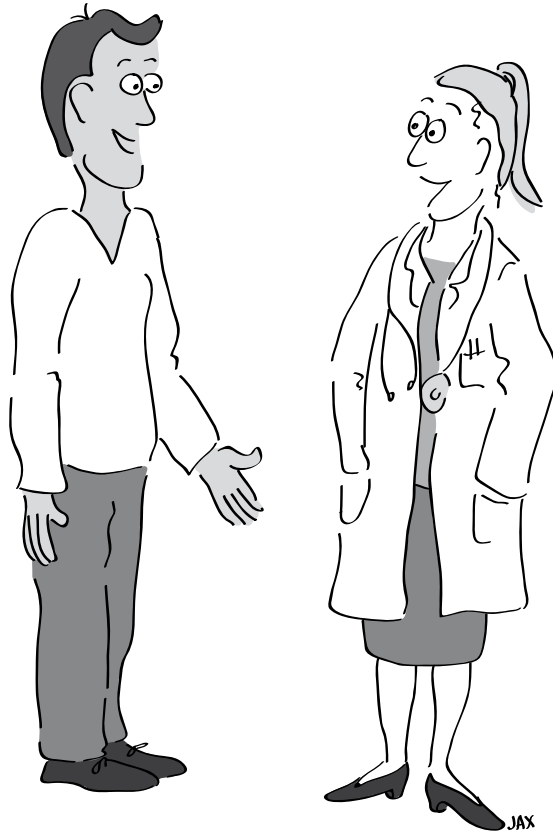


# Health & Medical Services



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# 1 Services for children



**GPs can usually meet most children's general health needs.** However, there is sometimes a need for more specialist intervention. In this case, your child may need to see a paediatrician (a specialist children's doctor).

**In general, all Surrey County Council maintained special schools have a named Community Paediatrician.** This doctor may visit the school and may see children on site or in a clinic. Referrals to the Paediatrician are usually made through the school nurse, GP or other health professional. This might be for a single appointment, or for ongoing support over a period of years.

Mainstream schools usually have a school nurse attached to them. Health assessments can sometimes be carried out in school, if this is the most appropriate venue and if there are concerns about a child's health. The school nurse can make referrals to a paediatrician or other professional if needed, and will usually let your GP know. Your child can also get a referral from your GP to see a paediatrician.

While in school, therapy services such as physiotherapy, occupational therapy, speech and language therapy may be provided. Again, the relevant professional will sometimes visit the school.

Dental check ups are occasionally provided in school, although treatment is not.

Audiological physicians (doctors who specialize in hearing problems) assess and treat both children and adults who have hearing difficulties, and so transition is less likely to be a problem. Schools will usually help pupils to "slot in" to audiology services by the time they leave.

Doctors who specialise in visual impairment (ophthalmologists) also tend to work with all ages. However, some schools provide low-vision aids to their pupils. If this is the case, you will need to think about how these will be provided after school finishes.

There are also specialist teams, such as nursing teams, in the community who work with young disabled people.

## 2 Changes at 16



**At some time between age 16 and 19 the medical care of a young person will be transferred to adult services.** This transfer will depend on their needs, their educational placement and local service arrangements.

If a young person is in a school for pupils with severe learning disabilities, the paediatrician often stays involved until they leave school.

After this transfer, instead of seeing the same paediatrician for a range of needs, the young person will probably start to work with different professionals for different needs (for example a neurologist for epilepsy). Alternatively, they may stay under the care of a GP at first, who will bring in other specialists as needed over the years.

Talk to the paediatrician about what will happen at or after 16. If you do have problems getting medical services or the information you need, your GP should be able to advise you.

Some services may stop once the young person leaves school. At their Annual Reviews from Year 9 their future health needs will need to be discussed. It will therefore be very important that anyone who is involved in providing health services to the young person should come to these meetings and provide up to date reports.



**It is important to have a GP whom you and your son or daughter trust, and who will discuss all relevant matters with you.** It is a good idea to keep a file of all relevant letters and copies of the paediatrician's notes. When your child leaves the paediatrician's care, ask for a last letter or summary of their case, which you can give to the GP or to any other relevant people.



