

Children and Young People's Team

North Lincolnshire (covering communities in Scunthorpe and surrounding areas)

This leaflet has been designed as an introduction to the following services for children:

- **Occupational Therapy**
- **Speech and Language Therapy**
- **Physiotherapy**
- **Nutrition and Dietetics**

Information for parents and carers

The Children and Young People's Team provides specialist assessment and therapy for babies, children and young people across North Lincolnshire.

The team is made up of occupational therapists, physiotherapists, Dietitians and speech and language therapists and is community based, working in nurseries, mainstream schools, special schools, children centres, community clinics, homes, Scunthorpe General Hospital and the child development centre.

Your first appointment

If this is the first time your child has been referred to the children's therapy team, you may be wondering what to expect.

At the first session:

- You will have the chance to discuss your child with the therapist
- The therapist will work with your child so that he or she can find out what your child can do. We aim to make sessions fun so that children relax and want to take part
- The therapist will explain what's happening – and why – and give you feedback about your child

Remember that

- You know your child better than anyone – and we will listen carefully to what you have to say
- We want to work in partnership with you to help your child
- We encourage you to ask questions and share your feelings and ideas with us

What next?

What happens after the first appointment depends on your child's individual needs. The therapist will discuss the options with you and may:

- Offer advice and then discharge your child - if no further appointments are needed
- Offer some advice and then set a date to check on your child's progress
- Refer your child on to another service if others can help
- Arrange some further sessions to continue with the assessment or to provide therapy
- Give advice or activities for you – or other people who know your child well – to do. We routinely work with (and through) teachers, nursery staff, child-minders and a range of other professionals



Information for parents and carers

We ask that

- You keep your appointments – or let us know as soon as possible if you cannot attend. Missed appointments can result in discharge
- Follow advice and practice with your child at home
- Keep in contact about how your child is getting on – and let us know straight away if there are any problems
- Provide us with any changes of address or phone number – and inform us of any issues affecting your child e.g. new medication, new school

Contact details for Further Information

You can contact us on (01724) 203755

Children and Young People's Team
Monarch House
Queensway Industrial Estate
Scunthorpe
DN16 1AL

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service offers confidential advice, support and information on any health related matters.

If you have a comment, concern, complaint or compliment about the care or service you have received from the Trust you can contact the PALS team as follows:

Telephone: 03033 306518

Email: nlg-tr.PALS@nhs.net

There are also offices at both the Diana Princess of Wales Hospital (near the main entrance) and Scunthorpe General Hospital (on the C Floor, near the outpatient department), should you wish to visit.

Please note: PALS should not be contacted for clinical advice relating to the content of this leaflet. The service should be contacted directly in the first instance.



Information for parents and carers

Confidentiality and How We Use Data

Personal information on NHS patients is collected and recorded within paper and electronic formats primarily to support high quality care that is safe and effective. To do this, information is also used to support quality improvement activities, investigate any concerns you may raise as well as to support and understand NHS performance. All NHS staff have a legal duty to keep information about you confidential.

Information will only ever be shared with people who have a genuine need for it. Other circumstances where information may be shared include administrative teams to plan future care needed, commissioners of Trust services, other NHS or social care providers and in some cases voluntary sector providers.

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients who are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.



Information for parents and carers

Northern Lincolnshire and Goole NHS Foundation Trust

**Diana Princess of Wales Hospital
Scartho Road
Grimsby
DN33 2BA**

**Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
DN15 7BH**

**Goole & District Hospital
Woodland Avenue
Goole
DN14 6RX**

03033 306999

www.nlg.nhs.uk

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