



# snapshot

Wirral SEND Services

Coronavirus  
(COVID-19)

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**PARENT/CARER EDITION  
JANUARY 2021**

Hi Everyone,  
Happy New Year! Of sorts....

We wanted to update you as to the current state of play within Wirral SEND services/organisations given we are now in lockdown 3.

The contributions are listed alphabetically and there is content from the local authority's SEND services, Social care, Health services and a range of third sector organisations who continue to provide invaluable support to our SEND families.



**Within this edition, I'd like to signpost you to the fabulous offer by the Positivitree on Page 43 and the Wirral SEND Partnership Parent/Carer Annual survey on page 35. They'd welcome your feedback on their service.**

The latest edition of the NW SEND Regional Newsletter is again packed with loads of great information and well worth a read. [North West Regional SEND Newsletter](#).

Please also be aware of the latest [Minister Ford's open letter dated 14.1.2021 to all children and young people with special educational needs and disabilities \(SEND\), their parents/carers and families, and others who support them.](#)

Next week Wirral will be visited by a research team from Ofsted and the Clinical Quality Commission to see how the pandemic has impacted on our SEND young people and to hear how we adapted our services to manage the evolving needs. Thank you for completing their on-line survey to enable them to hear your views. If you haven't there is still time. [COVID 19 SURVEY – PLEASE TAKE 15 MINUTES TO SHARE YOUR VIEWS | Local Offer Wirral](#)

## 0-19 Health and Well-being Service - School Nursing



### Happy New Year!

We appreciate that this remains a challenging time for everyone locally and want you to know that our services remain and we are here for you. We know that community transmission of the virus has been and continues to be high but what we also know, from feedback from last year, is the challenge this poses for our families and young people. The most important feedback I have listened to throughout all of this is the differences in how everyone is able to respond and the different journeys that everyone has been on. Alongside the normal family ups and downs the COVID pandemic has created a magnifying lens on situations for families where there are further challenges. It may be that you are worried about an elderly relative or that you aren't able to see family members. Maybe you feel lonely or just missing the usual routines. Every moment of reflection, whatever the reasons, are significant and will certainly stay with us for some time. We launched an idea in the last lockdown to consider some positives and when having reflection time to include the positives – take some time out to think of some of the positives.

For 0-19 services we have had to reconsider our clinic offer due to the community transmission risk at this time and although we had opened our community clinics back up in a variety of settings, we now only have a clinic site at St Cath's with clinical criteria. We apologise for cancelled appointments and encourage you to contact our advice line if this has left you with any concerns regarding your child's health and well-being. Our contact number for this is 0151 514 0219. We understand, due to the nature of our support, that there are times when only a face to face contact is suitable and this can be arranged for some of our contacts with use of a COVID triage and PPE for staff. We also would ask you to wear a face covering for this appointment if confirmed to be a face to face appointment. Our therapy teams have moved to a virtual offer at this time using a platform called Attend Anywhere and this is being used well with good feedback from our families.

We have a variety and are looking to increase our self-care resources and have worked with the 'MyChildCan' team to ensure these are available both on our website and through Facebook updates. We have some exciting news that will be updated as soon as we go live! A new text service for our local young people to use and access advice and support.

Please take care and we will provide regular updates on the Health Visiting Wirral Facebook page and myhealth update.

**Contact: Lindsey Costello, Service Lead Wirral 0-19**  
**E mail: [lindseycostello@nhs.net](mailto:lindseycostello@nhs.net)**

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## **ADHD**

Patients continue to be cared for by the team at St Cath's and will be contacted when due for an appointment.

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## **ADDvanced solutions**

ADDvanced Solutions Community Network have an online offer to support children, young people, families and professionals in the Wirral area.

Offering telephone and email consultations so please get in touch by calling 0151 486 1788 from 9am-5pm Monday to Friday, or email us at [info@addvancedsolutions.co.uk](mailto:info@addvancedsolutions.co.uk).

We offer online learning workshops, groups and programmes for parents/carers and professionals. We have recently added a sleep and sensory processing offer consisting of learning workshops and consultations, in addition to an offer for those having difficulties with teaching and learning at home and supporting the difficulties transitioning in and out of school.



Please use the link below to read our latest newsletter. We have lots of training for professionals and families, please share with whoever you feel may benefit. Our Wirral offer is on the Local Offer website [What's On in Wirral Winter Half Term 2021 \(localofferwirral.org\)](http://localofferwirral.org) with details of the latest learning workshops and our online Community Network group.

