

A Guide to Health Services in Co Durham

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0–19 Service Growing Healthy County Durham (0-25 for Children and Young People with SEND) – Health Visitors & School Nurses

The Growing Healthy team is an NHS service which includes a range of health professionals such as Health Visitors and School Nurses who aim to work in partnership with children, young people and their families to promote their health and wellbeing and give all children the best start in life. Health Visitors and School Nurses are qualified Nurses or Midwives who have had further training in Public Health who work with local communities, families and children in a range of different settings such as homes, family centres and schools to promote health and wellbeing.

Health Visitors lead and deliver the Healthy Child Programme for 0-5 year olds, offering support to all families in pregnancy up to the transition to school. Our School Nurses lead and deliver the Healthy Child Programme for 5-19 year olds, working predominately with children, young people and their families.

The Healthy Child Programme is a programme for children, young people and their families which focus on early intervention and prevention of health problems using research based guidance on development reviews, immunisations, screening programmes and advice and support for healthy lifestyle choices.

In County Durham this service is delivered by Harrogate and District NHS Foundation Trust and commissioned by Durham County Council.

If you would like more information regarding Health Visiting and School Nursing services within your area or would like advice and support about your child's health, please contact:

Single Point of Contact on Tel: 03000 223 538

For more information on the support we deliver please see our website:

<https://www.hdft.nhs.uk/services/childrens-services/growing-healthy-county-durham/>

Family Initiative Supporting Children's Health (FISCH)

The FISCH service is provided by Growing Healthy County Durham and is specialist team of health practitioners who aim to educate and support children, young people and their families on the importance of healthy growth. Children and families are identified from the National Child Measurement Programme (NCMP) and are offered tailored support and advice with the aim to empower children, young people and families to make healthier choices in relation to food and exercise.

The FISCH service is commissioned by Durham County Council and delivered by NHS Harrogate and District NHS Foundation Trust and aims to reduce the rise of childhood obesity and ensure every child has the best start in life.

For more information regarding our FISCH services please contact your Growing Healthy team at Single Point of Contact Tel: 03000 223 538.

Autism Service

The adult autism service provides specialist assessment for diagnosis of Autism Spectrum Disorder (ASD) for adults over the age of 18, and recommendations where required for future care, treatment or support.

The Autism service are a multidisciplinary team who have had specialist training and experience in understanding Autism Spectrum Disorders, the team includes; nursing staff, psychiatrists, psychologists, speech and language therapists and occupational therapist.

The service is provided by Tees, Esk and Wear Valley NHS Foundation Trust and is offered from Monday to Friday, 9am to 4.30pm across County Durham, Darlington and Teesside.

More detailed information can be found at: <https://www.tewv.nhs.uk/services/adult-autism-service/>

Bereavement Service – Jigsaw Project

The Jigsaw Project at St Cuthbert's Hospice is a counselling service for young adults and children who have experienced grief, loss and bereavement, around life-limiting illnesses and palliative care, unexpected or sudden death including suicide, road traffic accidents and murder.

Referrals to The Jigsaw Project can be made by self-referral, a parent or family member, school, primary health care team, mental health care teams or social workers.

In County Durham this service is delivered by St Cuthbert's Hospice.

More detailed information can be found by calling Tel: 0191 374 6183 or by email on thejigsawproject@stcuthbertshospice.com

Care Education & Treatment Reviews (CETR)

Care, Education and Treatment Reviews (CETR) are focused on children and young people whom either have been, or may be about to be admitted to a specialist mental health and/or learning disability hospital either in the NHS or in the independent sector.

The CETR bring together those responsible for commissioning and providing services (this will include nurses, social workers, education, commissioners and other health, education and social care professionals, alongside strategic commissioners where appropriate) with independent clinical opinion and the lived

experience of children and young people and families from diverse communities with learning disabilities, autism or both.

The CETR is driven by the NHS but the involvement of local authorities and education services in the process and its outcomes is integral to improving care, education and treatment for children and young people with learning disabilities, autism or both and as well as their families.

In County Durham these reviews are provided by multi-disciplinary teams from North Durham & DDES CCG, Tees, Esk & Wear Valley NHS Foundation Trust and Durham County Council.

