

HEALTH



**CROYDON'S LOCAL OFFER OF SERVICES FOR
CHILDREN & YOUNG PEOPLE AGED 0-25 WITH SEND
AUTUMN 2016**

GENERAL HEALTH SERVICES

To find your nearest Dentist, GP, Hospital or Pharmacist go to

🌐 www.croydonccg.nhs.uk/your-health/Pages/Find-more-services.aspx

You should call 📞 **111** for information on all out-of-hours services in Croydon

For immediate, life-threatening emergencies, continue to call

📞 **999**

CHILDREN SPECIFIC HEALTH SERVICES

Medical Services

COMMUNITY MEDICAL SERVICE (COMMUNITY PAEDIATRICIANS)

We provide assessments / medical advice for children with Special Educational Needs, Looked After Children (adoption and fostering), children with safeguarding / child protection issues, immunisations advisory service and low birth weight clinics.

Eligibility: Children and young people aged 0-19 years old, registered with a Croydon GP. Referrals for children with Neurodevelopmental difficulties, social communications disorder, learning disability, Epilepsy, behaviour problems, congenital syndromes such as Down syndrome, growth and feeding.

Contact: 12-18 Lennard Road,

Croydon CR9 2RS

📞 **0208 274 6300**

CONTINUING CARE FOR CHILDREN AND YOUNG PEOPLE

Provides a tailor-made package of care over an extended period of time to meet the health needs of the child or young person; supports their parents or carers to manage their child/young person's care at home and/or in other settings safely.

Eligibility: Children and young people under 18 with complex health needs which arise because of disability, accident or illness (including life limiting or life threatening conditions) and whose health needs cannot be met by existing universal or specialist health services alone.

Eligibility for continuing care is assessed using the National

Framework for Children and Young People's Continuing Care (Department of Health, March 2010).

Contact: NHS Croydon CCG, Bernard Weatherill House, 8 Mint Walk, Croydon, CRO 1EA
Tel: 020 3668 1300

🌐 www.croydonccg.nhs.uk

Hospice care

Children's hospices provide respite and terminal care for children suffering from life-limiting conditions in a home-from-home environment. Care is provided for the child and their family at no cost to them for as long as is necessary. Post bereavement support is also available.

Eligibility: Children with life-limiting conditions

CHASE

The local children's hospice service who work with children and teenagers up to the age of 19 with life-limiting conditions. There is in-patient care at Christopher's Children's Hospice as well as home care and practical and emotional support. Services are available 365 days a year, and families receive support free of charge.

☎ **01483 230960**

✉ **care@shootingstarchase.org.uk**

🌐 **www.shootingstarchase.org.uk**

Additional support

HELP FOR CARERS

Provides home-based respite service for children and young people with physical or learning disabilities including palliative care.

Contact: Carers Support Centre, 24 George Street, Croydon CR0 1PB

☎ **020 8663 5664**

🌐 **www.helpforcarers.org.uk**

🌐 **www.carerssupportcentre.croydon.org.uk**

RAINBOW TRUST

Provides emotional and practical support to families whose son or daughter is affected by a life threatening or terminal illness.

Eligibility: Any family can receive support from the point of their child / young person's diagnosis, (including antenatal and neonatal periods when diagnosis has been made) and support with young people during transition towards adult services up to the age of 18. Family support is available to all families whose son or daughter is affected by a life threatening illness. This includes parents, carers, the unwell child, brothers, sisters, grandparents and help with extended family members to support each other.

Referral: A referral needs to be made to the Family Support Team manager. Anyone can refer (family

member, friend, health/education / social care professional) provided consent from the family has been given for the referral to be made.

Family Support Teams only operate a temporary waiting list for referrals when absolutely necessary, and any referral made in relation to crisis or end of life care will be accepted.

Support is available from Monday - Friday between 8am* - 6pm*. There is also a 24-hr service for families in crisis, which includes a 24-hour dedicated on call number, and the possibility of extended hours of family support during weekdays and weekends.

*Some flexibility is at times exercised at the Family Support Workers discretion, on a day to day basis, depending on family circumstance.

We will support families for as long as is needed, from diagnosis to cure, or throughout times of bereavement and post bereavement support for the whole family.