**Contact: Vanda Reeves, Director Community Network Development. E mail: [V.Reeves@advancedsolutions.co.uk](mailto:V.Reeves@advancedsolutions.co.uk)**

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## **ASC Team**

The Autism Social Communication (ASC) Team continues to support children, families, schools and settings during the current lockdown, adapting and responding to changing circumstances as required.

Team members continue to be available to offer advice, support and resources whilst accepting jointly completed (parents and staff) contact forms.

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## **Autism Together – Children & Family service**

During COVID we have been supporting families in a number of ways. At the beginning of the pandemic, we moved our clubs online and held four clubs a week covering 8-18yrs (25 with an Education Health Care Plan). The online clubs were very popular with families and young people who welcomed a scheduled activity and gave young people a way to connect socially with others.

The online provision can be quite busy. As this doesn't suit every child and can be a bit intimidating for new people, we have also offered online one to one sessions if requested and suggested new members can log in without mic and video to get a feel for the group.

In October following a COVID secure risk assessment, we were able to begin face to face provisions again. To protect the young people and staff we have reduced the numbers able to attend the groups and implemented regular cleaning, social distancing, hand gel and no touch thermometers. Initially we prioritised those young people who were not able to access the online groups. We have recently increased our in person provision to two clubs on a Saturday and one on a Thursday evening.

Some young people have said they are not ready to return to face to face clubs as they may be anxious or living with someone who is vulnerable so online clubs have continued to run throughout.

Rainbows groups for children under 8 were suspended at the start of the pandemic. One group was successfully moved to online during the summer and a second is due to commence next week. Families have continued to be signposted to a number of organisations during this time such as Wirral Local Offer, CAMHS (including their self- help resource pack), Wirral Info Bank, Koala NW and Wired SEND.

Here's what we currently have on offer:

### **Wednesdays**

Connected Group – 2-3pm & 3-4pm

Children in Need group – 5-6pm

Children in Need (Siblings) Chill & Chat 6.15-7.45pm

All currently held via Microsoft Teams

### **Thursdays**

Gaming group 5-6pm for 8-18yrs old

Chat about gaming etc.

Activity Group 6.15pm to 7.45pm = 8-12 years old

Currently held via Zoom



## Fridays

Gaming group 5-6pm for 8-18yrs old

Chat about gaming etc.

Friendship group 6.15-8.15



For young people who have attended our friendship group in the past and those who are on verge of independence with travel and money. By invite only.

Both currently held by Zoom

## Saturdays

Activity Groups 8-18yrs. From 10.15-11.45 and 12.15-1.45

For young people with ASD and social communication difficulties as primary need. Opportunity to form friendships, play games and have fun.

For further details or to book a place, please contact Lynda Maxwell on 0151 666 9960.



## RAINBOW GROUPS

Monday 3.30-4.30 usually at Bromborough but now online

Friday 9.45 – 10.45 usually at Brassey Gardens but now online

**Contact: Lynda Maxwell: [lynda.maxwell@autismtogether.co.uk](mailto:lynda.maxwell@autismtogether.co.uk)**

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## Believe it Coaching



Would you like to hear Paralympic Wheelchair Basketball player Anna Jackson talk about her sporting career which has taken her all round the world playing sport. She also talks about disability, mental health and being Autistic. Her talks help people of all ages realise that life can be limitless rather than limited. Anna uses photos and

videos to help tell her story and is happy to run virtual sessions for Schools or for young people being home schooled. Anna is currently offering her sessions for free to help support our schools and young people in this difficult time.

Just get in touch to find out more  
Anna Jackson 07711 356541 or e mail: [anna\\_jackson@yahoo.com](mailto:anna_jackson@yahoo.com)  
<http://www.believeitcoaching.co.uk>

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### **CAMHS**

Here in the CAMHS Learning Disability Team we're continuing to do everything we can to offer help to our families whose children present with challenging behaviours and mental health concerns.

We had to stop delivering our face to face Behaviour workshops for the parents and carers of children and young people with learning disabilities. The Team has therefore developed a series of videos; they cover the areas that would have been discussed in the workshop, albeit in a more condensed format. We hope they help with an understanding of challenging behaviour, why it happens and what can help. The videos talk about becoming behaviour detectives for the individual child or young person, and then based on this understanding of the functions of the behaviour, developing helpful strategies and approaches. These videos are available on our MYMind website <https://www.mymind.org.uk/>

You can get to the videos on this page -  
<https://www.mymind.org.uk/about-mymind/parents-and-carers/training-for-parents/>

Our ambition is that we will be able to deliver these workshops as live and interactive webinars in the near future.