More detailed information can be found at:

<https://www.england.nhs.uk/learning-disabilities/care/ctr/care-education-and-treatment-reviews/>

and

<https://www.england.nhs.uk/wp-content/uploads/2017/03/children-young-people-ctr-code-toolkit.pdf>

Care and Treatment Reviews (CTR)

Care Treatment Reviews (CTR) were introduced in October 2015 as part of Transforming Care; NHS England's commitment to improving care of people of all ages with learning disabilities and/or autism.

The aim is to reduce the need for admission, prevent unnecessary lengthy stays in hospitals and reduce health inequalities. Thus enabling the individual to live in community settings that provide the greatest opportunity to realise their potential and independence.

In County Durham these reviews are provided by multi-disciplinary teams from North Durham & DDES CCG & Tees, Esk & Wear Valley NHS Foundation Trust.

More detailed information can be found at: <https://www.england.nhs.uk/learning-disabilities/care/ctr/>

Child & Adolescent Mental Health (CAMHS) Crisis & Liaison Service

The Child & Adolescent Mental Health (CAMHS) Crisis Team is a team of nurses that responds to young people experiencing mental health crisis. The service operates from 8am to 10pm, 7 days per week and is open to all young people up until their 18th birthday.

This is an open referral system, offering short term intensive interventions and evidence based psychological interventions.

The Clinical Commissioning Group commission Child and Adolescent Mental Health Crisis and Liaison Services.

In County Durham this service is delivered by Tees, Esk & Wear Valleys NHS Foundation Trust.

More detailed information can be found at:

<https://www.tewv.nhs.uk/services/durham-and-darlington-camhs-crisis-and-liaison-service/>

Child & Adolescent Mental Health (CAMHS) Tier 4 inpatients services

NHS England undertakes a specialised commissioning role for Children and Young People's inpatients admissions.

The Newberry Centre provides care for young people aged 12 to 18 experiencing serious mental health problems.

They offer a safe, comfortable environment where they can assess and treat young people, working with the young people and their families/carers on all aspects of their care, to ensure they get the most appropriate treatment.

In County Durham this service is delivered by Tees, Esk and Wear Valleys NHS Foundation Trust.

More detailed information can be found at:

<https://www.tewv.nhs.uk/services/inpatient-service-for-children-and-young-people-at-newberry-centre/>

Children's Continuing Care (CCC)

Some children and young people (up to their 18th birthday), may have very complex health needs. These may be the result of congenital conditions, long-term or life-limiting or life-threatening conditions, disability, or the after-effects of serious illness or injury

These needs may be so complex, that they cannot be met by the services which are routinely available from GP practices, hospitals or in the community commissioned by Clinical Commissioning Groups (CCGs) or NHS England.

Continuing care is not needed by children or young people whose needs can be met appropriately through existing universal or specialist services through a case management approach.

A team of children and young people's health assessors and children's continuing care nurse specialists will assess a child's eligibility for CCC funding and implement a package of care if required to meet the complex health needs of the child.

Care provision can be offered in a variety of ways. Options for this include the implementation of personal health budgets (PHB), notional PHB's, commissioned packages from complex health care providers and jointly commissioned packages with Local Authorities.

Continuing care should be part of a wider package of care, agreed and delivered by collaboration between health, education and social care. The package can support the child or young person to achieve outcomes that may be identified in their Education Health and Care Plan. The package provision can also provide parents and carers with a break from their caring role whilst ensuring the needs of the child are met.

The functions of the Children's Continuing Care team are to implement:

- Initial screening of referrals
- Coordinate assessment and information gathering
- Coordinate and chair Decision Support Tool (DST) meeting.
- Complete DST paperwork to determine eligibility or not and to feedback to referrer and family
- Promote PHB's and facilitate as required (specific to locality area)
- Support the family to secure a package of care to meet the child's assessed needs
- Present proposed package in a forum to seek funding approval by the LA and CCG
- Review new packages of care after 3 months
- Review eligibility for CCC annually
- Monitor and alter a care package if appropriate and to re-present in the forum for agreement.
- Provide Fast Track support for Children and Young People at the end of their lives and to agree a supportive package with CCG outside of panel arrangements.

