

# Access Pathway Newsletter

**NORTH EAST LINCOLNSHIRE ACCESS PATHWAY  
for CHILDREN WITH ADDITIONAL NEEDS**

Supporting children with their communication and interaction,  
cognition and learning and social, emotional and mental health  
FIRST NEWSLETTER - APRIL 2018

## Aim of newsletter

This first newsletter is to update professionals about the new Access Pathway. The pathway has been developed to help make things easier for children and families to find and access the right support at the earliest opportunity, where children are experiencing complex needs with communication and interaction, cognition and learning and social, emotional and mental health. Future updates on the pathway will be included in the regular 0-19 bulletins.

## Background to the Access Pathway

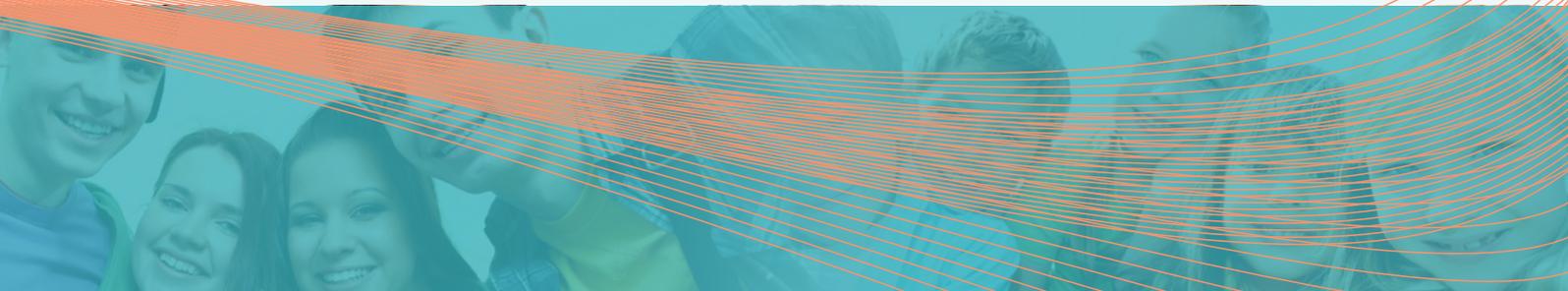
It was identified that some of our children/parents were dissatisfied with the service provided to them, when they felt their child was experiencing difficulties with communication, learning and mental health. We listened to parents and professionals and found it was not clear where they needed to go for support, which left children bouncing around a system looking for the right door to open. Families told us their journey felt like a maze, much like the picture below.



We recognised that we needed to improve the journey for children and young people experiencing these difficulties and so a wide range of partners came together to review the whole system.

In June 2017 a partnership was formed, made up of North East Lincolnshire Council (NELC), North East Lincolnshire Clinical Commissioning Group (NELCCG), North East Lincolnshire Parents Participation Forum (NELPPF), GP's, North East Lincolnshire Clinical Commissioning Group Community Reps, Child and Adult Mental Health Services (CAMHS), Paediatrics & Speech and Language Services, Barnardo's, Lincolnshire Partnership Foundation Trust (LPFT) and North Lincolnshire and Goole NHS Foundation Trust (NLAG).

The partnership reviewed the complexity of the issues and created a pathway to change the way children access services, and provide families dealing with these complex issues the support they need to manage their everyday lives.



## Launch of the Pathway and CAMHS Referrals through FFAP from APRIL 2018

The launch of a single pathway, The Access Pathway, began in March 2018 with the final consultation, and continues through April with widespread communication with key stakeholders and parents to raise awareness, ready for receiving the first referrals through the Families First Access Point (FFAP) at the end of April 2018.

The end of April 2018 will also see referrals to the Child and Adult Mental Health Service (CAMHS) being taken through the FFAP. This will extend the knowledge available within the FFAP team to ensure children and families are provided with the right advice to access support on a range of issues, including the new Access Pathway.

### The Access Pathway and Referrals

The model of support for our children, young people and families in North East Lincolnshire is prevention and early intervention and there is a significant amount of support and activity freely available for all children to support their development (universal services), much of which can be readily accessed by families themselves. Health visitors, family hubs and schools are all good first points of contact to share concerns and consider options.

Where universal services don't improve a child's development or where a professional believes that a more tailored support package may be needed, an early help package may be appropriate and this can be accessed by completing an early help assessment form (EHA) and sending to FFAP.

Where a professional working with a child believes the child may have multiple or complex needs, they should complete an EHA to record the information known by themselves and the family, and send this to FFAP for a wider review of the situation. FFAP can then decide the best next steps for the child and family, one of the options being a possible referral to the Access Pathway.

The Access Pathway will have a panel of multi-disciplinary professionals, with specialist knowledge and skills, who review complex cases and coordinate care plans and ensure that the child's and family's needs are analysed and the right support is put in place at the right time.

As well as the coordination of services, we recognise it's essential to provide specialist support and activity to give families the strategies, knowledge and confidence to manage their children's needs long term, and to build resilience within their own family network. **These services will not just be available to those families with a diagnosis; and will be developed as part of the local offer to be used for families who experience a wide range of issues.**

We recognise that some children will need to access Paediatricians to gain a formal diagnosis; however this will not be a pre-requisite for access to support. These children will remain on the Access Pathway and branch off for specialist assessments or services, with the outcomes of those guiding the ongoing support package which is offered to the family.

In doing this we will reduce waiting time and waiting lists in specialist provision, reduce the need for unnecessary and costly assessment and more importantly it will provide children and families with the right support at the right time.

## Feedback and Complaints

When any new service goes from theory to reality, it is normal to make some early adjustments and improvements based on feedback so there will be a process to collect feedback from stakeholders, including parents.

The pathway journey for families will include clear information about where and how families can raise questions and concerns, and in order to build good communication and relationships, we will encourage families to use this system. However the formal complaints procedure will also be available and more information on both these processes will follow as they are still being finalised due to the various partner organisations involved.

## Supporting Community Resilience

We are also looking at encouraging and supporting the development of Parent Lead peer support activity, developing resilience in communities and drawing in specialist advice and support when needed. Activities such as play therapy, speech and language support and occupational therapy support could be delivered out in localities and within parent support groups.

### What has happened to date:

- The Development Group worked on how the pathway will work in practice
- Final consultation with a wide range of partners including parents forums has been ongoing
- Task and Finish groups considered all aspects of the pathway and process
- Governance structures have been developed
- Practice Guidance and Protocol has been developed and has had early feedback
- Mapping of existing services available to children and families has been completed
- Workforce development plan is in place.

### What next:

- Final consultation and wider communication on the Access Pathway process April 2018
- Training for FFAP, CAMHS and Children's Disability Services staff end of April 2018
- First referrals to the Access Panel end of April 2018
- Referrals to CAMHS will transfer to FFAP end of April 2018
- Several briefings for professionals working in NELC and partner organisations throughout May 2018
- First Access Pathway panel mid-May 2018
- Additional training and workforce development - Mid May 2018 onwards

## Contact information

If have any questions, please contact

**Sarah Impey**

[sarah.impey@nelincs.gov.uk](mailto:sarah.impey@nelincs.gov.uk)

**01472 323303**

