

## Solihull Community Children's Services

### Local Offer Meadow Centre Services

<b>Name of service</b>	Service for children with complex needs based at the Meadow Centre	
<b>Service manager</b>	Shirley Heatherington	
<b>Contact details</b>	The Meadow Centre Heart of England Foundation NHS Trust 36 Faulkner Road Solihull B92 8SY	<b>Tel:</b> 0121 722 8010  <b>Email</b> <a href="mailto:meadowcentre@heartofengland.nhs.uk">meadowcentre@heartofengland.nhs.uk</a>
<b>Hours of operation</b>	Monday to Friday, 9-5 pm	

#### What does the team based at the Meadow Centre do

The service provides multi-disciplinary coordinated specialist assessment, diagnosis and support for children with complex medical, developmental difficulties or difficulties that indicate the possibility of an Autism Spectrum Disorder. We work with children from birth to 18 years old.

<p>Can your child receive support from the service?</p>	<p>Children with complex medical needs receive a comprehensive well-coordinated assessment, linked to on-going care packages. The package may include medical support, Physiotherapy, Speech and Language Therapy, Occupational Therapy and learning support provided in collaboration with our colleagues from Specialist Inclusion Support Services (SISS) as well as liaison and management of children's conditions in partnership with the acute and other Community Health colleagues.</p> <p>For children referred to us with neuro-developmental difficulties that may indicate an underlying difficulty such as an Autism Spectrum Disorder, this group of children we also provide a comprehensive differential diagnostic assessment in order to report on a child's profile of strengths, difficulties and needs. After assessment the child and family are linked to the most appropriate services for support.</p>
<p>How is a child referred?</p>	<p>Children/young person can be referred by parents or professionals on the Meadow Centre referral form. Referral criteria are in place to ensure that the service works with the children/young person that require a highly specialist multidisciplinary approach to understand their needs. All children should receive the support they need from services local to them. These services will help build a profile of a child/Young person's strengths and difficulties to support the referral. The information we require is explained in detail in the service referral criteria and on the referral form.</p> <p>After a child/young person is referred to this service, we will consider all the presenting information sent to us at a multi-agency referral meeting held fortnightly. We write to the parents/carers and all professionals involved to let them know what the recommended next steps are. If there is not enough information provided or if the information does not indicate that further specialist assessment by this service is appropriate then we will write and let all involved with the child/young person know that also.</p>

Time and location of appointments	<p>Most of the children and young people referred to our service are offered an appointment at the Meadow Centre. Appointments are offered between the hours of 9.00 am – 5.00pm. We may also need to see a child or their family at home or at their school. Parents/carers will receive an appointment letter in the post. If an appointment offered is not convenient then parents/carers are invited to telephone us immediately so that we can offer an alternative date and offer that appointment to another family.</p>
How to complain about anything related to the service you receive	<p>The team based at the Meadow Centre welcomes feedback about your views and experience of the service. Any concerns can be raised directly with the Clinicians or with the Clinical Lead .</p> <p>Parents/carers are invited to provide additional feedback using the Satisfaction Survey which is sent out to all parents with the assessment report. Heart of England NHS Foundation Trust has a formal complaints procedure – information about this can be found on the Trust web site <a href="http://www.heartofengland.nhs.uk">www.heartofengland.nhs.uk</a></p>

	<b>Universal</b> <i>This is the support from the service that is available to ALL children in Solihull</i>	<b>Targeted</b> <i>This is the support that is provided by the specialist Meadow centre team for children after assessment.</i>	<b>Specialist</b> <i>This means the specialist assessment and advice offered to children accepted to the service based at the Meadow Centre.</i>
<p><b>Learning/curriculum support</b> This is the support from the service available for teachers and other staff members to adapt the curriculum and environment to make sure your child makes the best possible progress in school</p>	<p>The specialist staff at the Meadow Centre are happy to discuss and advise teaching staff and other professionals on our referral process and the information that we will require to support referrals.</p>	<p>Once a child has received an assessment by the Meadow Centre specialist team appropriate targeted services will be identified. In addition advice can be provided through this service for children with a diagnosis of an Autistic Spectrum Disorder around sleeping difficulties, toileting difficulties and fussy eating.</p>	<p>Specialist assessments are offered to young people who meet the referral criteria. The service will carry out an individualised assessment which is planned in partnership with parents/carers and is followed by a comprehensive report. The report will identify a diagnosis, if that is appropriate and will include links to targeted services to ensure a child's needs are met. For children with complex medical needs, which may include eating and drinking concerns (dysphagia) we provide on-going packages of multi-disciplinary therapeutic support. This may include Physiotherapy, Occupational Therapy, Speech and Language Therapy and Paediatrics. Specialist liaison will take place with colleagues in the Acute and Community Health teams and with our colleagues from educational support services to ensure a co-ordinated approach for children with complex needs. Our aim is to ensure that each child reaches their potential.</p>

<p><b>Physical and emotional well-being</b></p>	<p>There is no universal support offered by this service.</p> <p>All Meadow Centre Services are specialist due to the nature of the child's difficulties</p>	<p>We aim to promote the physical and emotional well-being of children and young people with complex needs by helping those involved with them understand the nature and impact of their difficulties</p>	<p>Understanding the child/young person's interests, concerns and priorities is a vital part of our service. We use a range of strategies and tools to involve young people effectively in our assessment process. Discussions are held with parents around how to best involve a child/young person in the outcomes of the specialist assessment.</p>
<p><b>Access and inclusion resources</b> These are the practical materials and other resources needed to support your child in school e.g. equipment</p>	<p>There is no universal support offered by this service.</p> <p>All Meadow Centre Services are targeted or specialists due to the nature of the child's difficulties</p>	<p>Through the reporting system recommendations are made after assessment.</p>	<p>For children/young people with complex medical needs, assessment will include developing an understanding of specialist resources and equipment that will be required.</p>
<p><b>School-based training</b> This is the training support available for school staff and others involved in supporting your child</p>			<p>The Meadow Centre services are specialists due to the nature of children's/young person's complex needs. Training is not directly offered but advice and support is offered for children with a diagnosis of an Autism Spectrum Disorder by educational support specialists.</p> <p>For children with complex medical needs, individual discussions with teaching staff may take place.</p>

<p><b>Support for families</b> This means the support available to your family in addition to being involved in planning meetings etc.</p>		<p>We can signpost families to appropriate local and national support groups and other community based services in order to enable a child/young person to reach their potential.</p>	<p>All families are involved in the planning of their child's assessment. A detailed structured conversation takes place with parents/carers to ensure that we fully understand their child's presentation over time. Clinicians will be able to offer advice, support and make recommendations through this process.</p>
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