

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.

If a parent/carer is concerned about their child and feel that he/she may require the non-urgent services delivered by us, they can access our service through the GP, health visitor or school nurse. A referral form will need to be completed with the reasons for the referral including supporting information. The supporting information may need to be obtained from other providers or agencies, for example Educational Psychologist, or school staff with the skills to provide the required detail

The referrals are sent to our Single Point of Referral and are assessed by our clinical triage team. Input from other services may be required to help decide whether we can meet the needs of the child or if these are best met by another service or a joint arrangement.

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

If the referral is accepted the parent/carer will receive an acceptance letter, and then an appointment letter with date and time. It is important that they are able to attend or notify the bookings team as soon as possible if they 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 in the appointment

The child/young person will be seen by one of our specialist staff. The length of the appointment will vary and is usually an hour but depends on the reason we need to see the child/young person. The parent/carer is expected to attend the appointment with the child/young person.

Initial assessments usually include a discussion about the concerns raised and how the child/young person is managing at home, nursery or school.

We will ask for detailed information regarding factors that affect the child's/young person's health and development, for example, the child's medical and social history, family structure and any significant life events.

The appointment may include a physical examination.

Following the initial appointment

- Advice and strategies will be given to help the child/young person and no further reviews may be needed, unless there is any concern in the future;
- There may be a requirement for further assessment sessions to gain a clearer understanding of the child/young person's strengths and needs;
- We may need to refer the child/young person to another professional for further assessment, for example a speech and language therapist, physiotherapist or occupational therapist or to another team of professionals
- For the neurodevelopmental pathway, as this service develops, we will be looking to offer group (parent/carer and child groups) and individual interventions where there is an identified need.

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

Community services for children and families

Information for referrers and professionals



Looking after you locally

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 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 closely with other professionals and agencies, including:

- 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

NCHC directly delivers other 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.

NCHC has two specialist pathways for children with developmental and/or complex health needs.

One is consultant led and the other, for neurodevelopment concerns (which include ASD or ADHD), is led by psychology and specialist nursing. When referrals are received and clinically triaged, the accepted referrals will be allocated to the most appropriate of these two pathways.

Consultant led pathway

The consultant led pathway is for children up to the age of 6 years with developmental, social communication, emotional and behavioural problems.

Pre-school age children will usually have been seen by Health Visitors and Speech and Language Therapists before they are assessed by a Consultant Paediatrician

The consultant led pathway is also for children and young people (0 to 18 years) with complex needs, including conditions such as neuro-disability, motor delay, chromosomal, metabolic, genetic, or acquired disorders resulting in long term complex needs or disability.



Neurodevelopmental pathway

The neurodevelopmental pathway is a psychology and nursing led team with therapists and family support workers, for school aged children. The paediatricians offer advice and medical oversight where appropriate for these children.



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

Autism Spectrum Disorder (ASD), Attention Deficit Hyperactivity Disorder (ADHD), Developmental Coordination Disorder (Dyspraxia) and Tourette's are included within the neurodevelopmental category. Children may have one or all of these diagnoses as they often occur together.

The child/young person may also need input from NCHC's Starfish Team (for children with learning disability and mental health problems) or CAMHS depending on the child's main area of need.