Integrated Community Paediatric Services in Suffolk

The Suffolk services within SEPT continue to be part of the Suffolk Community Healthcare partnership. This partnership is made up of services that transferred to Serco, SEPT and Bedford Community Dental Services CIC. Serco is the main contract holder for the community services in Suffolk with the Ipswich & East and West Suffolk Clinical Commissioning Groups. There is a separate Clinical Commissioning Group for the Waveney area of Suffolk which the SEPT services do not cover for core service delivery (some services have an SLA for aspects of service). There is also a significant amount of activity undertaken for Thetford patients in Norfolk as part of contract arrangements with South Norfolk NHS Clinical Commissioning Group.

Community Paediatric Services:
Community Paediatric Services consist of seven paediatric services which operate as part of an integrated model of delivery primarily to children and young people with medical, developmental, neuro-disabling and cognitive disabilities and longer term health conditions. Individual service specifications describe the seven services which reflect an integrated framework and evidence a personalised approach to the delivery of care that is responsive to the complexity of children, young people and their families’ needs.

Brief service descriptors can be seen below:

Paediatric Medical Team
A team comprising of Consultant Paediatricians, Speciality Doctors, Specialist Nurses and associated administrative support staff. The team delivers specialist secondary care for children outside hospital in partnership with the therapy teams. Children from infancy to school leaving age (in some cases up to the age of 19) with a range of complex medical and developmental problems are under the care of this team. The team also supports Safeguarding pathways for assessment of children in the community, provides an Adoption Medical Advisory Service and will also now see all new Looked After Children for initial health assessment.

Main Office telephone contacts:
Ipswich: 01473 321200
Bury St Edmunds: 01284 775005

Paediatric Physiotherapy Team
The Paediatric Physiotherapy service is delivered by a skill mixed team of qualified physiotherapists, therapy technicians/assistants and administrators who provide a specialised service to children up to the age of 19 years. The team assesses and treats children and young people with identified or suspected motor, neurological or developmental problems, to enable them to achieve optimal health and wellbeing, and to access and participate in the world around them. The physiotherapy team also coordinates the activity of Therapy Focus Suffolk, a team of highly specialist Physiotherapy, Occupational Therapy and Speech and Language Therapy staff who provide blocks of targeted assessment/therapy for children with Cerebral Palsy who need specialist advice or treatment in addition to that offered by their local therapy team. This may be to solve a specific problem or to identify a way forward when a child is having difficulties in specific areas.

Main Office telephone contacts:
Ipswich: 01473 321220
Bury St Edmunds: 01284 775017

Paediatric Occupational Therapy Team
The primary role of Paediatric Occupational Therapy is to enable children and young people with functional disability to participate in every day activities. The service provides assessment and treatment for children and young people 0 to 19 years with specific difficulties that are affecting their ability to access education and the environment. This is achieved by developing interventions that enhance their ability to participate or by modifying the environment through the use of specialist equipment, and this is
done in partnership with parents and staff within the child’s educational setting. The service is provided by a specialist team of qualified occupational therapists, therapy technicians and assistants, as well as administrators.

**Main Office telephone contacts:**
Ipswich: 01473 321230  
Bury St Edmunds: 01284 775017

**Paediatric Speech and Language Therapy Team**
The service provides assessment, differential diagnosis, intervention and management of children and young people aged 0 – 19 years with a wide range of communication and/or eating and drinking difficulties, including those children with severe and complex needs. Communication is an essential skill underpinning a child’s emotional, social and educational development. The Community Speech & Language Therapy Service is part of a continuum of services designed around the family. The service, comprising qualified speech and language therapists, therapy technicians/assistants and administrators ensure children’s speech, language and communication needs (SLCN) are met using evidence based interventions.

The Speech and Language Team also includes the **Suffolk Communication Aids Resource Centre** (SCARC), a countywide assessment, support, training and advice service for children and young people who need to use an Alternative/Augmentative Communication (AAC) system such as an electronic Voice Output Communication Aid (VOCA). SCARC operates an Equipment Loan Bank and is also responsible for purchasing, setting up and providing short and long term loans of Communication Aids, including ongoing maintenance and repairs. The work of SCARC is guided by a multi agency steering group with representation from Health, Social Care, Education, a service user as well as parents of AAC users. The Local Authority monitors and contributes to the budget for loan equipment and repairs.