Contact: Christina Cahill (Team Manager) for the Surrey Family Support Team Rainbow Trust Children's Charity. Surrey Family Support Team, 1B Cleeve Court, Cleeve Road, Leatherhead, Surrey. KT22 7UD

☎ **01372 220 111 (FSW Team Office)**

☎ **01372 363438 (Head Office)**

✉ **christina.cahill@rainbowtrust.org.uk**

🌐 **www.rainbowtrust.org.uk**

🐦 **https://twitter.com/rainbowtrustcc**

📘 **www.facebook.com/RainbowTrust**

All Family Support takes place in the family's own home and community.

Mental Health

CROYDON CHILD AND ADOLESCENT MENTAL HEALTH SERVICE (CAMHS)

Provides assessment, treatment,

advice and consultation for children and adolescents with persistent and severe mental health problems and their families.

Referrals: Referrals are accepted for children and young people (up to the age of 18) and their families. Referrals are made with the referees' knowledge and agreement. They typically exhibit persistent and significant disturbance of functioning where there is a likelihood of one of the following:

- Psychotic illness
- Affective disorder
- Anxiety disorder or phobia
- Obsessive Compulsive Disorder (OCD)
- Developmental disorders (Childhood Autism; Aspergers Syndrome)
- Attention Deficit Hyperactivity Disorder (ADHD)
- Post-traumatic Stress Disorder or traumas related to child protection issues
- Severe behavioural disturbance with underlying treatable condition
- Eating disorders
- Deliberate self harm

We also accept referrals where it is thought that family functioning severely impairs the social and emotional development of the child.

Who can refer?

Any professional or agency that has carried out an assessment and can position to provide sufficient information to meet the criteria regarding the child and the family. They may be GPs, paediatricians, Social Services, educational psychologists, head teachers, health visitors and others. Self referrals are not accepted.

To request a referral form, please contact the Child and Adolescent Mental Health Service.

Contact: Christopher Wren House, 113 High Street, Croydon, CR0 1QG

☎ **020 3228 0000**

🌐 **www.slam.nhs.uk**

Children's Occupational Therapy (OT)

The Children's Occupational Therapy team is an integrated Health and Social Care Occupational Therapy service. The service provides assessments and interventions to assist children to carry out activities of everyday life, including self-care, play, leisure activities and access to school and nursery. The team also provides advice, home and school programmes, housing assessments, home adaptations and specialist equipment.

Eligibility

- Occupational Therapy (therapy and nursery/school input) is provided to children aged 0 – 16 with needs affecting their functional ability who have a Croydon GP and are in a Croydon school. Children attending a Croydon maintained school who do not have a Croydon GP will be seen for school based issues.
- Children registered with a Croydon GP who attend out-of-borough schools will only be seen if the OT service for that borough refuses access to the child. In these instances, clinic based provision will be offered.
- Social Care Occupational Therapy (home equipment, adaptations and housing) is provided to children aged 0-18 who are resident in the borough and who have a permanent substantial disability and meet eligibility criteria. Transition to the Adult Occupational Therapy service is supported where it is required and meets eligibility criteria on an ongoing basis

Exclusions

- Children who have generalised developmental delay will only be seen if their motor difficulties are

significantly delayed in comparison to other areas of their development.

- Dynamic and specialist upper limb orthoses are not provided by the service.
- School based services are not provided in independent mainstream or special schools.

Contact: Crystal Children's Development Centre, Malling Close, Addiscombe, Croydon, CR0 7YD

☎ **020 8274 6850 / 6854**

Monday to Friday 8.30am – 4.30pm, excluding bank holidays. Late visits can be arranged if necessary.

Children's Speech and Language Therapy (SALT)

The children's Speech and Language Therapy Service delivers universal, targeted and specialist provision. The Service maximises the speech, language and communication skills of children and young people with speech, language and communication needs in Croydon who meet the service's eligibility criteria.

Eligibility

- Children and young people aged from birth to their nineteenth birthday who are resident in Croydon or registered with a Croydon GP.
- Children who attend Croydon schools but are not registered with a Croydon GP and who do not live in Croydon will have free access to universal services.
- Targeted or specialist services will be available to these children either via a reciprocal arrangement with the responsible Clinical Commissioning Group or Local Authority, or as an individually funded package for which the Service will charge the relevant Clinical Commissioning

Group or Local Authority.

- Services will also be provided to those with no fixed abode such as refugees or families in hostels.

Contact: Children's Speech and Language Therapy, Sanderstead Clinic, 40 Rectory Park, South Croydon Surrey CR2 9JN

☎ **020 8714 2594**

The Service will operate within normal working hours (09.00am to 5.00pm).