## **Focus on health inequalities**

The team are ensuring that the children and young people with learning disabilities known to the team have a 'flag' on their WUTH patient record to identify them as a person with a learning disability and therefore requiring reasonable adjustments should they attend hospital.

The team have developed a pathway to support families in ensuring their children with a learning disability have an up to date health passport. The team are supporting parents/carers to complete these where needed and engaging with the Learning Disability Liaison Nurse at the local hospital trust. The NHS Covid-19 Grab and Go forms are available for use in conjunction with Health Passports and practitioners are raising awareness of these with families where appropriate.

## **Community visits and outpatient appointments**

Theses have taken place using phone calls, tele-conference and video conference. Through this type of appointment, the team are continuing to offer holistic and person centred support to the children and young people open to them. Parents and carers have reported a high level of satisfaction with the level of contact and support they have received. We do see some families face to face at our clinic and at home, when this is needed (with stringent COVID 19 safety measures and PPE equipment)

## **Crisis Support**

Wirral CAMHS are part of the 24/7 Mental Health Crisis helpline is open to people of all ages who require urgent support and are residents of Cheshire West, Cheshire East and Wirral.

If a child or young person's mental or emotional state quickly gets worse or deteriorates, this can be called a 'mental health crisis'. In this situation, it is important to get help quickly.

Parents/carers and young people can call 0800 145 6485 and our dedicated local staff will support them to access the help you need. The phone line is free to call, open 24 hours a day, seven days a week and is open to people of all ages – including children and young people.

## **Service Development Projects**

### **Learning Disability Annual Health Checks**

Back in July we were very interested to learn that NHS England was inviting applications for areas to become 'exemplars' in learning disability care. A key focus of the exemplar sites will be to increase the uptake of annual health checks available to people with learning disability to at least 75%, (NHS Long Term Plan) particularly amongst 14-17 year olds with a learning disability.

The teams were excited and proud to learn that they have been selected as one of nine areas to be recognised as an exemplar or champion site.

Cheshire and Wirral Partnership NHS Foundation Trust and Wirral Clinical Commissioning Group recognised this as an opportunity to build upon the ongoing good practice in order to reduce health inequalities for people with a learning disability, of all ages.

This project would provide support to drive forward approaches to improve care through a focus on increasing the uptake of annual health checks amongst 14-17 year olds with a learning disability.

The first step was a to undertake a survey; we wanted to learn more about what parents and carers of a children with a learning disability, knew about GP annual health checks. We wanted to learn about your experiences if your child has had an annual health check.

The survey has now been completed and the report with recommendations and actions/next steps is well underway. We will

be repeating the survey in March to help us see if our actions have increased awareness of annual health checks.

I will keep you all updated on how this exciting project is progressing.

## **Health Passport Project**

The Queens Nursing Institute's Fund for Innovation 2020 (with funding from the Burdett Trust) is focussed on nurse led projects to improve health outcomes for people with learning disabilities. Our team applied in January last year with an emphasis on the health needs of children and young people with learning disabilities. The specific aim of the proposal; **to develop a co-produced, local health passport for children and young people with learning disabilities and/or autism in Wirral that enhances communications and access to services.**

We learned that our application had been successful and a series of workshops in London with the QNI were booked in order to provide support to ourselves. But of course, they had to be cancelled due to COVID 19 and the project start was pushed back to September. The workshops have now taken place remotely. We really have had wonderful support from the QNI.

A review of the current available hospital passports/health and well-being passports reveals that many do contain all the necessary sections and cover all aspects of health and wellbeing as well as the person's communication.

However, there is clear need for local, co-produced information and links, and a sense that this passport is embraced locally and is a document that professionals and families are familiar with. The passport needs to be meaningful, workable, and engaging for parents and children.

Once we've developed our local health passport, specifically for children and young people with learning disabilities and autism,

we'll be holding events to raise awareness and launch the passport. The project includes sufficient funds to put on a great event. Again, we'll keep you posted as to when we're ready to launch our Wirral children and young people's health passport.