In County Durham this service is delivered by NHS North of England Commissioning Support Unit (NECS) on behalf of North Durham and DDES CCG.

Further details can be found by emailing necsu.childrenscontinuingcare@nhs.net

More detailed information can be found at on the National Framework at: <https://www.gov.uk/government/publications/children-and-young-peoples-continuing-care-national-framework>

Children's Equipment Service

Children's Equipment can be bought or loaned from providers to help assist people with daily living and promote independence.

The key aims of these services are to deliver equipment which enables children and young people to live healthily, independently and to improve quality of life.

Services are designed to prevent admission to hospital and to facilitate prompt discharges and to develop policies and strategies to reflect a commitment to best value and to ensure quality services are provided efficiently and effectively.

In County Durham this service is provided by Med-eQuip

More detail can be found at:

<http://www.medequip-uk.com/about/>

Clinical Commissioning Group (CCG)

The Clinical Commissioning Group (CCG) is a clinically-led statutory NHS body and is responsible for the planning and commissioning of health care services for their local area. CCGs are:

- Membership bodies, with local GP practices as the members;
- Led by an elected governing body made up of GPs, other clinicians including a nurse and a secondary care consultant, and lay members;
- Responsible for approximately 2/3 of the total NHS England budget;
- Responsible for commissioning healthcare including mental health services, urgent and emergency care, elective hospital services, and community care;
- Independent, and accountable to the Secretary of State for Health through NHS England;
- Responsible for the health of populations ranging from under 100,000 to 900,000, although their average population is about a quarter of a million people.

For the County Durham population the responsible body is covered by two Clinical Commissioning Group's; North Durham Clinical Commissioning Group & Durham, Dales, Easington and Sedgefield (DDES) Clinical Commissioning Group

More information is available at:

<https://northdurhamccg.nhs.uk/>

and/or

<https://www.durhamdaleseasingtonsedgefieldccg.nhs.uk/>

Community Eating Disorder Service

The Children and Young People's Specialist Eating Disorders Service works with young people up to 18 years of age who have difficulties with eating. The Evergreen Centre is a consultant led, specialist 12 bed unit which provides an exceptionally high quality, caring environment for young people with eating disorders living in Northumberland, Tyne and Wear, County Durham, Tees Valley, and North Cumbria, who need inpatient care.

The team provides assessment and treatment of children and young people who are already undergoing assessment within tier 3 child and adolescent mental health services (CAMHS) for an eating disorder such as anorexia, bulimia or EDNOS (eating disorder not otherwise specified)

The service is countywide but based at the Mulberry Centre along with Darlington CAMHS.

In County Durham this service is delivered by Tees, Esk and Wear Valleys NHS Foundation Trust.

More detailed information can be found at:

<https://www.tewv.nhs.uk/services/eating-disorders-treatment-options-for-young-people-durham-and-darlington/>

Community Services

The NHS Foundation Trust provides a range of Paediatric and Community Children's nursing services for the local population. The service offers a range of clinics for children and young people from birth to 18 years old and depending on the clinic, a team of paediatricians, doctors, specialist nurses, speech and language therapists, community nurses or other members of the team are available.

Various clinics and interventions not limited to but include:

- diabetes
- epilepsy
- endocrine
- respiratory
- feeding
- general and urology surgery
- general paediatrics
- urinary tract infections
- constipation
- allergy
- gastroenterology
- neuro-disability
- dietetics
- neonatology
- cardiac echo screening
- BCG immunisations
- speech and language
- psychology for children and young people with diabetes
- blood sampling

There are a number of consultants from other NHS trusts who provide specialist clinics for immunology, hepatic conditions, cystic fibrosis, paediatric nephrology, neurology, genetic conditions, paediatric respiratory and muscle disorders. Initial consultant appointments are overseen by specialist nurses on an ongoing basis.

In County Durham this service is delivered by County Durham and Darlington NHS Foundation Trust.

