



Requesting help from CFHDevon

Section 1 How to access our services

Please go to our website at: childrenandfamilyhealthdevon.nhs.uk to access the most up to date and comprehensive guide to the information you need to send alongside a referral, and any activities which need to be completed by the family before referring to us.

Anyone can make a referral into our services including GPs, school staff, children and young people, families and carers.

To access our services please:

- Make all referrals using the 'Request for Services' form. You can download this on our website, or access it via your clinical system. Use the form to identify the reasons for referring, and the desired outcomes. By using this form in full, we can ensure we have the right information we need about parental responsibility, ethnicity, language and which other services might be involved. Having up to date contact information is essential in case we need to contact them urgently.

If you don't have the request form on your clinical system, contact us for details on how to upload it.

- Provide as much information as possible about the child's home, school and other social settings. Children exist within a support network and it helps us to know as much about this as possible when we're making decisions about the referral you've made.
- Complete any early and self-help support and tell us about the outcomes in your referral. We need to know what has already been tried before we make a decision about the best course of action for the child or young person and their family. For specialist services this will be plans that are already in place to support the child (for example a Devon Assessment Framework (DAF), Educational Psychology input, Children's Centre Support or School Counselling services). We ask for specific information, and have some guidance on what we need to know about, in section 2 of the Request for Services form.
- Ensure you've seen the child. If you are unable to see the child or young person please indicate why this hasn't been possible. We'd prefer that if you were unable to see the child, that you had also consulted another professional who is regularly involved in the child's life (such as a teacher). Families and children and young people should give consent to the referral you're making to us and understand what services they are being referred to and why.

We'll also need to know:

- How the difficulty is impacting on the child or young person at home and at school
- What help you and the family have already tried, with the supporting evidence as described above
- What goals you have discussed and/or agreed with the child or young person, or their parent(s)/carer

Forms that do not have sufficient information in them to allow us to undertake effective clinical screening will be returned to the referrer, the parent or another suitably placed person to request the additional information we need.

If you are unsure about making a referral, the services on offer, or the information we need you can call us on 0330 024 5321 (we're open from 09.00 to 17.00, Monday to Friday) or check the information on our website at childrenandfamilyhealthdevon.nhs.uk

Section 2 Thresholds for Most Popular Services

Child and Adolescent Mental Health Services (CAMHS)

CAMHS will see children with severe, complex and enduring mental health problems, those with mental health difficulties and mild learning disabilities and those with mental disorders.

To help us make the right decision about where the child or young person is best supported it is important you include information about the severity, complexity and duration (should be 3 months+) of the difficulty you're making the referral for. This should include details of the impact on the child's life (at home and school) and clearly indicate whether there are multiple risk factors present. Before making a referral, in most cases we would expect that you will have tried early and self-help services. This might include school counselling, online counselling accessed via www.kooth.com, or other early help for mental health services which can be accessed on the web via <http://eh4mh.co.uk>. Other universal services such as school nursing may also be able to help.

Difficulties such as Eating Disorders, Severe Depression, Self-Harm with Suicidal Ideation and Psychosis need to be sent to us urgently, and clearly marked as such. Unfortunately, CAMHS does not provide support for the following difficulties:

Presentation:	Referral route:
ADHD without a mental health component	Community Paediatricians (except North Devon)
Behaviour issues with a parenting component	An early help behaviour intervention (such as Incredible Years, Webster Stratton, Solihull Approach or Triple P). The Devon Directory has information on services in your area https://www.pinpointdevon.co.uk/
Children having a 'typical' reaction to an event such as a bereavement or divorce	
Drug abuse:	YSMART (www.ysmart.org.uk)

If you have any doubts about what to do, where to make a referral to or a concern you can contact the duty CAMHS clinician by calling our Single Point of Access on 0330 024 5321 (we're open from 09.00 to 17.00, Monday to Friday) or visit our website at <http://childrenandfamilyhealthdevon.nhs.uk>

Speech and Language Therapy

Speech and Language Therapists offer support to children and young people where communication difficulties are impacting on their ability to fully participate in daily life. We take the lead on the assessment, differential diagnosis, and intervention with and management of children and young people with communication and swallowing difficulties.

If the child has a Stammer or Dysphagia please refer them to us straight away. For other speech and language difficulties, evidence suggests that early intervention along our Speech and Language pathway can help resolve difficulties quickly without the need for intervention from a specialist or the need to refer into our service.

In those cases where a referral to our service is needed, the information parent(s)/carers collect by following the self-help toolkits will aid our assessment and intervention.

At the time of requesting help from us, if you think the child or young person has difficulties which we would be able to help with, you should advise parents to use the toolkits which can be downloaded from our website: <http://childrenandfamilyhealthdevon.nhs.uk/speech-language-therapy/professionals/>

These toolkits will help families and those working with them, and us, to establish a child or young person's level of need and collect information which will be useful when we first see the child or young person.

If the issues are not resolved within 6 weeks of beginning the self-help toolkit exercises, preschool children should be referred into the Let's Talk More screening programme, which can be accessed via your local children's centre or the health visiting team.

You can make a request for services to our Single Point of Access for the Let's Talk More programme, and we will pass this referral on to the correct service. For school age children and young people, schools have access to screening services and you should encourage parent(s)/carer and school professionals to pursue this option.

You can contact our Single Point of Access on 0330 024 5321 (we're open from 09.00 to 17.00, Monday to Friday) or visit our website at <http://childrenandfamilyhealthdevon.nhs.uk> for more information on our services.

Autistic Spectrum Conditions/Disorders

Childre and Family Health Devon co-ordinates the diagnostic pathway for Autistic Spectrum Conditions in Devon. Prior to referral most children should have had an extensive early help assessment; this would normally be carried out within the school context.

Ideally the results will make up a Devon Assessment Framework but evidence of assessment by an Educational Psychologist or other healthcare professional may be supplied instead.

Referrals should be sent to us with home and school screening tools completed – you can download copies on our website at <http://childrenandfamilyhealthdevon.nhs.uk>

If the child is of pre-school age, please see the information for the Under 5s pathway below.

Under 5s Pathway

For children/young people under 5 who have a range of complex neuro-developmental difficulties we have a pathway to support them through their assessment and support.

We provide the service in Northern and Eastern areas of Devon and referrals are sent to our Single Point of Access. In Southern Devon, referrals should be sent to the John Parkes Unit in Torbay. In Western Devon, referrals are passed to the Scott Hospital in Plymouth.

The pathway is for children with difficulties in the following areas: Communication disorders, Autistic spectrum condition, Coordination and movement concerns (including cerebral palsy and other motor difficulties), Genetic and chromosomal problems, Cognitive and learning disabilities, Multi-sensory impairment, including hearing and vision impairment, Developmental delay that is outside of the norm for their expected age.

We would expect referrals to come with information from Health Visitors who can carry out ‘ages and stages’ reviews or schedule of growing skills. In addition, if there are multi agency assessments already in place such as a Devon Assessment Framework (DAF) this will help us to screen referrals.

If the referral is sent to the wrong provider, it will be returned to the referrer.

Other Services which are part of CFHDevon

Information, referral criteria and exclusion criteria for the other services that we run including Occupational Therapy, Learning Disability Nursing and Psychology, Community Children’s Nursing, Palliative Care, Rehabilitation Officers for Visually Impaired Children, and the Children with Disability Social Work Team, can be found on our website at www.devon.integratedchildrenservices.co.uk.

If you’re unsure, give the SPA a call...

t: 0330 024 5321 (our phone lines are open weekdays, 09.00 to 17.00)

w: <http://childrenandfamilyhealthdevon.nhs.uk>