



Overview of Children and Young People's SEND Health Services during Covid-19 restrictions

The following is a guide for schools and other educational settings, parents/carers and other professionals as to the changes to provision of children and young people's (NHS) health services, effective 1st May 2020 – 31st July 2020.

Schools/settings should use this as a guide when completing the Covid SEND Planning Changes document, but also for reference more generally e.g. when considering new referrals to health services.

Please note that there are still a significant number of health professionals who have been redeployed to wider NHS services to help with the front line response to Covid, so there are workforce limitations in some areas. There are also some limitations from an estates perspective as many clinics and hospital wards are being used for Covid related medical activities, meaning that home visits may be offered to families in some instances instead of clinic visits.

There may also be exceptional cases where health care is being delivered in a different way due to the needs of the child/young person or the wishes of the parent/carer. The health professional or service manager will have contacted the school and parent/carer to discuss the provision for these children and young people individually.

For any queries, please contact your usual health care provider where possible; all the usual phone lines and email addresses remain in use. Alternatively, if you have any further queries or concerns you can contact the SEND Designated Clinical Officer (DCO) Penny Hughes, on cheshireccg.dcoce@nhs.net

It is important to note that NHS services are continuing to provide the normal level of care and support through GPs as well acute and emergency care services so families should not delay in contacting health care services if there are any concerns about their or their child or young person's general health including any symptoms of Covid.

1. 0-19 Service - Health Visiting, School Nursing, Family Nurse Partnership (FNP) and Breast Feeding Services:

Name of service/team:	Overview of current service offer for open caseload of children and young people:	Overview of current service offer for new referrals:
Health Visiting	Telephone or virtual contact with families - assessment and triage of any concerns. Opportunity for families to visit clinic setting or home visits may be provided following risk assessment for some cases. Safeguarding managed following CЕСCP guidance.	Telephone or virtual contact with families as first contact, within 10-14 days an e -pack of resources is sent. Initial assessment and triage of any concerns via telephone Liaison with midwifery – Safeguarding managed following CЕСCP guidance Health visitors continue to liaise with maternity services
School Nursing	Telephone or virtual contact with families - assessment and triage of any concerns. Opportunity for families to visit clinic setting or home visits may be provided following risk assessment for some cases. Safeguarding managed following CЕСCP guidance.	Letters home, telephone or virtual assessment and triage of any concerns. Safeguarding managed following CЕСCP guidance
Family Nurse Partnership (FNP)	Telephone or virtual contact with families - assessment and triage of any concerns. Opportunity for families to visit clinic setting or home visits may be provided following risk assessment for some cases. Safeguarding managed following CЕСCP guidance.	Telephone or virtual contact with families as first contact. Opportunity for families to visit clinic setting or home visits may be provided following risk assessment for some cases. Safeguarding managed following CЕСCP guidance.
Breast Feeding	Telephone or virtual contact with families - assessment and triage of any concerns. Opportunity for families to visit clinic setting or home visits may be provided following risk assessment for some cases. Safeguarding managed following CЕСCP.	Telephone or virtual contact with families as first contact. Opportunity for families to visit clinic setting or home visits may be provided following risk assessment for some cases. Safeguarding managed following CЕСCP guidance.

2. Mental Health and Learning Disabilities Services

Name of service/team:	Overview of current service offer for open caseload of children and young people:	Overview of current service offer for new referrals:
<p>Specialist Community CAMHS</p> <p>and</p> <p>LD CAMHS</p>	<p>The service continues to work with young people on their caseloads. This is being delivered via telephone consultations and/or video consultations. Some face to face appointments are being offered and undertaken as clinically indicated.</p> <p>The service is operating extended hours and days of the week via a base rota. Delivering care from Elm House (Macclesfield) and Mill Street (Crewe) from 8-8pm Monday to Sunday.</p> <p>Attend Anywhere software is being tested and the plan is use this for groups, including timid to tiger, coping cat, DBT etc</p> <p>If anyone needs urgent support for mental health, there is a new helpline - 0300 303 3972. The phone line is open 24 hours a day, seven days a week and is open to people of all ages – including children and young people.</p>	<p>Referrals being processed as normal.</p> <p>Initial assessments are being undertaken via telephone/video consultation, unless a face to face appointment is clinically indicated.</p>
<p>Emotionally Healthy Children Young People and Families service</p>	<p>This is being delivered via telephone consultations and/or video consultations. The EHCYPF offer is working closely with schools to</p>	<p>Referrals being processed as normal. Initial assessments being undertaken via telephone/video consultation.</p>

	support teaching staff and CYP during any transition back to school	
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3. Therapies