More information can be found at: <https://www.cddft.nhs.uk/our-services/division-of-women,-children-and-sexual-health/paediatrics/children's-community-paediatricians.aspx>

Continence

There are different levels of intervention to provide continence support to Children, Young People and their families, responsibilities for the commissioning of services are placed with different authorities.

Level 1 is early intervention including, advice and guidance from the 0-19 Universal Services Team and provide support for toilet training, night time wetting, day time wetting and constipation. This is commissioned by the Local Authority Public Health Teams.

Level 2 is a nurse led service commissioned by the Clinical Commissioning Group and covers all aspects of continence and provision of products.

Level 3 is specialist care commissioned by the Clinical Commissioning Group and requires consultant input i.e. urological issues.

Level 2 and Level 3 Paediatric Continence Service covers all children from birth to 19 years old with continence problems, including children with learning difficulties and physical disabilities. Young adults between the age of 18 and 25 years old can receive continence services from the Continence Advisory Service which is delivered by the NHS Foundation Trust(s).

In Co Durham this service is delivered by County Durham and Darlington NHS Foundation Trust.

More information can be found at: <https://cddft.nhs.uk/our-services/division-of-women,-children-and-sexual-health/paediatrics.aspx>

Continuing Health Care (CHC)

Continuing Healthcare is a package of care funded by the NHS where an individual's care is fully funded by the health service regardless of their wealth or savings. Continuing Healthcare may be available to you if your main requirement for care is down to health related problems. It can be received in hospital, a nursing home or at the individual's home. This is often described as 'fully funded care'.

NHS Continuing Healthcare is for people aged over 25. Children and Young People may receive a "continuing care package" if they have needs arising from disability, accident or illness that can't be met by existing universal or specialist services alone.

To be eligible for NHS Continuing Healthcare, you must be assessed by a team of healthcare professionals (a multi-disciplinary team). The team will look at all your care needs and relate them to:

- what help you need
- how complex your needs are
- how intense your needs can be
- how unpredictable they are, including any risks to your health if the right care isn't provided at the right time

Eligibility for NHS Continuing Healthcare depends on assessed needs, and not on any particular diagnosis or condition. If needs change then eligibility for NHS Continuing Healthcare may change.

In County Durham assessments and support for CHC is delivered by NHS North of England Commissioning Support Unit (NECS) on behalf of the Clinical Commissioning Group .

More detailed information can be found at:

<https://www.england.nhs.uk/healthcare/>

and / or

<https://www.nhs.uk/conditions/social-care-and-support-guide/money-work-and-benefits/nhs-continuing-healthcare/>

Designated Clinical Officer (DCO)

The SEND Code of Practice recommends the provision of either a Designated Medical Officer or a Designated Clinical Officer. Across County Durham, a permanent Designated Clinical Officer (DCO) was appointed in 2019 and is employed by Durham Dales, Easington and Sedgfield Clinical Commissioning Groups (DDES CCG).

The DCO is the named contact for local authorities, schools and colleges seeking health advice on Children and Young People who may have special education needs or disabilities (SEND).

The DCO plays a key part in implementing the SEND reforms across health providers, supporting partnership working between health services and the local area and making sure that the CCG meets its statutory responsibilities for children and young people with special educational needs. It is a varied role but essentially involves the following:

- Providing health advice to local authorities, schools and colleges about children and young people with SEN or Disabilities
- Supporting health professionals in providing timely, and good quality health advice for the EHC assessments
- Supporting the SEND team at the local authority with questions and queries on information
- Signposting colleagues in education to health services and professionals for advice

- Working alongside the commissioners and stakeholders including parents, children and young people, to identify and raise any commissioning gaps some of which may require joint commissioning to resolve
- Supporting parents by offering an expert resource for CYP health information, guidance, reassurance and support for families and professionals
- Developing, improving and influencing service design and delivery Support decision making on the basis of clinical judgement
- Challenge and approve packages for CYP with SEND
- Co-ordinating health information from various services involved with the CYP (current and historic involvement)

More detailed information can be found at:

<https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>

Drug, Alcohol & Substance Misuse Services

Drugs and alcohol often play a significant role in the lives of young people, whether that be curiosity, experimentation, recreational or problematic use and very infrequently, dependent use. Public Health has a role in ensuring the availability of appropriate services to support the identified needs of the local population.