Children's Physiotherapy Service

The Children's Physiotherapy Service provides community based physiotherapy for children with neuro developmental disorders or movement delay throughout the London Borough of Croydon.

Eligibility

- Children and young people aged 0 -16 years who have physical problems of an orthopaedic, rheumatology or respiratory nature.
- The service sees children who have a Croydon G.P.
- Those who go to a Croydon local authority school who are registered with a GP elsewhere will also be seen by the service where the school requires therapy advice to support the child's progress. A reciprocal agreement must be in place with their home CCG.

Contact: Crystal Children's Development Centre, Malling Close, Addiscombe, Croydon, CR0 7YD

☎ **020 8274 6850 ext 6853**

Croydon University Hospital, London Road, Croydon CR7 7YE

☎ **020 8401 3000 ext 4261**

The children's physiotherapy service runs from Monday to Friday, the core hours being 8.30 to 4.30. The service is not provided on bank holidays.

Nursing Services

CHILDREN'S HOSPITAL AT HOME TEAM (CHAH)

The Children's Hospital at Home Team is a team of nurses, nursery nurses and drama therapists who provide a comprehensive service for children with acute or additional health needs. Further information may be found at www.croydonhealthservices.nhs.uk/services/Childrens_Hospital_at_Home

Eligibility: Babies, children and young people aged 0 - 19 who are registered with a Croydon GP. Please note, it is recognised that for young people aged 16 and above, it may be more appropriate for their needs to be met within adult services, therefore they are always given this choice.

Contact: 12-18 Lennard Road, Croydon CR9 2RS

☎ **020 8274 6428** (between hours 0800 – 1800 Monday to Friday and 0900 – 1500 Saturday and Sunday)

FAMILY NURSE PARTNERSHIP PROGRAMME

The Family Nurse Partnership is a voluntary home visiting programme for first time young mums, aged 19 or under (and dads).

Eligibility: First time mothers under age of 19 years who are residents in Croydon.

☎ **020 8274 6303**

HEALTH VISITING SERVICE

Health visitors provide a community-based public health nursing service which delivers health promotion in line with the Healthy

Child Programme, and targets health inequalities to improve the health outcomes for children and parents. Babies are seen with follow up as appropriate, either at home or in a clinic setting. Routine developmental reviews of children aged 1 year and 2-2.5 years are also delivered by the service.

Eligibility: All babies in Croydon registered with a Croydon GP.

Contact: Health Visiting Service, 12-18 Lennard Road, Croydon CR9 2RS

☎ **020 8274 6334**

SCHOOL NURSING

Targeted service for those eligible. A drop- in service is provided to secondary school pupils during school terms.

Eligibility: Children and young people with special needs, vulnerabilities or identified additional needs e.g. bed wetting concerns.

Contact: 12-18 Lennard Road, CR9 2RS

☎ **020 8274 6334**

SPECIAL SCHOOL NURSING

The Special School Nursing Team is team of nurses and health care assistants. The team enables the nursing needs of children to be met whilst attending special schools and enhanced learning provisions, including delivering training for other staff that will need to provide, or be aware of, a child's care needs.

Eligibility: Children and Young People aged 0- 19 who are registered with a Croydon GP and attend a Special School or Enhanced Learning Provision in Croydon, who are eligible for the service, based on their specific health needs.

Contact: St Giles School, Pampisford Rd, South Croydon, Surrey CR2 6DF

☎ **020 8680 4810 (based at St Giles school)**

🌐 <http://st-gilesschool.co.uk>

Hearing and Vision

CHILDRENS HEARING SERVICE

The Children's Hearing Service (also known as the Paediatric Audiology Service) is a universal child and family friendly service. The service includes: Detection of hearing loss by providing relevant screening, surveillance and information services and Treatment of hearing loss including the provision of hearing aids together with advice and on-going management.

Eligibility: Children and young people aged 0-19 years old, registered with a Croydon GP, covering mainstream and special school.

Exclusions:

- Children who are resident out of Croydon without a Croydon GP
- Children with cochlear implant and bone anchored hearing aids
- Children over 18/19 years of age who have been transferred to the Adult Audiology Services for ongoing care

Contact: Crystal Children's Development Centre, Malling Close, Addiscombe, Croydon, CR0 7YD

☎ **020 8274 6866**

☎ **Fax: 020 8274 6872**

📧 **mhn-tr.croydonchildrenshearing@nhs.net**

OPHTHALMOLOGY

The service will assess any child or young person where there is concern over vision or squint and whether they will need glasses. The service is provided at Croydon University Hospital Eye Unit.