Resources – My Mind website

<https://www.mymind.org.uk/services-and-contacts/wirral/wirral-mental-health-support-teams/>

Wirral Mental Health Support Team Newsletter Issue 14

[Wirral Mental Health Support Team Newsletter | Local Offer Wirral](#)

**Content by Tracey Hartley-Smith, Clinical Lead – Children and Young People's Learning Disability Services, Learning Disability CAMHS Wirral**

**Team Email: [cwp.telephonemessagesld@nhs.net](mailto:cwp.telephonemessagesld@nhs.net)**

### **Additional update**

- 24 hour all age Crisis line remains open **0800 145 6485**
- Families can get in touch with CAMHS if their children's condition worsens on 0300 3033157

**Contact Isabel Sutherland, Interim Team Manager, Mental Health Support Team**

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### **Children with Disabilities Team**

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The Children with Disabilities Service continue to provide support to families during COVID. We are undertaking face to face visits with the use of PPE. However, we understand some of our families will need a virtual visit due to their child's complex health needs. Services have of course been impacted upon during the pandemic, as have the team members. This will be the case for some time. We are continuing to be as responsive as possible to our children and families. Social Workers are working within government guidelines to ensure we are providing a safe service.

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## **Continence (Childrens) service**

The Children's Continence team are accepting new referrals however there is currently a delay in us contacting new patients due to staffing, new patient assessments are currently being completed by phone/video calls. Existing patients are being reviewed by phone/video calls.

If nurseries/schools or healthcare/educational services require any advice the team can be contacted on the number/email address set out below.

The team currently consists of: Jane Rowland, Sophie Walker, Gill Charmley and Vicky Smith

Tel: 0151 514 2825

Team email: [childcontinence.wirralct@nhs.net](mailto:childcontinence.wirralct@nhs.net)

Useful websites to be aware of: <http://www.eric.org.uk>  
and [bowel-bbuk@disabledliving.co.uk](mailto:bowel-bbuk@disabledliving.co.uk)

**Contact: Sophie Walker, Children's Continence Nurse**

**Email: [sophie.walker7@nhs.net](mailto:sophie.walker7@nhs.net)**

**Telephone: 0151 514 2825**

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## **Co-production**

In some ways the pandemic has helped us work together better than ever before. We've established some fabulous new partnerships which will serve us well both during and post pandemic.

One thing that has been exacerbated is the advancement of the Wirral VOICES project which was started to help us establish true and genuine partnerships resulting in excellent co-production in all matters SEND. Face to face meetings were the preferred route forward but given the prolonged period of lockdowns we are now

considering progressing the project in the only way we can – virtually.

Meetings with PCPW (Wirral's Parent Carer Forum) have identified several areas to focus on and SEND Transport is high on the list. We're looking forward to moving things on and improving areas of current practice in need of an overhaul/update.

We have also been invited to work on the Health Passport programme mentioned in the CAMHS section above. Poppy, our SEND Engagement Officer, is involved in this piece of work so will be able to share the feedback from our SEND young people's perspective. If you know of any young people who might like to share their thoughts for Poppy to raise, please encourage them to get in touch with her, [liacain@wirral.gov.uk](mailto:liacain@wirral.gov.uk)

PCPW are also working on this Health led project after an invitation from Tracey Hartley Smith. They welcome the opportunity to be involved and share their experiences/views.

**Contact: Sally Tittle, SEND Participation Manager**

**E mail: [sallytittle@wirral.gov.uk](mailto:sallytittle@wirral.gov.uk)**

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## **Creas8ing Careers**

We work as a non-profit community interest company taking a holistic approach to services, providing wraparound support for all participants engaged with our parenting programmes and workshops focusing on well-being and resilience building, and specialising in a trauma informed approach, making this an integral part of our service.



Our ACEs parent support programmes to help those that have experienced toxic stress and trauma, continue via Zoom, along with our Youth Connect 5 programme on supporting children's mental health and resilience building. More information available on the Local Offer website. [Free 10-week training course for Parent Carers – Adverse Childhood Experiences | Local Offer Wirral](#)

As part of the Wirral Family Coaches partnership, our coach Jo Graham has a passion for families of children with additional needs through both lived and professional experience.

Join our #BeBrave competition in partnership with Wirral Unplugged and HYPE Merseyside. Details are on the Local Offer website. [Be Brave Competition for children aged 3-11 | Local Offer Wirral](#)



#BeBrave competition is being run in partnership with Crea8ing Careers, Wirral Unplugged and HYPE Merseyside. Looks fab for little people to have a go at!

