



**Committee**  
**People Overview**  
**Scrutiny**

**29 March 2023**

Item

Public



# Children and Young People Complex Needs Summit – Outputs and Next Steps

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<b>Cabinet Member (Portfolio Holder):</b>	Kirstie Hurst-Knight		

## 1. Synopsis

*This report summarises the key themes and next steps from a system wide summit held on March 6<sup>th</sup> 2023 to review issues for children with complex care needs and their families.*

## 2. Executive Summary

*A proposal to engage the Integrated Care System (ICS) professionals from education, health and social care with families/carers and young people to work together to identify and problem solve the challenges experienced by children, young people (CYP) with more complex mental and/or physical special educational needs and/or disabilities and their families/carers was made and agreed by the Children and Young People , Families and SEND board.*

*A summit on Complex Care needs for Children, Young People and their families was delivered on 6<sup>th</sup> March 2023.*

*The three topic areas discussed were:*

- *Mental health support for CYP with complex care needs*

- *Preparing for Adulthood/Transition to adult services*
- *Early help support and intervention.*

*This report discusses the output of that discussion and the next steps to making change that impacts positively on CYP, their families and the staff working across education, health and social care and how the progress on the actions will be monitored.*

### 3. Recommendations

- 3.1. To note the contents of the report.
- 3.2. To ask the Children, Young People, Families and SEND system partnership board to take the outputs of the summit and monitor delivery and provide assurance against the actions within the CYP workplan.

## Report

### 4. Background

#### Overview

A proposal to engage the Integrated Care System (ICS) professionals from education, health and social care with families/carers and young people to work together to identify and problem solve the challenges experienced by children, young people (CYP) with more complex mental and/or physical special educational needs and/or disabilities and their families/carers was made and agreed by the Children and Young People, Families and SEND board in late 2022. Opportunities to share positive practice that has resulted in positive or improved experiences for children and young people would also be collected and shared.

A half day learning summit was developed to include a range of session topics, including the lived experience from families and young people willing to share their experiences, professionals working in these services and senior strategic leaders from the ICS.

This summit was delivered on 6<sup>th</sup> March 2023. This report outlines the feedback, learning and next steps of the summit.

#### Topics included:

It was agreed that the neurodevelopmental pathway and Speech and Language services had been discussed in detail in other forums, with the challenges and risks well understood and the CYP, Families and SEND board is developing a workplan and aligned risk register to gain assurance, monitor the risks and issues related to these topics. These two areas form part of the Accelerated Progress Plan following the Shropshire SEND review in October 2022 and the subsequent publishing of the report from Ofsted and CQC in February 2023.

Therefore, three topics were selected to discuss that had not had a previous degree of focus.

These were:

- Mental health support for CYP with complex care needs
- Preparing for Adulthood/Transition to adult services
- Early help support and intervention.

4.1. The summit was attended by system representatives (Shropshire, Telford and Wrekin) at service and senior level from education, health and social care. Parent and carer representatives were present from both Shropshire and Telford and part of the summit was a story of lived experience from Ruth and her son Jacob. Unfortunately, several Telford colleagues had to leave the event due to the notification of the Ofsted/CQC Area SEND inspection in Telford on the morning of the summit.

4.2. Organisational representatives:

- Shropshire Council
  - Telford and Wrekin Council
  - PACC (Shropshire Parent and Carers Council)
  - Telford POD (Parents Opening Doors)
  - NHS Shropshire, Telford and Wrekin (Integrated Care Board)
  - Shrewsbury and Telford Hospital NHS Trust
  - Midlands Partnerships NHS Trust
- Shropshire Community NHS Trust gave apologies on this occasion.

#### 4.3. **Mental Health Support**

It was agreed that the discussions should extend to family support as well as support for CYP with complex needs.

The main priorities that came out of the discussion were:

- There need to be systems in place to record information that is inclusive of all needs of the CYP/family and systems need to be integrated.
- There is a need to improve communication between CYP and families and organisations with a co-ordinated approach.
- There needs to be more focus on Multi-Disciplinary Team (MDT) working with a family approach. Education, health and social care need to be more joined up.
- There needs to be a culture change to build trust with the family and the providers, to explain their role and input and educate and support families to utilise the system and where necessary, challenge.
- There needs to be a greater understanding of thresholds and thresholds should be used effectively to support the child and family rather than being used to pass issues around the system. Thresholds need to be person centred.
- There needs to be more understanding of the emotional impact on families and how to provide the basic things that support mental health (friendships, being valued, achievements). CYP and their families don't

always have the same community networks that mainstream children and their families access.

- There needs to be specialist support available for CYP and family mental health and wellbeing.
- Different services available to families in Shropshire and Telford - therefore we need to look at equity of access.

What is going well:

- GP annual health check reviews were regular and well received, this was a notable improvement.
- Care-co-ordinators and social prescribing access was valued and helpful.
- Parent carers provide 'Rainbow packs' which were a really useful resource.

#### 4.4. **Preparing for Adulthood/Transition to Adult Services**

The main priorities that came out of the discussion were:

- Planning early with CYP and their families was crucial and must include the parent voice and the aspirations of the young person, including those children in residential settings.
- Data and Intelligence should be used to inform joint commissioning decisions and link children's and adult services.
- Silo working is a particular issue - often work with the child is focussed on school and not the community to prepare the young person to grow into an independent adult.
- Working with the family to help them support transition conversations and experiences.
- Making sure the system transfers knowledge well across the system so that healthcare works well in adult services too.
- Preparing for adulthood should start in the early years and should follow the child from nursery-primary-secondary and onwards. Having those early conversations to build into the Education, Health and Care Plan.
- For children who are non-verbal, assumptions can be made on what the child can achieve and there is a need to raise those expectations.

#### 4.5. **Early support and intervention**

- Using the services we already have in a smarter way, it's not always about more money.
- Changing ways of working and removing barriers. Empowering all.
- Children's Development Centres (CDC) have become health focussed and not a true MDT as in the past, Changing this approach could be the start of bringing the MDT together. CDC conversations need to start at the beginning of the assessment and involve social care.
- Need a multi-agency one stop shop for advice for families and staff.
- There is a need for more support in the home environment with health visiting, portage and emotional health and well-being support.
- Support maternal health after birth of a child with complex needs.

- Better conversations and training with colleagues about preventative health and not crisis management.
- The same emotional support for parents as well as the child/young person.
- How the system can worry the parents more by not being proactive.
- Communication that is clear and informs families.
- Early support and intervention means different things to health and social care.
- Lack of access to portage services for all families.
- Parents don't know what services they can access and feel they have missed out on opportunities when they learn of services available that they were not aware of at the time of need.
- There are often emotional barriers for staff and this creates a reaction of feeling overwhelmed. We need to be better at supporting staff and encouraging co-production.
- There is a clear need for Occupational Therapy support and SALT support from early years so the young person can reach their potential.

## 5. Conclusions

### 5.1. Next steps:

- The outputs from the summit will be included in the priority workplan for the CYP, Families and SEND system board.
- The board will monitor and review the actions against the work plan.
- A risk register will sit alongside the workplan and be clear where the gaps and mitigations need to be managed and escalated.
- The early help and prevention agenda is the place to start transformational change.
- There is a need to co-produce the solutions which bring both the stakeholders and families together.
- MPFT have already asked to review the support for families through the Bee-U service.

**List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)**

**Local Member:** All

**Appendices** [Please list the titles of Appendices]

**None**

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