These services support young people to recover from problematic substance use that is impacting on their day to day life and relationships with family. These services can be accessed via self-referral or other referral from any source. Duration of intervention is not time limited and is flexible and responsive to support the individual needs and preferences of the Children, Young People and their families.

The service seek to work jointly and alongside other services to support children, young people and families, to improve awareness and knowledge of the impacts of drugs and also to support them to improve personal coping skills and ultimately recover from problematic substance misuse.

In County Durham this service is commissioned by the local authority public health team and provided by Humankind as part of the wider drug and alcohol recovery service contract.

More detailed information can be found at:

<https://www.durhamlocate.org.uk/>

<https://humankindcharity.org.uk/service/co-durham-drug-and-alcohol-recovery-service>

<https://codurhamdrugalcoholrecovery.co.uk/>

<https://www.talktofrank.com/treatment-centre/humankind-durham>

<http://www.durham.gov.uk/alcohol>

Dynamic Support Register

Local health and care services and statutory bodies should develop a dynamic register based on sophisticated risk stratification of their local populations to enable local services to anticipate and meet the needs of those people with a learning disability and/or autism who display behaviour that challenges, or who are at risk of developing behaviour that challenges, ensuring local services plan appropriately and provide early interventions, including preventative support.

It is the responsibility of Durham County Council to ensure this registers is up to date.

More detailed information can be found at:

<https://www.england.nhs.uk/wp-content/uploads/2015/10/service-model-291015.pdf>

Emotional, Wellbeing & Mental Health (Child and Adolescent Mental Health Services)

The Child & Adolescent Mental Health Service (CAMHS) is provided by Tees Esk and Wear Valleys NHS Foundation Trust (TEWV). The service works with Children, Young People and their families up to the age of 18 years old who are experiencing mental health problems / complex emotional and behavioural difficulties, offering assessment, diagnosis and treatment. The team has a wide range of professional registered practitioners including Psychiatrists, Clinical Psychologists, Mental Health Nurses, Occupational Therapists, Social Workers and Primary Mental Health Workers.

In addition there is a CAMHS team specifically for Children and Young People with a diagnosed Learning Disability to ensure that the needs of children, young people and families are met in the most appropriate way.

The service provides a range of specialist health services to children and young people up to the age of 18 years old with mild, moderate or severe learning disabilities as well as a significant mental health problem or complex need.

In County Durham this service is delivered by Tees, Esk & Wear Valleys NHS Foundation Trust.

More detailed information can be found at:

<https://www.tewv.nhs.uk/services/community-teams-for-children-and-young-people-with-learning-disabilities-in-county-durham-and-darlington/>

Hospice Services

Hospices Services are commissioned on an adhoc and needs assessed basis for individuals as required.

The Clinical Commissioning Group commission hospice services for children and young people from 18-25 year who are eligible for children's continuing care (CCC) on an individual basis to meet the individual needs of the child or young person.

In County Durham these respite services and end of life care are commissioned by the Clinical Commissioning Group and provided by the following:

Willowburn Hospice (North Durham only): Inpatient Hospice Service, Day Hospice/Outpatient Service, Family Support and Bereavement Services

<https://willow-burn.co.uk/>

Alice House Hospice (DDES only): Outpatient – Day Care Hospice Service and Inpatient Hospice Service

<https://www.alicehousehospice.co.uk/>

Butterwick Hospice (DDES Only) Bishop Auckland: Day Care Hospice, Hospice at Home, Self-Management Programme for People with a Neurological Condition, Family Support and Bereavement Services

<https://www.butterwick.org.uk/>

St Cuthbert's Hospice (North Durham and DDES): Inpatient Hospice Service, Outpatient Day Care Hospice Service and Family Support and Bereavement Service

<https://www.stcuthbertshospice.com/>

St Benedicts Hospice (Easington locality of DDES only): Day Care Hospice Service, Inpatient Hospice Service, Lymphodema Service

<https://www.stbenedicts.co.uk/>

St Theresa's Hospice (DDES only): Inpatient Hospice Service, Day Hospice/Outpatient Service, Hospice at Home and Family Support and Bereavement Services

<https://www.darlingtonhospice.org.uk/>

Hospital Based Services

The Clinical Commissioning Group commission Children's Paediatric Services from the NHS Foundation Trust. There is a team of doctors, nurses, nurse practitioners, health care assistants and specialists in care for children.