Name of service/team:	Overview of current service offer for open caseload of children and young people:	Overview of current service offer for new referrals:
Speech and Language Therapy (including feeding and swallowing needs (dysphagia))	<p>Virtual follow ups are being conducted (via Skype or Attend Anywhere).</p> <p>Supportive documentation/literature has been provided for schools/parent as required including via a Facebook page.</p> <p>Face to face appointments available for urgent cases (dysphagia) in some areas, but completed as home visits currently due to clinic space being reduced.</p>	<p>New referrals are being accepted and triaged as normal although waiting times may be longer.</p> <p>Contact is made with families by telephone or virtual platform.</p> <p>If referrals are urgent then clinician making and judgement and if required will see face to face with PPE.</p>
Occupational Therapy (OT)	<p>Virtual follow ups are being conducted (via Skype or Attend Anywhere).</p> <p>Face to face appointments available for urgent cases e.g. post discharge, equipment reviews</p>	<p>New referrals are being accepted and triaged as normal although waiting times may be longer.</p> <p>Contact is made with families by telephone or virtual platform.</p> <p>If referrals are urgent then clinician making and judgement and if required will see face to face with PPE.</p>
Physiotherapy	Virtual follow ups are being conducted (via Skype or Attend Anywhere).	New referrals are being accepted and triaged as normal although waiting times may be longer.

	<p>Face to face appointments available for urgent cases post-surgery etc.</p> <p>Orthotic clinics are still operating regularly at Pavilion House in Macclesfield and Eagle Bridge Clinic in Crewe.</p>	<p>Contact is made with families by telephone or virtual platform.</p> <p>If referrals are urgent then clinician making and judgement and if required will see face to face with PPE.</p>
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4. Autism and ADHD Diagnostic and Support Services

Name of service/team:	Overview of current service offer for open caseload of children and young people:	Overview of current service offer for new referrals:
Autism and ADHD diagnosis	<p>Assessments and feedback sessions are being undertaken via telephone/video consultation where possible, especially for cases where assessment had commenced before the lockdown.</p> <p>Multidisciplinary team work is continuing across agencies where possible.</p>	<p>Referrals being processed as normal and added to waiting lists. Note that waiting times will be longer.</p> <p>ADOS (autism) assessments are not currently taking place. Services are exploring how this part of the assessment can be undertaken safely.</p>
ADHD monitoring	<p>The services continue to work with young people on team caseloads. This is being delivered via telephone consultations and/or video consultations.</p> <p>Face to face appointments being offered and undertaken as clinically indicated in some areas.</p>	NA

ASC pre and post diagnostic support (delivered by Space4Autism and CHAPS)	Training courses are being delivered virtually.	Families will be contacted by telephone or virtual platform.

5. Other services

Name of service/team:	Overview of current service offer for open caseload of children and young people:	Overview of current service offer for new referrals:
Paediatrician Early Years Development/Special Needs Clinics	Follow up appointments all being undertaken over the telephone.	New appointments not currently available due to restrictions on hospital outpatient activity. Referrals are still accepted but are being added to the waiting list.
Special Needs School Nursing	There are currently a very limited number of nursing staff that are managing safeguarding concerns at special schools. Awaiting guidance re re-opening of schools and health provision requirements.	NA
Children and Young People's Continuing Care Team	No packages currently requesting face to face input, but the team are regularly in contact with the relevant families.	No packages currently requesting face to face input, but the team are regularly in contact with the relevant families.