

## How to refer to our services

Our services are open to families who live in Norfolk and are registered with a GP within Norwich, South Norfolk (excluding Thetford), North Norfolk and West Norfolk.

You can access our service through the GP, health visitor speech and language therapist, or school nurse. They will complete a referral form and supporting information may need to be obtained from other providers or agencies, for example school.

The referrals are sent to our Children's Single Point of Referral team, this is a single point of entry to all our services. All referrals are assessed weekly by our clinical team which includes a paediatrician and clinical psychologist.

For children aged 12 years and above these referrals may be clinically assessed together with CAMHS (Child and Adolescent Mental Health Services) to assess how best to meet the needs of your child.

If the referral is accepted you will receive an acceptance letter, and then an appointment letter with date and time. It is important to notify the bookings team as soon as possible if you cannot attend.

We work at various community and acute based locations including special needs schools, some health centres and other social care and educational settings.

## What to expect at your appointment

Your child will be seen by one of our specialist staff. The length of the appointment will vary and is usually an hour. You are expected to attend the appointment with your child.

- During the assessment we will talk about your concerns and how your child is managing at home, nursery or school
- We will discuss any concerns about behaviour and emotions

- We will ask for information about your child's early and current development, your family situation and any significant life events with may impact on your child's health.
- If your child is seen by a paediatrician the initial assessment may also include a physical examination
- We will gain a clearer understanding of your child's strengths and needs

## Following the initial appointment

- During the appointment you may be offered some advice and strategies to help your child and no further appointment will be needed OR
- We may need to see your child and/or you again for further assessment OR
- We may need to refer your child to another professional for further assessment, for example a speech and language therapist, physiotherapist or occupational therapist or to another team of professionals
- You or your child may be offered support in the form of workshops for parents, group interventions for children or individual work
- We will write to you following your appointment summarising the assessment, our understanding of the difficulties and will include a plan of what will happen next

**Our Single Point of Referral is located at**  
*The Children's Centre - Block 15*  
*Norwich Community Hospital, Bowthorpe Road,*  
*Norwich NR2 3TU, ☎ 01603-508978*

You can receive help with queries about NCH&C services from  
**Patient Advice and Liaison Service**  
Telephone: **0800 088 4449**  
Email: **pals@nchc.nhs.uk**  
(Monday-Friday 9am-5pm)



If you would like this leaflet in large print, audio, Braille, alternative format or in a different language please contact: **01603 697492**

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# Community services for children and families

Information for parents and carers



Looking after you locally



### **Community Children's services**

Our services are made up of several teams with a wide range of specialist staff: children's doctors (paediatricians), clinical psychologists, therapists, nurses, family support workers and other support staff.

We are trained to assess a wide range of developmental, physical and social issues that may affect a child's health and well-being.

We work together combining our assessments to form a whole picture of your child. We also work closely with other professionals and agencies which include

- Therapists - speech and language therapists, occupational therapists and physiotherapists
- Community nurses, health visitors, school nurses
- Child and adolescent mental health services (CAMHS)
- Hospital based doctors
- Social workers
- Schools
- Children's charities

Norfolk Community Health and Care (NCH&C) directly delivers many children's services. These include Occupational Therapy, Children Community Nursing and the Children's Continence Service.

NCHC's Starfish Team take referrals for young people with a learning disability and mental health difficulty

Please contact our Single Point of Referral for additional information for these services.

### **Consultant paediatrician led pathway**

The consultant paediatrician led pathway is for

- Children up to the age of 6 years with developmental, social communication and emotional and behavioural problems. Pre-school age children will often have been seen by health visitors and speech and language therapists before they are assessed by a Consultant Paediatrician
- Children and young people (0 to 18 years) with complex needs, including conditions such as neuro-disability, motor delay, chromosomal, metabolic or genetic, or acquired disorders resulting in long term complex needs or disability.



### **Neurodevelopmental service ( NDS)**

The neurodevelopmental pathway is a psychology, therapy and nursing team with family support workers. Some children in this pathway may also see a paediatrician



Neurodevelopmental concerns are sometimes described as differences in the growth and development of the brain, usually becoming apparent in a child's early years.

Concerns about possible Autism Spectrum Disorder (ASD), Attention Deficit Hyperactivity Disorder (ADHD) are included within the neurodevelopmental category.

Developmental Coordination Disorder known as Dyspraxia can be assessed for children aged 4 to 8 years of age by the Occupational Therapist

Children may have one or all of these diagnoses as they often occur together.