



snapshot

Wirral SEND Services

Coronavirus
(COVID-19)

PARENT/CARER EDITION 2

22 MAY 2020

Welcome to Edition 2

Hi Everyone,

How are you all doing?

Thanks to those of you who got in touch to say you had found the first SEND Snapshot useful. Clearly, it's written to support and signpost you to Wirral SEND services and how they are operating during the lockdown.

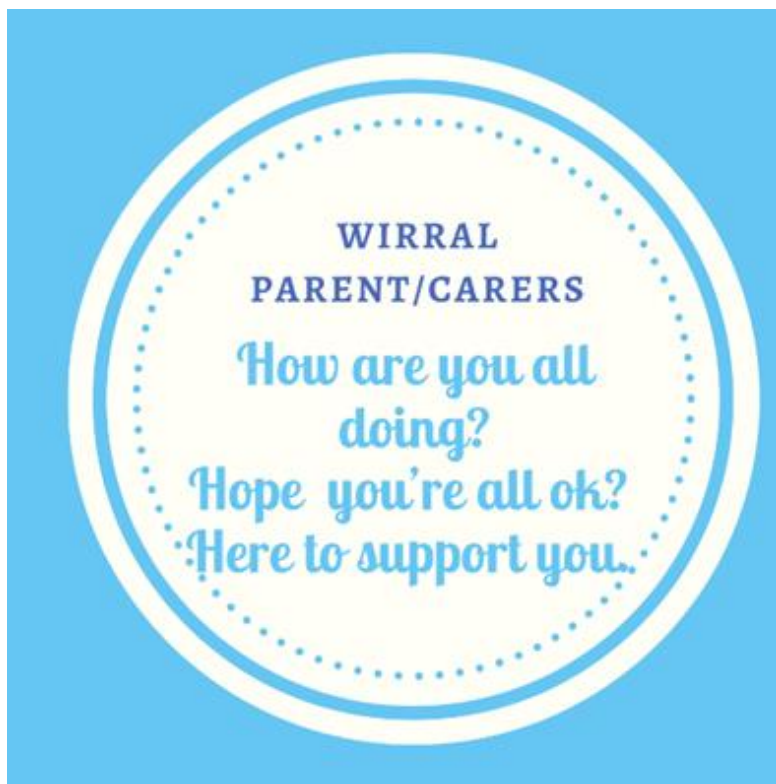
There have been lots of adjustments put in place to ensure that services and organisations can continue to offer care, support & advice even during these challenging times.

We have asked our Health colleagues to contribute to the Snapshot and pleasingly they have done. Should make this even more of a useful read/point of reference.

Finally, I've included some information from our 3rd sector organisations with details of what they are offering during COVID.

As before, we'd love to hear from you with any thoughts, suggestions, feedback you have. They can be sent to

localofferwirral@wirral.co.uk



ASC Team

The ASC team is working remotely to continue to support families and children during lockdown. A big focus has been on supporting parents to enjoy their children as well as to educate them, as we found some parents were putting themselves under immense pressure to get through “schoolwork”. Parents found the parental section in the document below particularly useful.

Take care everyone.



Coronavirus and UK
schools closures - sup

Contact: Sue Jamieson Quinn, Senior Educational Psychologist
Email: suejamieson-quinn@wirral.gov.uk

CAMHS

The team are continuing to make sure that the children and young people with learning disabilities known to the team have an up to date Health Passport and, with consent from parents/carers, have a ‘flag’ on their WUTH patient record to identify them as person with a learning disability. We are working closely with the Learning Disability Liaison Nurse at Arrowe Park hospital to enable reasonable adjustments.

Support is currently being offered to the wider CAMHS service in respect of children with learning disabilities and/or autism to ensure access to Health Passports.

We are working to provide the families of children with learning disabilities telephone advice, interventions, and practical support along with up to date, relevant, easy read information on the changing rules regarding the Coronavirus pandemic.