### 3 Health Action Plans

**A Health Action Plan sets out what an individual person with a learning disability can do to stay healthy.** It lists any help they might need and should be a record of a person's health needs and details of the need for health interventions (including oral health and dental care, fitness and mobility, continence, vision, hearing, emotional needs, medication etc). Mainstream services should become more involved in providing a service to disabled people with learning disabilities.

Health Action Plans are one of the requirements of Valuing People, the Government's white paper for adults with learning disabilities (see Useful Contacts for more information). Valuing People states that young people with learning disabilities who are at the point of transition from childhood to adulthood should be a priority for Health Action Planning.

Valuing People Now - a 3 year strategy for people with learning disabilities (2009) recommends that all Transition Plans and Year 9 reviews should, where appropriate, contain a section on health needs and start the development of a health action plan.

***Health Action Plans will normally begin with transition planning, around the age of 14, so that the system is in place over the period of transition to adulthood, involving relevant health and other professionals (including school nurses and paediatric health professionals) and including access to Personal, Health and Social Education.*** - DfES July 2002



Although Health Action Plans are designed for people with learning disabilities, there is no reason why the format cannot be adapted for young people with other complex needs.

## 4 Primary Care Trusts



**Primary Care Trusts (PCTs) are freestanding NHS organisations that commission health services for the local population.** They are responsible for managing the total local health care budget and they can pool budgets with other organisations (e.g. local authorities) to make more efficient use of resources. They are responsible for commissioning all the health services for their areas - including GP, hospital and community health services.

The whole of Surrey is currently served by a single PCT, called NHS Surrey (see Useful Contacts). The organisation of how health services are commissioned will be changing so that groups of GPs will have more responsibility. It is not yet certain how this will be arranged.

## 5 Community teams for people with a learning disability



**The majority of adults with learning disabilities have their health needs met through mainstream health services such as hospitals and GP's.** However, it is acknowledged that people with learning disabilities do not always access health services as well as they might, and initiatives, such as Health Action Plans, are being made to rectify this situation.

There is a minority of people with learning disabilities whose health needs cannot be met by mainstream health services, and who need to access what is known as “specialist health care.”

People who need to use these specialist services normally have one or more of the following needs: severe challenging behaviour, severe mental health problems, profound and multiple learning disability or complex health needs.

The teams providing “specialist health care” are called Community Learning Disability Teams and there are several in Surrey.

These multidisciplinary teams consist of some or all of the following health care professionals: occupational therapists, community nurses, psychologists, psychiatrists, speech and language therapists, physiotherapists, dieticians, drama therapists, music therapists, aromatherapists and chiropodists.

Additionally, day care and short break services are available in some parts of Surrey. Please note that services do vary from area to area. You are advised to contact the Teams as shown in useful contacts at the end of this Section.

## 6 Administration of medication in schools



**Generally speaking, the administration of medicines is the responsibility of parents.** There is no requirement for head teachers or staff to undertake these responsibilities. However, administering medicines may be included in the contractual duties for some non-teaching staff.

Mainstream and special schools should draw up an individual health care plan for the administration of a pupil's medication. This must be signed by the pupil's parent / carer.

Surrey County Council's policy for the administration of medication in mainstream and special schools is called **Pupils' Health and the Administration of Medicine in Schools (2006)**.

This was written in consultation with professional associations / trade unions, head teachers and the School Health Service.

You can ask your son's or daughter's school to show you this document or download it from the Surrey County Council website. It is closely based on the Department for Education and Skills' guidance: *Managing Medicines in Schools and Early Years Settings (2005)*.

In addition to Surrey's guidance, schools are able to make their own local arrangements. For example, schools can decide whether or not pupils carry their asthma inhalers with them during the day, or store them in a designated cupboard, depending on each pupil's age, level of special needs and so on.

**For further information contact your son's or daughter's school, or Surrey County Council (website or Contact Centre)**

## 7 Training for school staff in medical conditions



**School nurses can sometimes provide basic, general training for school staff on various medical conditions, for example diabetes or epilepsy.** More specialist training relating to individual pupils is normally provided by Community Children's Nurses. This training will focus on that child's specific needs in relation to their condition.

For example, a Community Children's Nurse may train school staff to support a particular pupil's needs relating to tracheostomy, catheterisation or gastrostomy feeding. This service is available to mainstream and special schools.

You can access the Community Children's Nursing Team via your child's consultant paediatrician.