This service provides a comprehensive range of Child Health, Paediatrics and Neonatal services.

The Consultant led in-patient facilities are based at the University Hospital of North Durham. Darlington Memorial Hospital and Bishop Auckland General Hospital offer day case surgery and some medical investigations.

More information can be found at:

<https://www.cddft.nhs.uk/our-services/division-of-women,-children-and-sexual-health/paediatrics.aspx>

Kooth

XenZone has partnered with Clinical Commissioning Groups (CCG) and Local Authorities to provide accessible online counselling services through Kooth.

Kooth is an online mental health services for children, young people and adults which offer a counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use. It gives children and young people easy access to an online community of peers and a team of experienced counsellors. Access is free of the typical barriers to support: no waiting lists, no thresholds, no cost and complete anonymity.

Available in more than 95 CCG areas and to 40% of all 11-18 year olds in England, the service offers easily accessible mental health support to young people, irrespective of where they are on a spectrum of mild, moderate or complex need.

Kooth is anonymous and free to use, making it a powerful early prevention and treatment resource which young people are keen to use. Young people can register on Kooth without having to provide personal details such as their name or address. It provides a safe and non-judgmental place for them to talk, connect and chat with others and know they are not alone.

Kooth supports commissioners in providing clear user data, while contributing to NHS Mental Health Service Data Set records.

More information can be found at <https://www.kooth.com/>

Local Transformation Plan (LTP)

Published in March 2015 – the Local Transformation Plan continues to set direction of travel for Local Authorities and Clinical Commissioning Group's and include, a consensus across the whole system, a clear steer and some key principles about how to make it easier for children and young people to access high quality mental health care when they need it and to promote resilience, prevention and early intervention by improving access to effective support.

In Co Durham these programmes are delivered by Durham County Council and North Durham and DDES CCG.

More detailed information can be found at:

<https://www.gov.uk/government/publications/improving-mental-health-services-for-young-people>

Midwifery & Maternity

Midwifery is the health science and health profession that deals with pregnancy, childbirth, and the postpartum period (including care of the newborn), in addition to the sexual and reproductive health of women throughout their lives. A professional in midwifery is known as a midwife.

In County Durham this service is provided by County Durham and Darlington NHS Foundation Trust.

More detailed information can be found at:

<https://www.cddft.nhs.uk/our-services/division-of-women,-children-and-sexual-health/maternity.aspx>

Maternity Services: helping women with a learning disability

Finding out that you are going to have a baby is a happy time but it can sometimes be confusing and you might feel that you do not understand everything about pregnancy and its changes. We want to provide care that meets your needs, we will all work together with you to help you during your pregnancy and after you have had your baby.

This following part of our website will provide information for you if you have a learning need, your family or support person can find information here too.

More detailed information can be found at: <https://www.cddft.nhs.uk/our-services/division-of-women,-children-and-sexual-health/maternity/pregnancy,-labour,-birth-your-baby/pregnancy/helping-women-with-learning-disabilities.aspx>

Occupational Therapy Services (inc Wheelchair Services)

Occupational Therapy within County Durham helps children and young people to participate as fully as possible in daily activities.

We work with children and young people from birth up to 19 years of age who have difficulties or a disability which affects their ability to carry out everyday tasks. Occupational Therapists (OTs) help children and young people to carry out the things they need or want to do in areas of self-care, school work and play.

If a child or young person has learning, sensory or physical difficulties, their ability to grow, learn, socialise and play can be affected. We see children and young people within a variety of settings, including nurseries, schools, special schools and their home.

Occupational Therapy Services for young people between the ages of 19 and 25 years old with disabilities are met within adult services.

In County Durham both services are delivered by County Durham and Darlington NHS Foundation Trust.