We are proud that the CAMHS Learning Disability Team will soon be delivering their Challenging Behaviour Workshops via the Cheshire and Wirral Partnership Trust CANDDID YouTube pages. We are conscious of how helpful this workshop has been to many families over the last 12 months and we want that to continue, even though we can't offer it face to face at this time. Details of how to access the workshops will be shared very soon.

Content supplied by Tracey Hartley-Smith, Clinical Lead – Children and Young People's Learning Disability Services, Learning Disability CAMHS Wirral
Team Email; cwp.telephonemessages1d@nhs.net

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Continence (Childrens) service

The Children's Continence Service are currently providing telephone consultations for existing patients who were due to be reviewed in clinic, we also have the option of video calling patients. The team can triage new referrals and add them to a waiting list however it is uncertain when new patients will be seen. If nurseries/schools or healthcare/educational services require any advice the team can be contacted on the number/email address set out below. The team currently consists of:

Jane Rowland, Sophie Walker, Gill Charmley and Vicky Smith
Tel: 0151 514 2825

Team email: childcontinence.wirralct@nhs.net

Useful websites to be aware of: <http://www.eric.org.uk> and bowel-bbuk@disabledliving.co.uk

Contact: Sophie Walker, Children's Continence Nurse
Email: sophie.walker7@nhs.net
Telephone: 0151 514 2825

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Dietetics (Community)

The Community Children's Dietetic Service has been stepped down as a result of the Covid-19 Pandemic, and some staff have been redeployed to other roles.

Urgent referrals continue to be prioritised and seen. We continue to support our home enteral tube fed patients in order to prevent hospital admission.

The service is continuing to accept new referrals however waiting times may be extended. Patients are being offered telephone and videocall consultations as appropriate.

The service is continuing to support NHS colleagues requiring dietetic support however response times to calls may be longer.

We are in the process of updating our webpage on the Wirral Community Health and Care NHS Foundation Trust website, with additional information and resources to support families and referrers while waiting to be seen. Referrals to the service can be made via Consultant, GP, or Health Visitor.

Team telephone: 0151 5142827

E-mail: wchc.childrendietetics@nhs.net

Contact: Denise King, Clinical Lead Children's Dietitian

Telephone: 0151-514 2827/extension 3126

Email wchc.childrendietetics@nhs.net

DCO (Designated Clinical Officer)

Continuing to explore ways to keep services running in these difficult times. #Stay safe and #Stay Alert.



Contact Elaine Mooney (DCO)

Email: emooney@nhs.net

Direct dial: 0151 514 2672

Early Years SEND Team

- We are continuing to support EY families at home receiving Portage and those not attending settings.
- We are contacting settings to think about transitions into school
- We are taking part in meetings via Zoom or Teams for reviews, PEPs, and discussion on next steps.
- We are working on a “Welcome Back” booklet to support settings with ideas to support children, parents and staff when children start going back to nursery.
- We are working on how best to support transitions to F1 and F2 – looking at the paperwork we usually use and whether this needs to be adapted this year.
- We are starting to contact settings to discuss children that should have been observed but due to Lockdown weren't seen – this will be to gather information, discuss concerns and then start to think about next steps
- For children that should be in a setting, which is currently closed, we will contact parents and schools to discuss transition information.

Contact - Penny Bishop, Early Years SEND Manager

Email: pennybishop@wirral.gov.uk Mobile: 07826905206

Education Psychology Team

The EP team continue to work remotely and are promoting their best 'reasonable endeavours' to provide statutory advices within time frames with a suitable caveat as to any restrictions.

Please keep a close eye on the Local Offer website. We will shortly be adding support resources and ideas to help as things start to move forward.

Parents should talk through their concerns initially with the school. Keep safe.

Contact - Cath O'Connor, Principal Educational Psychologist.

Email: catherineoconnor@wirral.gov.uk

Epilepsy

Families continue to have telephone and email access to the children's epilepsy nurses. The epilepsy team are providing telephone reviews and more recently face to face appointments where necessary.

