**Services for Children and Young People with Special Educational Needs and Disabilities**

**Lancashire’s Local Offer**

**Lancashire’s Health Services**

1. **Name of the service and what the service provides**

<table>
<thead>
<tr>
<th>Lancashire Care NHS Foundation Trust - Children and Family Health Service – Parenting Team</th>
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<tr>
<td>The Parenting Team offers support to parents and carers who need extra help with managing their child’s challenging behaviour. The service has the flexibility to deliver day or evening courses and attend weekend community events as appropriate. The typical activities that the team carry out include:</td>
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<td>- Support to parents and carers who need extra help with managing their child’s challenging behaviour or the service may signpost parents/carers and professionals to other more appropriate services.</td>
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<tr>
<td>- Delivery of evidenced-based parenting programmes recommended by ‘Lancashire’s Workforce Development Group’</td>
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<td>- Training and support for multiagency staff to deliver parenting programmes.</td>
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<td>- Promotion of the welfare and safeguarding of children and young people</td>
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<td>- Evaluation of the service provided.</td>
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Better outcomes for children with Special educational needs and disabilities:

- Ensure that children have a good emotional start in life
- Improved mental health outcomes for parent and child
- Improved benefits that effect the wider determinants of health e.g. reduction in conduct disorder, increased educational attainment, less juvenile crime, less risk taking behaviour (e.g. substance misuse),
- Increased school attendance, increased self-esteem of parents and young people.
The parenting team delivers evidence-based, time-limited, targeted parenting interventions aimed at a high level of need. The team also trains and supports others to deliver more universal parenting programmes. Parenting Practitioners also offer structured group support to partners who are setting up / running these groups.

### 2. Address and contact details and area covered

The website can be found at: [http://www.lancashirecare.nhs.uk/Services/Children-Families/Parenting.php](http://www.lancashirecare.nhs.uk/Services/Children-Families/Parenting.php)

Address: Parenting team, Withnell Health Centre, Railway Road, Withnell, PR6 8UA

Telephone 01772 777467 (answering machine service available)

Email: alison.hayhurst@lancashirecare.nhs.uk
       patsy.myerscough@lancashirecare.nhs.uk
       caroline.grove@lancashirecare.nhs.uk

The team is based in the Central Lancashire area and the offer only provided to those in the geographical area. If contact needs to be made out of hours the parent is able to leave a message on the answerphone service.

### 3. The service is for

The Parenting Team is accessible by the families and carers of children and young people aged 0-19. Children and families (aged 0-19 and their families) registered with a central Lancashire GP or attending a school within Central Lancashire are eligible to receive the service.

The service is committed to ensuring that as far as it is reasonably practicable, the way the service is provided to the public and the way staff members are treated reflect their individual needs and does not discriminate against individuals or groups on the basis of their age, disability, gender, race, religion/beliefs or sexual orientation.
The parenting team delivers evidence-based, time-limited, targeted parenting interventions aimed at a high level of need. The team also trains and supports others to deliver more universal parenting programmes.

The service will work with partners to address the needs of service users. These include; Health Visiting, School Nursing service, CAMHS, Education, Social care, General Practitioners, Voluntary organisations and others specific to the service area.

4. Accessing the Service

Parents can make direct contact to enquire about the service or they can self-refer. All referrals to the team are dealt with in a confidential manner. Referrals come from multiple teams which include:

- Parents self-refer
- General Practitioners
- Health Teams
- Multiagency Partners

The service is free of charge and there is usually a wait for a group but it is impossible to determine a timescale, as groups are scheduled according to need and number of referrals. Referrals are prioritised according to clinical need and will be triaged and allocated to an appropriate member of the parenting team. Following referral / assessment some families may require signposting to a lower level parenting programme delivered by partner organisation or to more specialised service e.g. psychology. More complex referrals e.g. from CAMHS will be offered a home visit to complete an assessment and initiate early intervention.