Through lockdown, we continue to support Wirral families offering a variety of activities to keep us all connected. Follow our upcoming sessions via our Facebook page

<https://www.facebook.com/Crea8ingCareers/>

Monday Funday Music sessions,  
Bonkers Bingo family nights  
Quirky Quiz nights

**Contact: Lynne Howe, Director. Mobile 07719790320**  
**E mail: [lynne.howe@crea8ingcareers.com](mailto:lynne.howe@crea8ingcareers.com)**

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## DCO (Designated Clinical Officer)

What a lovely start to the New Year having so many people vaccinated, our lovely NHS has certainly stepped up and shown its true colours 🌈, I am so proud of all my colleagues involved.

The health services continue throughout lockdown 3 to ensure the health advices are supplied to inform the EHCP assessment process in a timely manner. Compliance with statutory timescales has seen a year on year improvement and there is a continued drive to improve the quality of advices submitted and health`s contributions to the EHCP process as a whole.

2021 brings pastures new for me as I will move into the CCG from February 1<sup>st</sup> and look forward to continuation of my role as DCO.



**Contact Elaine Mooney (DCO)**

**Email: [emooney@nhs.net](mailto:emooney@nhs.net) Direct dial: 0151 514 2672**

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### **Diabetes (Childrens)**

We delivered our workshops for teachers/school staff looking after children with diabetes in July, September and October, and these were well received. We plan for this to be an ongoing program, moving forward. Once we have come out of the other side of the pandemic, we will be able to invite bigger numbers of staff to these sessions.

We have continued to support schools by doing some diabetes health care reviews via MS Teams, but will still go into schools when permitted if school staff need practical skills such as blood glucose monitoring and injection technique. However, this is generally for the newly diagnosed children as we encouraged schools with existing children to attend the workshops, we provided last year.

We had planned to do a 'mop up' workshop in Jan/ Feb if necessary, but there has been no demand for this and currently because of the newest lockdown, most virtual meetings we had planned for schools have been cancelled until the children return to school.

**Contact: Jane Edmunds Paediatric Diabetes Specialist Nurse**

**E mail: [jane.edmunds2@nhs.net](mailto:jane.edmunds2@nhs.net)**

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## **Dietetics – Children (Community)**

We are continuing to see all referrals made that meet our referral criteria which can be found on the trust website alongside all the additional info we have added on there for people to read whilst they are waiting to be seen.

<https://www.wchc.nhs.uk/services/childrens-dietetics/>

We continue to accept all referrals and where possible virtual assessments will be offered, but when a face-to-face appointment is required these will also continue to be offered.

Urgent referrals continue to be prioritised and seen. We continue to support our home enteral tube fed patients in order to prevent hospital admission.

The service is continuing to accept new referrals however waiting times may be extended. Patients are being offered telephone and videocall consultations as appropriate.

The service is continuing to support NHS colleagues requiring dietetic support however response times to calls may be longer. We are in the process of updating our webpage on the Wirral Community Health and Care NHS Foundation Trust website, with additional information and resources to support families and referrers while waiting to be seen. Referrals to the service can be made via GP, or Health Visitor.

Team telephone: 0151 5142827

E-mail: [wchc.childrensdietetics@nhs.net](mailto:wchc.childrensdietetics@nhs.net)

**Contact Details: Denise King/Helen Stanton, Clinical Lead  
Children’s Dietitian Tel: 0151-514 2827/extension 3126. Email  
[wchc.childrensdietetics@nhs.net](mailto:wchc.childrensdietetics@nhs.net)**

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## **Dietetics - Children’s (Hospital)**

The Hospital Children’s Dietetic Service continues to accept referrals via the Paediatricians and Neonatal consultants. We are

continuing to provide a normal service to the children's ward and neonatal unit.

We are continuing to do multidisciplinary clinics for patients with cystic fibrosis, diabetes and multiple/immediate allergies.

Urgent referrals continue to be prioritised and seen either face to face or via telephone.

Referrals to the service can be made via telephone, letter or cerner if they are under a WUTH consultant.

Team telephone: 0151 604 7491/0151 604 7790

Team email: [wih-tr.PaediaticDietitians@nhs.net](mailto:wih-tr.PaediaticDietitians@nhs.net)

Vicky James Professional Lead/Clinical Lead Allergy & Gastroenterology

Emma Quayle Clinical Lead Cystic Fibrosis & Neonatal

Rona Cookson Clinical Lead Diabetes

## **Contact: Vicky James, Paediatric Dietitian/Professional Lead**

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### **Early Years SEND Team**

The Early Years SEND Team now has 3.7 Portage Workers who continue to support families by phone, Teams or home visits where necessary (following Risk Assessments). They continue to support emotional and mental health of the parents (very large part due to COVID) by being a listening ear, as well as helping the parents to break down activities into small achievable steps. They respond to parents' request for next steps ideas and they send out electronically or by doorstep drops new activities. They continue with the Sensory time virtually with the Children Centres and they support the Rainbows groups. They liaise with parents, SEND Officers and settings/schools when children transition into a placement. The numbers of requests for involvement for children at home are increasing.