During the current COVID 19 pandemic, the advice for children and young people with a diagnosis of epilepsy is that children with epilepsy alone and no other health conditions are unlikely to be at increased risk from coronavirus. In general, children appear to be less severely affected than adults. However, parents of children with more complex epilepsy or other conditions alongside their epilepsy would be advised to contact their consultant or epilepsy specialist nurse for advice.

This advice and more can be found at www.epilepsy.org.uk

Children's Epilepsy Team

Consultants – Dr Pauling and Dr Derwas

Epilepsy Specialist Nurses – Jenny O' Brien and Jayne Murphy

Contact: Jayne Murphy and Jenny O'Brien, Children's Epilepsy Nurse Specialist

Email – jayne.murphy7@nhs.net and jennifer.obrien1@nhs.net

Direct line – 0151 604 7672 extension 2187

Home Education

Home Education Service teaching and support staff continue to support our young people and their families from home. They are making twice weekly 'keep in touch' phone calls with their group of key pupils and providing a wide variety of schoolwork and creative/fun activities. Work and feedback to pupils are being

passed between home and teacher and vice versa, usually by email.

Doorstep visits to families and young people (sticking to the social distancing and staying alert guidelines) are being carried out, as necessary.

One of activities pupils are being asked to participate in is to create a piece of writing, artwork, poem or whatever their preferred medium is to share good news stories which will eventually go into the "HES Happy News" paper.

Exam time happens in spite of COVID and GCSE teachers are currently grading and ranking those Year 11 and Post 16 students who would have been sitting their exams this Summer. All the students hard work and effort will not be overlooked!!

Did you know? HES is supporting 103 pupils (ranging from Year 4 to Year 13) from 27 schools (Primary, Secondary & Special) across Wirral.

Contact: Jackie Forsey, Head of Service, Wirral Home and Continuing Education Service
E mail: JForsey@wirralhometeach.co.uk

Inclusion

Parents/carers with concerns regarding exclusions of their child can contact Linda Dobbing in the first instance by email at lindadobbing@wirral.gov.uk Any queries that cannot be resolved by Linda, will be passed on to me.

Contact details: Anna Dollard, Inclusion Manager
E mail: annadollard1@wirral.gov.uk Mobile number 07785 915449

Learning Disability Service

Wirral University Teaching Hospital are committed to improving health outcomes and reducing health inequalities for people with learning disabilities and or autism. It is recognised people with learning disabilities may face barriers around access to hospital and may require reasonable adjustments to allow equal access. The Learning Disability Service can provide support with ensuring the needs of people with learning disabilities and or autism, their families have reasonable adjustments.

Arrowe Park Hospital has a registered learning disability nurse who can offer support to young people, families, carers, and professionals around access to hospital.

Arrowe Park Hospital have been working in partnership with Claire House Children Hospice and Wirral Adult Hospice to support with the transition from children to adult services. We recognise this can be a difficult time for young people and their families. The transition project has involved young people, their families and health and social care professionals working together to prepare for adulthood, which has allowed families to express and voice any thoughts or concerns they have for change in services. If you require any support or have questions around the learning disability service at Wirral University Teaching Hospital, please see link below with full details of the service.

<https://www.wuth.nhs.uk/our-departments/a-z-of-departments/learning-disability-and-autism-team>

Contact: Lauren Binks, Learning Disability Liaison Nurse

Email: lauren.binks@nhs.net

Local Offer

We have continued to add new information to the website and to our social media feeds.

This week has been Mental Health Awareness week and we have shared lots of useful advice and resources. We liked the nominated

theme of kindness and found it particularly relevant during the COVID 19 pandemic.

We (the Local Offer team) are enjoying the highest rates of engagement and clearly our hope is that all the services and people engaging with us now will continue to do so from hereon in.

Highlight of my week is the on-line SEND Youth Voice group meetings. See the section from SEND Youth Matters for more info and feel free to signpost any of your pupils to the sessions on offer. If you would like any more information on this strand of engagement please contact selinewakerley@wirral.gov.uk

Poppy, our SEND Youth Engagement Officer, has started a blog which can be found on the Local Offer website via the main menu. It's an interesting and very honest perspective. I've learned a great deal.

