care team: The Customer Care Department, Lancashire Care NHS Foundation Trust, Sceptre Point, Sceptre Way, Walton Summit, Preston, PR5 6AW, Telephone: 01772 695315 or Freephone
0808 144 1010 or E-mail: customer.care@lancashirecare.nhs.uk