Parents are consulted on a weekly basis whilst attending a group and complete weekly evaluations and end of course evaluations which influence the future planning of groups. Participants on a recent Incredible Years course stated they had found it useful and felt it had positively changed their parenting practice. 89% felt confident or very confident that they will be able to manage future behaviours in the home on their own, using what they have learnt from the programme.
### 5. Decision making processes used to determine who is eligible to receive a service.

Referrals are triaged by a Parenting Practitioner and prioritised according to clinical need. Parents/carers are contacted by a Parenting Practitioner to discuss their referral and agree the most appropriate course of action. Sometimes the Parenting Practitioner will visit the parent/carer at home.

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

Previous methods of communication with service users and patients has involved the use of questionnaires to generate attitudes towards what the service does well and what can be improved. Other methods of communication include:

- Parent guide available to all those who attend courses.
- Written material and books are available where appropriate to support the content of the course delivered either to own or to borrow on loan.
- Feedback forms and evaluation forms.
- Information leaflets: Customer Care, Sharing Information With us.

The service uses Language Line to communicate with families whose first language is not English. The nature of the work requires the service to work directly with the parent on various programmes. Parents can participate on a number of programmes that include:-

- **Positive Parenting** – a universal 8 week parenting course for parents/carers of children aged 0-8 years (2hrly sessions each week)
- **Surviving Teenagers** – a universal 8 week course for parents/carers of teenagers aged 8-14 years (2hrly sessions each week)
- **Sleep Group** – a three week course for parents/carers of children from 6months – 8 years who are having difficulty with their child’s sleep routines (2hrly sessions each week)
- **Incredible Years** – 12 week course for parents/carers of children aged from 2-
10years or 8-14years, who are having difficulty with more challenging behaviours (2hrly sessions each week)

- Strengthening Families – for parents/carers and their child aged 8-14years, it offers help in dealing with the challenges of the teenage years and builds parent/carer/child relationships. In the 2hrs session parents and their children work separately for the first hour then work together for the second hour

- My Mum and Dad Argue – this can be added on as a 2hrs session to a universal course for parents who need extra support in dealing with relationship conflict and reducing its negative impact on children. The material can also be used a stand-alone modules as three x 2hr sessions.

7. Service Accessibility.

The team consists of 3 experienced Parenting Practitioners who work in a range of settings, including client’s homes, Health Centres, Children’s Centres, Schools and Community Centres. The Parenting Team offers interventions and support for the parents/carers of children aged 0-19. The child or young person will therefore not need to access the settings. All settings however, will be wheelchair accessible and have toilet facilities.

An answerphone service is available for those wishing to contact the parenting team out of hours.

8. Workforce Skills and Training

Training and Support of Multiagency Staff includes:-

- Positive Parenting Facilitator Training and Supervision.
- Surviving Teenagers Facilitator Training and Supervision.
- My Mum and Dad Argue Facilitator Training
- Solihull Approach Facilitator and Trainer of Multidisciplinary Staff. (The Solihull Approach is a highly practical way of working with families within a robust theoretical structure. It is an early intervention model and is also used in preventative and group
The service works closely with other services to address the needs of service users, particularly:

- Health Visiting
- School Nursing service
- CAMHS

9. Contacts for further information

The first point of contact for a parent/carer or young person would be the practitioner delivering the care. If there are any urgent concerns or worries the parent should contact the parenting team who will be able to advise further.

The parenting team can be contacted directly in order for parents to enquire if they would benefit from the service. The team will be able to discuss the situation and possible options available to them. The parenting team may involve others in the support offered such as; the named health visitor or school nurse or CAMHS practitioner.

There is an answerphone service available to those looking to contact the service out of hours.

10. Feedback

Queries, compliments and complaints can be discussed with a member of staff, however if you wish to make a formal complaint or compliment the Trust process can be followed which is detailed on the website: [http://www.lancashirecare.nhs.uk/contact-us/Complaints.php](http://www.lancashirecare.nhs.uk/contact-us/Complaints.php).

Incidents and complaints are thoroughly investigated and lessons learned are shared with the wider team. Parents are consulted on a weekly basis whilst attending a group and complete weekly evaluations and end of course evaluations which influence the future planning of groups.