The COVID 19 support section is added to on a very regular basis so please keep an eye out for new information/guidance.
<https://localofferwirral.org/category/covid-19-support/>

We are networking closely with our Health partners and building rapport, which from our 'lockdown' conversations, leaves us feeling very optimistic about future joint working and that will facilitate effective co-production.

Contact: Sally Tittle, SEND Participation & Engagement Lead
E mail: sallytittle@wirral.gov.uk Mobile: 07879848468

Orrets Outreach

Our Facebook, Twitter and Website pages are being updated daily with resources to support SpLD pupils and someone is always available to answer questions whether the child is on our programme or not.

For specific Orrets Outreach enquires please contact Cathy Cotgrave.

Contact: Cathy Cotgrave, Head of Outreach Services
cotgravec@orretsmeadow.wirral.sch.uk

Occupational Health & Physiotherapy service

Therapists are mainly based at Cherry Tree House, Clatterbridge
Phone calls are welcomed for advice.

In line with NHS England and Public Health England most contacts with families are by phone or video call. In urgent or deteriorating conditions, it is possible, with appropriate PPE, to arrange an appointment at Cherry Tree House. In certain situations, a home visit may be possible. All face to face contacts will be risk assessed and clinically reasoned.

Therapists will continue with statutory EHC plan requests as possible, however this may not include up to date face to face assessment. Team telephone number: 0151 514 2525

Contact: Nikki Dalton, AHP Manager. E mail: ndalton@nhs.net

Respiratory (Asthma & Allergy) service

General information - The advice has not changed and the emphasis is that if child needs more than 4 hourly salbutamol they need a review from GP or Walk In centre at that point, rather than it escalating into a full blown attack that would need a 999 call.

Children who have a lot of time off due to their asthma, or are needing their Salbutamol frequently (i.e. more than twice per week on a regular basis) need to be identified and reviewed by GP/practice nurse or myself if I am involved.

I recommend that parents, teachers, and nursery nurses do the courses listed below.

www.supportingyourchildshealth.org/asthma-module/ which is a recommended free, online course for anybody caring for a young person with asthma and Asthma UK which is another good resource especially for inhaler techniques as there are some video clips.

**Contact: Rebecca Bryson, Pediatric Respiratory Nurse Specialist
Asthma and Allergy**

E mail: claudine.bryson@nhs.net Telephone: 0151 604 7673

SEND Team

This letter issued 13 May addresses the two key changes during COVID 19.



SEND Information
for Parents May 2020

Contact: Ben Blake & Victoria Whitton, SEND Managers

E mail: benblake@wirral.gov.uk & victoriawhitton@wirral.gov.uk

SENDIASS

Wirral SEND Partnership and Wirral Mediation Service remain fully operational. WIRED has migrated the whole organisation to home working arrangements and have the following digital systems in place:

1. All helpline phone lines working as normal – staff can answer both main telephone helplines and individual extensions from home
2. Voice telephone conferencing facilities for staff, service users and professionals

3. Video conferencing facilities for staff, service users and professionals (via Zoom and Horizons Collaborate) enabling face to face support continues to be delivered. Plus, we have now added Microsoft teams to keep in contact, as well as Zoom.

Contact: Manager, Becky Heskey, 0151 522 7990 Option 2

E mail: ias@wired.me.uk

SEND Resolution service

Service is still active.

Complaints/concerns to be sent via email to SEND Resolution **sendresolution@wirral.gov.uk** as there is no access to telephones.

Contact: Lyndzay Roberts SEND Resolution Officer,
sendresolution@wirral.gov.uk

SEND Youth Matters

During COVID 19 we have adapted our sessions, wherever possible, to be accessible on-line. These have run successfully over the last few weeks and the young people are enjoying the interaction with their friends, youth workers and having the opportunity to engage. If you are aware of any young people who would benefit from joining in, then please ask them or their Parent/Carers to get in touch and we'll do what we can to help. To join the sessions listed below the young people need to e mail me to obtain the link.