## 8 CAMHS (Child and Adolescent Mental Health Services)



### What is CAMHS?

CAMHS is the Child and Adolescent Mental Health Service. CAMHS exists to promote emotional well-being and to deliver preventative services and treatment to children and young people with mental health problems.

### CAMHS in Surrey

Surrey CAMHS is a partnership between Surrey County Council, Surrey's Primary Care Trust, NHS delivery trusts for mental health and voluntary organisations.

### A tiered system is used to explain how CAMHS works in Surrey:

#### Tier 1

Professionals working with young people. Although these professionals, (e.g. teachers, youth workers, school nurses and social workers) are not directly employed to promote mental health, they can do a lot to help young people who have mental health problems.

#### Tier 2

Primary Mental Health Workers (PMHW). These specialist professionals provide consultation, training and support to young people with a mental health problem, emotional problem, or challenging behaviour.

#### Tier 3

Multi-disciplinary teams work with young people with complex mental health problems. The teams include psychologists, psychiatrists, therapists, social workers and community nurses. The teams work together to help young people with severe mental health problems, their parents and carers.

#### HOPE service (Tier 3 plus service)

This service is for adolescents with complex needs and challenging behaviour. The service aims to prevent problems escalating and children needing hospital care or a specialist placement.

This service provides healthcare, education and social care to young people at sites in Epsom and Guildford. HOPE is accessed by CAMHS Tier 3 and via Area Placement Panels.

**Placement Stability Service** works with looked after children to help prevent a placement breaking down. It offers treatment to young people, and training and support to carers.

#### **Tier 4**

Specialised care for young people suffering serious mental health problems e.g. inpatient hospital care.



## **9 Continence difficulties**

**Most Primary Care Trusts have a Continence Adviser, who specialises in giving help and information about continence difficulties.** Training programmes can be set up and these should be followed both at school and at home.

**The Bladder and Bowel Foundation (see Useful Contacts) can give advice and information.**

Incontinence supplies are provided by Continence Advisers following an assessment. This will continue after the young person becomes an adult, for as long as the supplies are needed.

During menstruation, the supplies needed may exceed the maximum number allowed. In this case you will have to pay for these additional supplies. Your daughter's Continence Adviser can advise on this.

**Contact Surrey Health (see Useful Contacts) to find out how to contact your local Continence Adviser.**

# Useful Contacts



## National

### Children First For Health

**Website:** [www.childrenfirst.nhs.uk](http://www.childrenfirst.nhs.uk)

Interactive guide to life and health for children and young people, produced by Great Ormond Street Hospital. Contains information about various conditions, tests and treatments, and young people's real life stories about illness, what it's like in hospital and so on.

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### Disabled Living Foundation

**Address:** 380-384 Harrow Road  
London  
W9 2HU

**Helpline:** 0845 130 9177

**Email:** [helpline@dlf.org.uk](mailto:helpline@dlf.org.uk)

**Website:** [www.dlf.org.uk](http://www.dlf.org.uk)

Provides advice on equipment for disabled people. Produces many factsheets and has an equipment demonstration centre.

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### Bladder and Bowel Foundation Counselling Helpline

**Specialist Continence Nurse Helpline:** 0845 345 0165

**Telephone:** 01536 533255

**Email:** [info@bladderandbowelfoundation.org](mailto:info@bladderandbowelfoundation.org)

**Website:** [www.bladderandbowelfoundation.org](http://www.bladderandbowelfoundation.org)

Personal and confidential advice from a specialist nurse, if you or someone you care for has a problem of bladder or bowel control.

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### NHS Direct

**Telephone:** 0845 4647

**Website:** [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

24-hour NHS helpline. NHS staff will listen to you describe your symptoms, or those of someone else in the same room, and give appropriate advice. They can also provide information on a wide range of healthcare topics - from helping you to find out more about diagnosed conditions and treatments to giving details of local health services.

## Contact a Family

**Address:** 209 - 211 City Road  
London EC1V 1JN

**Telephone:** 0808 808 3555

**Email:** [helpline@cafamily.org.uk](mailto:helpline@cafamily.org.uk)

**Website:** [www.cafamily.org.uk](http://www.cafamily.org.uk)

Provides support, advice and information for families with disabled children (up to 19). It also provides information on all medical conditions affecting children, including the rare disorders. Families are directed towards local and national support groups. Contact a Family can also put families of young people with similar conditions in touch with each other.