More information to be found at: <https://cddft.nhs.uk/our-services/community-services/children's-services/children's-occupational-therapy.aspx>

[https://www.cddft.nhs.uk/our-services/community-services/adult-services/occupationalphysio-therapy\(adults-community\).aspx](https://www.cddft.nhs.uk/our-services/community-services/adult-services/occupationalphysio-therapy(adults-community).aspx)

For Wheelchairs Services please see the following contact information:

Email: cdda-tr.wheelchairs@nhs.net

Tel: 0191 333 6327/ 01207 594559/ 01325 743861

Patient Advice and Liaison Service (PALS)

The Clinical Commissioning Group (CCG) is responsible for providing services to meet the needs of the local population and all services have a responsibility to continually improve the services provided.

The Patient Advice and Liaison Service (PALS) offer confidential advice, support and information on health related matters. They provide a point of contact for patients, their families and their carers. You can also find officers from PALS in your local hospital.

PALS provides help in many ways, for example, it can help you with health related questions, help resolve concerns or problems when you're using the NHS and tell you how to get more involved in your own healthcare. PALS can give you information about health services and the NHS complaints procedure, including how to get independent help if you want to make a complaint, as well as support groups outside the NHS. PALS also help to improve the NHS by listening to your concerns and suggestions.

The North of England Commissioning Support Unit (NECS) provide a complaints function on behalf of the CCG. Each individual NHS provider trust has their own internal complaints procedures.

In County Durham this service is provided by Patient Advice and Liaison Service (PALS)

More information can be found at;
<https://www.nhs.uk/common-health-questions/nhs-services-and-treatments/what-is-pals-patient-advice-and-liaison-service/>

and / or

<https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/>

Personal Health Budget (PHB)

You or your family may be able to receive a personal health budget (PHB), which is an amount of money to support your health and wellbeing needs that allows you to manage your healthcare and support such as treatments, equipment and personal care, in a way that suits you. More specifically, these are for health requirements that have been formally assessed by the NHS as needed, but which are not provided by statutory NHS services.

Personal health budgets work in a similar way to direct which allow people to manage and pay for their social care needs.

The right to have a personal health budget only applies to children and young people in receipt of Children's Continuing and adults receiving Continuing Healthcare. This is NHS-funded long-term health and personal care provided outside hospital which has been formally assessed by the NHS.

If you do not fall into either of the eligible patient groups but you are interested in a personal health budget then you should speak to your local Clinical Commissioning Group (CCG). CCGs make the arrangements for personal health budgets and are encouraged to offer them as widely as possible.

Not all aspects of health care can be obtained through personal health budgets. For example, GP services and urgent or emergency care are exempt.

More detailed information can be found at:

<https://www.england.nhs.uk/personal-health-budgets/>

<https://www.durhamdaleseasingtonedgefieldccg.nhs.uk/what-we-do/personal-health-budgets/>

<https://northdurhamccg.nhs.uk/key-documents/patient-information/personal-health-budgets/>

Physiotherapy Services

Physiotherapy Services provide a team of children's physiotherapists and therapy assistants to offer the highest standard of care, ensuring that not only the health needs of the child or young person are considered but also the social, emotional and educational needs up to and including Young People aged 18 years old (up to 19 for Young People with additional needs)

The service comprises of clinical specialists, specialised physiotherapists and assistants who provide an integrated acute and community service for inpatients,

outpatients and within the community, offering treatment in a variety of settings including hospital wards, clinics, nurseries, children's centres, specialist and mainstream schools and within the family home.

In County Durham this service is delivered by County Durham and Darlington NHS Foundation Trust. Physiotherapy for children and young people who attend a special school is also provided by County Durham and Darlington NHS Foundation Trust.

More information can be found at:

<https://www.cddft.nhs.uk/our-services/community-services/children's-services/children's-physiotherapy.aspx>

[https://www.cddft.nhs.uk/our-services/community-services/adult-services/occupationalphysio-therapy\(adults-community\).aspx](https://www.cddft.nhs.uk/our-services/community-services/adult-services/occupationalphysio-therapy(adults-community).aspx)

Primary Care Services

Primary Care Services provide the first point of contact in the healthcare system, acting as the 'front door' of the NHS. Primary Care Services includes general practice, practice nurses, community pharmacy, dental, and optometry (eye health) services.