Creative Youth Development

- SEND YOUTH VOICE GROUP have been meeting weekly and looking at how COVID19 has affected their lives. They are exploring what can be done to improve their lives as things move forward.

Their issues will be raised with services via the Young People's Action Group in early June. You can join this group if you are aged 11-25yrs. Email selinewakerley@wirral.gov.uk for more info.

- One of the members of the SEND YVG has created a dance task for young people to learn. This is hopefully going to be sent out to young people and groups as an at home activity with the chance of being this being filmed as a performance piece.
- We have online DANCE and DRAMA WORKSHOPS for young people with SEND. To access, please email selinewakerley@wirral.gov.uk or jamiagreer@wirral.gov.uk for more info. All Ages.

SEND YOUTH VOICE GROUP – Using dance, drama and crafts as a way of looking at issues for SEND young people. The group are a voice group for the SEND young people in Wirral, working with services, organisations and professionals to challenge, change and improve the world around them. Sally & Poppy join these weekly sessions to offer support and a friendly face to the young people.

Sessions runs from:

6-7 pm for under 18's

7-8 pm for 18+

7-8 pm for 21+

Children Looked after Junior group - A group for children looked after and who have a disability. Fun, with dance, drama and crafts. This session runs on a Saturday morning from 10-11am for age groups 8-14yrs.

Contact: Seline Wakerley, Participation & Engagement, Creative Youth Development Team/Dance

Email: selinewakerley@wirral.gov.uk

Mobile: 07867465913

Sensory Service

Service continues to offer support. No new content please refer to Edition 1.

Useful Contacts: Head of Sensory Service, Peter Davies
pjdavies@wirral.gov.uk Tel: 07787261001

Hearing Support Team – Helen Midda helenmidda@wirral.gov.uk
Vision Support Team – Vanessa Ikin vanessaikin@wirral.gov.uk

Referral documents and useful links are on the Local Offer
<https://localofferwirral.org/listing/sensory-service/>

Contact: Peter Davies Head of Sensory Service (see above)

Social Care – Children’s Services

No new content – Please refer to Edition 1

Contact: Alison Watson, Designated Social Care Officer for SEND
alisonwatson@wirral.gov.uk

Specialist Support Team-Children and Young People who have Physical and Medical Needs

Please see the attached for a range of updated information. Also available on the Local Offer website.



Medical and Physical
Needs Update May 20

**Contact: MPN manager, Julie Hudson: Juliehudson@wirral.gov.uk
07799417210 or Jayne Catton: Jaynecatton@wirral.gov.uk 07901
511 323**

Speech and Language Therapy (SALT) service

The majority of the Speech and Language Therapy staff in our team are working remotely providing telephone consultations to support the children and young people known to our service. If you need to contact a speech and language therapist, the best way to do this would be via email to our central email account -

wchc.childreusaltteam@nhs.net or by calling 0151 514 2334. When we haven't been able to make contact with parents and carers over the phone, we have been sending out a letter asking you to call to discuss your child's speech, language and communication needs. We can then tailor the support that we can offer you through virtual ways of working during this challenging time.

We have updated our page on the trust website to include resources to support your children's speech, language and communication development. There are also a range of speech therapy guides to support speech sound development together with videos of therapy <https://www.wchc.nhs.uk/services/childrens-speech-language-therapy/self-care-resources-and-support/>.

Contact: Team Leaders: Abbie Kyffin & Kate Gallagher

Email: wchc.childreusaltteam@nhs.net

Direct dial: 0151 514 2334

Wirral Mediation & Disagreement Resolution service

Due to COVID-19 Mediations/Disagreement Resolutions are currently delivered through video conferencing such as Zoom

Team Email: mediationadmin@wired.me.uk Tel: 0151 522 7990 (option 2)

Contact: Natalie Johnson, Mediation Service Manager

Email: jasmanager@wired.me.uk Mobile: 07841203132

THIRD SECTOR ORGANISATIONS

AUTISM TOGETHER – Children & Family service

Online clubs available on a Thursday/Friday for children and young people aged 8-18 years, funded by Wirral local authority. For CYP to attend the online sessions, the child or young person should have a diagnosis of Autism or be on the pathway to a diagnosis of Autism or have diagnosed social and communication difficulties.