Eligibility: Children and young people aged up to 16 can attend the paediatric service.

Contact: Croydon University Hospital, 530 London Road, Thornton Heath CR7 7YE

☎ **020 8401 3478**

🌐 www.croydonhealthservices.nhs.uk/services/Ophthalmology-Eye_clinic

Puberty, Hormones and Sexual Health

PUBERTY AND HORMONES

The NHS provides an online hub for various aspects of young people's sexuality including puberty. Has a section for young people on boys bodies, girls bodies etc.

🌐 www.nhs.uk/Livewell/Sexandyoungpeople/Pages/Sex-and-young-people-hub.aspx

Brook provides guidance and a range of booklets aimed at young people with special needs. Also offers confidential advice for those aged under 25

🌐 www.brook.org.uk

📖 **Easy read guide on mental health for young people 14-25**

CONTRACEPTION AND SEXUAL HEALTH

Contraceptive and Sexual Health clinics provide a range of contraceptive supplies and advice. We offer a specialist clinic for young people aged 13 – 25, which includes participation in the National Chlamydia Screening Programme. Our service provides emergency contraception for all age groups as appropriate. We provide a mix of walk in and wait clinics and appointment clinics, including evenings and Saturdays.

Eligibility

- The service is for people aged 13 years and above who are sexually active and require contraceptive information/advice and supplies.

- The service is available to children and families within and outside Croydon for general contraceptive needs.
- Only Croydon residents are offered specialist services, for example domiciliary/outreach care, psychosexual and natural family planning services.

Contact: CASH, Impact House, 2 Edridge Road, Croydon CR9 1PJ

☎ **0208 714 2861**

Other Health Services

ADVOCATE4HEALTH.

A website for people with learning disabilities - provides information on healthy living.

🌐 www.advocate4health.org.uk

📖 **Easy read guide on health information for people with learning disabilities**

CHANGE4LIFE

Provides loads of ideas, resources, recipes and games to encourage children and adults to eat healthy and be healthy. They also educate individuals about nutrition and provide details of local events to keep active including details of disability sports and classes.

To adapt or print large numbers of any of the Change4Life resources, email c4partnerships@dh.gsi.gov.uk with your details and requirements and they will get back to you.

☎ **0300 123 4567** (charges may apply)

🌐 www.nhs.uk/change4life

📖 **Questions to Ask when You Go**

to the Doctor is an easy read leaflet produced by the NHS

DENTAL SERVICE

Dental care is provided in community settings for children with complex needs and /or learning difficulties. Referrals are usually made by other dentists; doctors; other health professionals such as health visitors, nurses; carers; voluntary organisations.

Eligibility: For children with complex needs and /or learning difficulties

☎ **020 8714 2708**

📖 **The General Dental Council has produced 'Smile', an easy read guide that explains what happens at the dentists.**

GOING INTO HOSPITAL WITH A LEARNING DISABILITY

Going into hospital is a worrying time for any of us. It can be even harder for someone who has a learning disability. If you're looking after an adult or child with a learning disability, the NHS have a useful collection of information, videos and guides about what happens when you go to hospital, getting advice whilst in hospital, getting consent and communicating with staff. Please see the following website to access the video and guides:

🌐 www.nhs.uk/Livewell/childrenwithlearningdisability/Pages/Going-into-hospital-with-learning-disability.aspx

There is also Information on getting advice whilst in hospital, getting consent and communicating with staff.



LOOKED AFTER CHILDREN'S SERVICES

The service works with Croydon council to co-ordinate the statutory Looked After Children health assessments and identify health promotion and ongoing health needs. The team is based in Croydon, visiting schools, clinics and children and young people's homes, both in and out of the borough.

Eligibility: Looked after Children aged 0 – 19 years, placed within or outside Croydon, for whom Croydon is responsible.

Contact: Croydon LAC Team, 12-18 Lennard Road, Croydon CR9 2RS

☎ 020 8274 6300

MY HOSPITAL PASSPORT

The National Autistic Society has produced a resource called 'My Hospital Passport' for people with autism who might need hospital treatment. The passport is designed to help people with autism to communicate their needs to doctors, nurses and other healthcare professionals.