**Main Office telephone contacts:**
Ipswich: 01473 321225  
Bury St Edmunds: 01284 775081

**Children’s Community Nursing Team**
The Community Children’s Nursing Teams work across Suffolk providing a community based nursing service for children and young people with acute and complex/chronic health care nursing needs between the ages of 0 – 18 years. The team of qualified nurses and nursery nurses, supported by administrative support staff provide acute nursing care, nursing management and support to children with complex health care conditions and palliative care to children in the end stages of life in the child’s home and other community settings. Training is also given to parents and carers to enable them to care for children with specific care needs.

**Main Office telephone contacts:**
Ipswich: 01473 275320  
Bury St Edmunds: 01284 775086

**Community Audiology and Newborn Hearing Screening**
The aim of these services is to enable the early identification of unilateral or bilateral childhood hearing impairment and subsequent on-going referral and management. Multi agency support is offered for children and families in order to minimise the effects of hearing impairment on the child. The service in SCH is led by a Paediatric Audiology Scientist, supported by an audiology nursing team. The **Audiology** service provides;

- a hearing screen to children were there are concerns about the child’s communication ability or where there are significant risk factors for hearing impairment.
- On-going review of children identified with a permanent hearing loss, requiring amplification, within a multi-disciplinary team setting to ensure that the child’s communication needs are met. Multi-
disciplinary team includes a paediatrician, Advisory teacher from Education, Speech and language Therapist (as appropriate), and Audiologist.

- Monitoring of children diagnosed with on-going hearing impairment who are not aided (E.g. Middle ear pathology, mild and unilateral loss).
- The Newborn Hearing Screening Service in west Suffolk offers a hearing screen to all eligible newborn babies born in West Suffolk Hospital, or where a child moves into the west Suffolk area under the age of three months, using the defined national protocols for screening. The aim of the service is to enable timely referral into Audiology services of children who need further assessment of their hearing.

Main Office telephone contacts:
Ipswich: 01473 321216
Bury St Edmunds: 01284 775123

Community Clinical Psychological Therapy Team
Child & Family Psychological Therapies Service aim to enable service users and their families to have the necessary skills and abilities to cope with their emotional needs and daily lives in order to maximise psychological and physical well-being; to develop and use their capacity to make informed choices in order to enhance and maximise independence and autonomy; to have a sense of self-understanding, self-respect and self-worth; to be able to enjoy good social and personal relationships; and to access commonly valued social and environmental facilities.

The team of clinical psychologists, assistant psychologists and associated support staff are responsible for assessment, diagnosis and providing interventions to children and young people with complex neuro-developmental difficulties. The team has specialist teams who target support to children with behavioural difficulties and autism who require complex support and management packages of care.

Main Office telephone contacts:
Woodbridge: 01394 389200

Child Health and Administration
The Child Health team are a team of administrative staff who support the management of the child health records in the east of the county. They also support the general corporate administrative running of the paediatric team and services at St Helen’s House.

There is also dedicated administrative/business management in the west of the county but this team does not have responsibility for the management of the Child Health Records. There is, however, significant liaison with the NSFT Child Health Team who has this responsibility.
For general enquiries about any of our paediatric services in Suffolk please contact:

Nic Smith-Howell - Associate Director of Integrated Community Paediatric Services
St Helen’s House, Ipswich
Tel: 01473 321252/3
Alternatively you can contact our core sites via Soo Norman, at St Helen’s House in Ipswich, on 01473 321211 or Judith Duchesne at the Child Health Centre in Bury St Edmunds on 01284 775080

Community Paeds Main Bases:

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<tr>
<th>St Helen’s House 571 Foxhall Road Ipswich IP3 8LX</th>
<th>Ipswich Child Development Centre Ipswich Hospital Heath Road Ipswich IP4 5PD</th>
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<tbody>
<tr>
<td>Bury Child Development Centre/Bury Child Health Centre Hospital Road Bury St Edmunds IP33 3ND</td>
<td>Stowmarket Child Development Centre Violet Hill House Violet Hill Road Stowmarket IP14 1NL</td>
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There are a number of outlying clinics and with therapies also having a significant presence in the special schools.

Complaints and compliments
To contact us via telephone or email with a complaint or concern (or a compliment or comment) via our Complaints Officer:
Tel: 01268 407817
Email: complaint.department@sept.nhs.uk
The office is open weekdays from 09:00 to 17:00

To contact PALS (Patient Advice and Liaison Service):
3rd Floor Rushbrook House,
Paper Mill Lane, Bramford, IP8 4DE
Tel: 0800 3896819
Email: pals@suffolk.nhs.uk

A service delivered on behalf of the NHS by Serco,
South Essex Partnership University NHS Foundation Trust
and Community Dental Services CIC.