The online clubs are divided into age ranges of 8-12 years and 12-18 years with Gaming sessions, Dungeons and Dragons online club and online chat groups. Online sessions are held via zoom and are there are 2 staff available at each session. If you think your son or daughter would be interested in joining in any of the sessions or you want more information on the online clubs, please feel welcome to call Karen on 0151 666 9960 or email cfs@autismtogether.co.uk

Contact: Karen Costain

E mail: Karen.Costain@autismtogether.co.uk

HEALTHWATCH

What is Healthwatch?

Healthwatch is the national consumer champion and listens to everyone who use, and deliver, health and care services. They have statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.

Healthwatch also have regular bulletins with up to date useful information and links to national events and consultations, where you can sign up to learn more about their work and get involved.

It's more vital than ever that we hear people's experiences of care, CQC have launched a public campaign as part of the new

Emergency Support Framework to encourage people to feedback on care - working with Healthwatch.

Healthwatch want to hear about good care, and not so good, so we can develop and build on best practice. Spare 5 to encourage your friends, families and networks to get involved and have a voice by completing our short survey to tell us about your experiences during this time – it will only take 5 minutes

<https://healthwatchwirral.co.uk/covid-19-survey/>

If you need more information call: 0151 230 8957 or email info@healthwatchwirral.co.uk. If you want to know more, you can visit their website.

Within the site you will find a Self Help and Inclusion Zone. This area will include Guidance, NHS approved Apps, Information (pathways/healthy lifestyle) and tool kits to support people to navigate health, social care services and community and to aid self-care/help.

The team at Healthwatch Wirral are working hard on key priorities during this challenging time, this includes:

- ✦ Providing clear and understandable advice and information to the public**
- ✦ Alerting services to issues that could impact on the safety of people**
- ✦ Supporting the system and wider community response to COVID-19**
- ✦ Supporting communities who find it hardest to be heard or get the support they need**

Contact: Micha Woodworth, Project Manager,

Email: Micha.Woodworth@healthwatchwirral.co.uk

NEXT CHAPTER

During COVID 19 we are offering a range of activities.



Next Chapter Friday
Pampers during lockdown



Next Chapter
Developing Emotions



Next Chapter
Developing positive communication



Next Chapter
Managing Wellbeing



Next Chapter
Wellness Education

Contact Claire Owens, Director

E mail: Claire@nextchapternwcic.co.uk

The POSITIVITREE

Details of our virtual emotional health and well-being support timetable for Parent/Carers. We encourage all parent-carers to contact us directly for the registration details.

Support includes: Coffee Mornings, Well-being Masterclass and Spiritual Well-being sessions.

See the flyer attached.



Positivitree Flyer May
2020.pdf

Wirral MENCAP

Wirral Mencap provides services and opportunities for people with a learning disability and their family carers.

Support is still being offered during the COVID 19 outbreak.

There are online activities all accessible via our Facebook page.

On-line activity timetable.



MENCAP Online
timetable.jpeg

Our Information & Advice Service is still taking your calls so if you need help with anything get in touch!

This service can offer information, advice and support with any issues you might have with things like social care, housing, welfare benefits, wills and trusts, being a carer. We can help with paperwork, meetings and understanding your rights

You can call or text on [07597986437](tel:07597986437)

Contact: Tina Phelan, Information and Advice Manager

E mail: cphelan@mencapwirral.org.uk

Lots of information to take in, here's hoping it's helped you and your young person.

Till next time, take good care of yourselves and look forward to seeing you and the young people just as soon as it is safe to.

Sally

localofferwirral@wirral.gov.uk