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## Valuing People

**The 2001 Government strategy for learning disability.**

Chapter 3 is about Disabled Children and Young People. Chapter 6 is about Improving Health for People with Learning Disabilities.

## Valuing People Now (2009)

**A 3 year strategy for people with learning difficulties.**

These documents can be viewed on the Department of Health website.

**website:** [www.dh.gov.uk](http://www.dh.gov.uk)

For a hard copy, contact the Department of Health Publications Orderline:

**Address:** DH Publications Orderline  
PO Box 777  
London SE1 6XH

**Telephone:** 0300 123 1002

**Email:** [dh@prolog.uk.com](mailto:dh@prolog.uk.com)

**To find out about Valuing People in Surrey**, including details of your local Learning Disability Partnership Board contact:

**Address:** Mary Hendrick, Adult Social Care Development  
Team, The Squirrels, The Horseshoe  
Bolters Lane, Banstead  
Surrey SM7 2BQ

**Telephone:** 01483 517953 or 01483 518444

**Email:** [learning.disabilities@surreycc.gov.uk](mailto:learning.disabilities@surreycc.gov.uk)

**Website:** [www.surreypb.org.uk](http://www.surreypb.org.uk)

## **The Patients Association** *“Listening to patients, speaking up for change”*

**Helpline:** 0845 608 4455

**Email:** [helpline@patients-association.com](mailto:helpline@patients-association.com)

**Website:** [www.patients-association.com](http://www.patients-association.com)

The Patients Association is a charitable organisation providing patients with an opportunity to raise concerns and share experiences of healthcare.

They offer independent information and advice. Their website contains a list of publications, and some answers to frequently asked questions.

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## **Outsiders (formerly SPOD - The Association to Aid the Sexual and Personal Relationships of People with a Disability)**

**Address:** The Outsiders  
4S Leroy House  
435 Essex Road  
London N1 3QP

**Telephone:** 020 7354 8291

**Email:** [info@outsiders.org.uk](mailto:info@outsiders.org.uk)

**Website:** [www.outsiders.org.uk](http://www.outsiders.org.uk)

Outsiders is for people who feel isolated because of social and physical disabilities. The club helps them gain confidence, make new friends and find partners.

Outsiders also run a Helpline

**Address:** Dr Tuppy Owens  
BCM Box Lovely,  
London WC1N 3XX

**Helpline:** 0707 499 3527

**Email:** [sexdis@outsiders.org](mailto:sexdis@outsiders.org)

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## **Young Minds**

**Parents' information line:** 0808 802 5544

**Telephone:** 0207 336 8445

**Website:** [www.youngminds.org.uk](http://www.youngminds.org.uk)

Young Minds is a national charity committed to improving the mental health of all children and young people. They run a parents information service which offers free, confidential information and advice to any adult with concerns about a young person's mental health. They also have information and resources for young people. Young Minds is part of Sane.

## Sane

**Address:** 1st Floor Cityside House  
40 Adler Street  
London E1 1EE

**Telephone:** 020 7375 1002

**Helpline:** (SANEline) 0845 767 8000

**SANEmail:** sanemail@sane.org.uk

**Email:** info@sane.org.uk

**Website:** www.sane.org.uk

Sane has three aims:

- To raise awareness and respect for people with mental illness and their families, improve education and training, and secure better services
- To undertake research into the causes of serious mental illness through The Prince of Wales International Centre for SANE Research
- To provide information and emotional support to those experiencing mental health problems, their families and carers through SANELINE.

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## Department of Health

The Department of Health has a range of publications on Health Action Plans, from detailed strategy to a simple guide with pictures, written for people with learning disabilities. These can be downloaded from their website.

Alternatively you can contact:

**Address:** DH Publications Orderline  
PO Box 777  
London SE1 6XH

**Telephone:** 0300 123 1002

**Website:** www.dh.gov.uk

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## Sleep Nurse Service

**Address:** Cerebra Sleep Service  
PO Box 7107  
Higham Ferrers  
NN10 8WY

**Telephone helpline:** 0800 328 1159

**Email:** sleep@cerebra.org.uk

**Website:** www.cerebra.org.uk

Information and advice from a sleep nurse for parents of children with sleep problems. Cerebra's Sleep Nurse, is available to provide assistance with a range of sleep issues for families. Advice can be given by telephone, post or email.