These services support individuals and families to manage their primary healthcare needs, including diagnosing illness, advice and guidance about general ailments and support with the monitoring and management of long term conditions and prescribing appropriate medications to treat and manage conditions.

As well as this Primary Care Services also support with vaccination programmes and also screening services for early identification and prevention of illness.

In Co Durham these services are provided by GP surgeries that holds patient lists for the whole of the local population.

More detailed information and a list of these GP surgeries can be found at:

North Durham CCG GP Surgeries:

<https://www.nhs.uk/Services/Trusts/GPs/DefaultView.aspx?id=89708>

DDES CCG GP Surgeries:

<https://www.nhs.uk/Services/Trusts/GPs/DefaultView.aspx?id=89704>

Regional Communication Aids Service

The Regional Communication Aid Service is based at Walkergate Park, Newcastle upon Tyne and is a specialist Electronic Assistive Technology Service. The service aims to improve the independence of people of all ages who experience severe

communication difficulties through the provision of specialised services for Alternative and Augmentative Communication (AAC) Aids.

They support local teams in working with individuals to understand their AAC needs and in providing specialised communication aids.

This service is provided by Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust, it is a specialist service accessed through professional referral as required.

More detailed information can be found at:

<https://www.cntw.nhs.uk/services/regional-communication-aid-service-neurological-service-walkergate/>

Services for Specific Conditions

Health services provide a range of specialist services including paediatrics, social worker, health visiting, clinical psychology, speech and language therapy, occupational therapy and physiotherapy. In addition there are a range of specialist services commissioned by the clinical commissioning group which include, asthma, diabetes, epilepsy and special community dental services.

Short Breaks

Support for children and young people with complex needs to spend time away from their home while receiving the support they need is available in several ways:

- Day/Evening/Overnight placements/packages of support in a family home for children and young people with complex needs
- Day/Evening/Overnight placements/packages of support arranged in the homes of carers.
- Short term overnight placements lasting anything from one night to several weeks, enabling both the Children and Young Person and their parents or carers to have a break
- Long term placements providing the opportunity for the person receiving support to live as part of the family
- Residential respite.

Local Authorities arrange for and commission most of the short break provision for Children or Young People with special educational needs, additional needs and/or disability.

More information can be found at:

<http://www.durham.gov.uk/article/22210/Respite-care-and-short-breaks>

Specialist Hospital Based Services

Specialist services support people with a range of rare and complex conditions. They often involve treatments provided to patients with rare cancers, genetic disorders or complex medical or surgical conditions. They deliver cutting-edge care and are a catalyst for innovation, supporting pioneering clinical practice in the NHS.

These services are provided from centres where the clinical expertise exists, for example, the Royal Victoria Infirmary (RVI), Newcastle and Great Ormond Street Hospital (GOSH), London or the Tavistock Hospital. Often care for Children and Young People are shared between specialist units and the referring local paediatrician, where the Child, Young Person and their family attend periodic appointments. All other care and intervention is delivered locally.

Speech & Language Therapy Service

The Speech and Language Therapy service work with children and young people from birth to 19 years of age who have a speech, language and communication needs or difficulties with eating, drinking and swallowing.

As well as working with children and young people service, they also provide support to families and carers, teachers and other adults around them. The service aims to develop their best possible communication skills, taking into account their individual abilities and needs.

The service also aims to help the wider population to understand and promote children and young people's language and communication development and provide training and support to a wide range of professionals who work with children.

In County Durham this service is delivered by North Tees and Hartlepool NHS Foundation Trust

Speech and Language Services or young people between the ages of 19 and 25 years old with disabilities are met within adult services and is provided by County Durham and Darlington NHS Foundation Trust.

More information can be found at;

<https://www.nth.nhs.uk/services/speech-language-therapy/children/>

or

<https://www.cddft.nhs.uk/our-services/community-services/children's-services/children's-speech-and-language-therapy.aspx>