🌐 www.autism.org.uk/living-with-autism/out-and-about/my-hospital-passport.aspx

UN FLAVOURED TOOTHPASTE

For sensory sensitive mint hating children and adults

🌐 www.oranurse.co.uk

What Happens when a young person reaches 18

If a young person has ongoing health needs their health team will support them to plan their future. Transfer to specialist adult health services is managed by the Croydon Joint Community Learning Disability Team - a team of social services and health staff who work together to support adults with a learning disability and their carers.

Eligibility: Age range – over 18. Must have a diagnosed learning disability with evidence of medical diagnosis in referrals where eligibility is not confirmed. People must be registered with a GP in Croydon.

Contact: Croydon Joint Community Learning Disability Health Team, Floor 2 Zone B, Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA

☎ 0208 726 6000 extension 84552

🌐 www.croydonhealthservices.nhs.uk

🌐 www.slam.nhs.uk

Continuing Health Care

Some people may be referred for an NHS Continuing Health Care assessment for adults. NHS continuing healthcare is free care outside of hospital that is arranged and funded by the NHS.

Eligibility:

- You must be over 18 and have a complex medical condition and

substantial and ongoing care needs.

- You must have a 'primary health need', which means that your main or primary need for care must relate to your health. If you have a disability, or if you've been diagnosed with a long-term illness or condition, this doesn't necessarily mean that you'll be eligible for NHS continuing healthcare.
- To find out whether you are eligible your care needs will be assessed by a health professional. Further information may be found at:

🌐 www.nhs.uk/conditions/social-care-and-support-guide/Pages/what-is-social-care.aspx

Services for Young Adults 18 - 25

ACUTE LIAISON NURSE

Supports Croydon residents over the age of 18 who have a learning disability, and their carers, to get the best service they can when accessing health care on the Croydon University Hospital site whether as an in-patient or out-patient.

☎ 020 8726 6500 ext 84369

✉ susan.dunn@croydonhealth.nhs.uk

CONTRACEPTION AND SEXUAL HEALTH

The service is for people aged 13 years and above who are sexually active and require contraceptive information/advice and supplies. The service is available to children and families within and outside Croydon for general contraceptive needs. Only Croydon residents are offered specialist services, for example domiciliary/outreach care, psychosexual and natural family planning services. Our service provides emergency contraception for all age groups as appropriate. We provide a mix of walk in and wait clinics and appointment clinics, including evenings and Saturdays.

Contact: CASH, Impact House, 2 Edridge Road, Croydon CR9 1PJ
Telephone: 0208 714 2861

Brook is an organisation that provides guidance and a range of booklets aimed at young people with special needs. Also offers confidential advice for those aged under 25.

www.brook.org.uk

DENTAL SERVICE (SPECIAL CARE)

Dental care is provided in community settings for adults with complex needs. This includes people with severe learning difficulties or mental health problems.

020 8714 2708.

DIETETICS

Eligibility:

- Needs to have a diagnosis of Learning Disability- Not learning difficulties
- Needs to be 18 yrs. And over
- Need to complete referral form

Please note that this is not an open clinic so appointments must be made.

Contact: 8 Mint walk, Bernard Weatherill House, Croydon, CR0 1EA

parul.shah@croydonhealth.nhs.uk

020 8726 6000 x 8 6769 (Mon; Tues; Thurs; Fri) **020 8401 3096/5** (Wednesday)

Mobile: 07887571634

HOMELESS HEALTH SERVICE

Young people with special needs are very vulnerable to being homeless. The Homeless Health Services offers a specialised service, tailored to meet the specific health needs of the homeless and asylum seekers in Croydon. We also offer advice on housing, welfare benefits and specialised services.

Eligibility:

Clients must be homeless or an asylum seeker residing in Croydon. This includes those living in hostels or living in B&B accommodation.

Contact: The Rainbow Health Centre, 141 Brigstock Road, Thornton Health CR7 7JN

HOSPICE CARE

St Christopher's Hospice offers support for adults with a life-limiting condition and their carers. Patient services include home nursing, in-patient care, day services and outpatient clinics. Help for patients and carers includes practical and emotional support from social workers and welfare officers.

020 8768 4500 / Bereavement Service for families of service users **(020 8768 4599)**

www.stchristophers.org.uk

MENTAL HEALTH

Mental health services in Croydon are provided by the South London and Maudsley NHS Foundation Trust (SLAM). Out-patient services are provided at Croydon University Hospital and in-patient care is provided in several hospitals including Bethlem Royal Hospital. A Community Mental Health Team works in the community to support people with mental health problems. For further information on SLAM and its services.

www.slam.nhs.uk