## Local

### **South East Coast Strategic Health Authority**

**Address:** York House  
18-20 Massetts Road  
Horley  
Surrey RH6 7DE

**Telephone:** 01293 778899

**Email:** [info@southeastcoast.nhs.uk](mailto:info@southeastcoast.nhs.uk)

**Website:** [www.southeastcoast.nhs.uk](http://www.southeastcoast.nhs.uk)

South East Coast SHA is responsible for the co-ordination, development and performance management of NHS organisations in Surrey, Sussex, Kent and Medway.

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### **NHS Surrey (Surrey's Primary Care Trust)**

**Address:** Cedar Court  
Guildford Road  
Leatherhead  
Surrey KT22 9AE

**Telephone:** 01372 201700

**Email:** [contactus@surreypct.nhs.uk](mailto:contactus@surreypct.nhs.uk)

**Website:** [www.surreyhealth.nhs.uk](http://www.surreyhealth.nhs.uk)

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### **CAMHS (Child and Adolescent Mental Health Services)**

**Website:** [www.surrey-camhs.org.uk](http://www.surrey-camhs.org.uk)

CAMHS provides support and services for children and young people who have mental health difficulties, behavioural and emotional problems.

Referrals to CAMHS are usually via the young person's GP, but further information about this service can be sought from the school, social worker, health visitor etc.

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### **East Surrey Hospital**

**Address:** Canada Avenue  
Redhill  
RH1 5RH

**Telephone:** 01737 768511

Wheelchair clinic available at East Surrey Hospital - referral via GP.

## **Croydon University Hospital**

**Address:** 530 London Road  
Croydon  
CR7 7YE

**Telephone:** 020 8401 3000

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## **Queen Victoria Hospital**

**Address:** Holtye Road  
East Grinstead  
Sussex RH19 3DZ

**Telephone:** 01342 414000

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## **Royal Surrey Hospital**

**Address:** Egerton Road  
Guildford  
GU2 5XX

**Telephone:** 01483 571122

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## **St Peters Hospital**

**Address:** Guildford Road  
Chertsey  
KT16 0PZ

**Telephone:** 01932 872000

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## **Epsom General Hospital**

**Address:** Dorking Road  
Epsom  
KT18 7EG

**Telephone:** 01372 735313

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## **Frimley Park Hospital**

**Address:** Portsmouth Road  
Frimley  
GU16 5UJ

**Telephone:** 01276 604606

## St Helier Hospital

**Address:** Wrythe Lane  
Carshalton  
SM5 1AA

**Telephone:** 020 8296 2000

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## Ashford Hospital

**Address:** London Road  
Ashford  
TW15 3AA

**Telephone:** 01784 884488

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## Community Learning Disability Teams for Adults

**Address:** Bourne House  
3 Brookfield Close  
Ottershaw  
Chertsey  
Woking  
KT16 0JL

**Covering:**  
Spelthorne, Runnymede and  
West Elmbridge

**Telephone:** 01932 876666

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**Address:** Greenlaws  
65, Cranley Road  
Guildford  
GU1 2JW

**Covering:**  
Waverley, Surrey Heath and  
Guildford

**Telephone:** 01483 532767

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**Address:** Kingsfield Resource Centre  
Philanthropic Road  
Redhill  
Surrey  
RH1 4DP

**Covering:**  
Cobham & East Elmbridge

**Telephone:** 01737 288288

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**Address:** Clarendon House  
28 West Street  
Dorking  
Surrey  
RH4 1QJ

**Covering:**  
Dorking & Mole Valley

**Telephone:** 01306 502401

**Address:** Bracketts Resource Centre  
116-118 Station Road East  
Oxted  
Surrey  
RH8 OQA

**Covering:**  
Tandridge

**Telephone:** 01883 382387

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**Address:** 1 Oak Glade  
Off Chertsey Lane  
Epsom  
Surrey KT19 8NW

**Covering:**  
Epsom/Ewell & Banstead

**Telephone:** 01372 202100

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**Address:** AC Court, High Street  
Thames Ditton  
Surrey  
KT7 OQA

**Covering:**  
Cobham & East Elmbridge

**Telephone:** 020 8541 8535