The Early Years SEND Officers are now up to 3.5 Officers (2 new officers started in November 2020 and January 2021). They are currently holding planning meetings with every setting virtually to

find out the number of referred SEND children and where they are up to with plans and achievements, and will the child need an EHC Assessment. They will support with how to fill in the requests. The settings are telling us that since lockdown in March when children come back/start there are quite a number that they are concerned about who MAY have SEND needs – not sure if it is going to be short or long term needs yet. These meetings are much longer than we planned for but valuable for us to have figures to feed back to the Local Authority and to help the SENCoS to think about planning and support for the children. We are also continuing with SEND Reviews but this has slowed down due to the planning meetings.

Wirral now has an Early Years Autism Education Trust Hub led by Educational Psychology, Autism and Social Communication and Early Years SEND Teams and the plan is to roll out to settings, childminders, schools and the voluntary sector who support early years children. We have blue sky thinking to run the Making Sense of Autism to social care and health staff.

Training being offered: -

- New to the role of SENCo
- How to apply for an EHCP
- ICAN course due by end of March
- Autism Education Trust – Making Sense of Autism and Good Autism Practice this term.
- EY SEND cluster meetings.
- EY Accredited SENCo Award on hold until September
- EY SEND Review has started but will be better/easier when lockdown is over and this may flag up new areas of training that we could offer.

Feedback from settings is to have a greater understanding of practical ideas for language development in the settings (not just doing a WELLCOMM screening). We will look at this with Speech therapy and we have some ideas following on from ICAN resources.

Any queries and requests can be made to the allocated setting Early Years SEND Officer or via [eysend@wirral.gov.uk](mailto:eysend@wirral.gov.uk)

There has been lots of positive feedback for the support given during the COVID period from parents, childminders and settings for the Officers and Portage Workers listening ears and practical ideas.

The latest edition of the Early Years Newsletter can be found on the Local Offer website: [Early Years Newsletter – Winter Edition | Local Offer Wirral](#)

**Contact - Penny Bishop, Early Years SEND Manager**  
**Email: [pennybishop@wirral.gov.uk](mailto:pennybishop@wirral.gov.uk)**

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## **Education Psychology Team**

We, in the EP team, hope you are all doing ok and coping with the many pressures that you are all under.

Since our last update we have delivered two training courses through the Well-being and Return to School initiative, funded by the DfE.

We are also developing, in conjunction with our partners in CAMHS and the mental health teams, a Teams channel of resources to support mental health and well-being in schools, designed not just for our children and young people, but also for the staff who are supporting them at this difficult time. We really do believe that in order to best support our Children and Young People we have to be mindful to look after ourselves too!

We are still running our drop-in sessions for our SENDCo's and partners and are opening it up further to support any staff with any COVID related issues that they may be experiencing.

Keep smiling and look after yourselves!

**Contact: Cath O'Connor, Principal Educational Psychologist**  
**Email: [catherineoconnor@wirral.gov.uk](mailto:catherineoconnor@wirral.gov.uk)**

## **Epilepsy**

The epilepsy service continues to provide both face to face and telephone appointments for our patients.

If your child has an appointment in epilepsy clinic, please attend for this, unless you have been advised that it is to be a telephone consultation. If possible, your child should be accompanied by one adult only.

The epilepsy nurses continue to be available for telephone advice during office hours and can be contacted on 0151 604 7672 or by email.

**Contact: Jayne Murphy and Jenny O'Brien, Children's Epilepsy Nurse Specialist**

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## **Gilbrook SEMH Outreach Support for Primary Pupils**

Our Outreach team of Teachers and Teaching Assistants based at Gilbrook school are still working with your children where and when we can and doing so in a COVID safe way. At the moment, this means we are getting in touch by phone or with computers and sending out things for children and adults to think about and try. Where we have already worked with your child and they know us, we are continuing our support on Zoom, Microsoft Teams or Google meet at times arranged with the school. If your child is new to us, we are working to find ways to support them whilst making our initial contact with them. Where possible and appropriate, we are offering advice and support to staff and parents so please do still get in touch.

We are still using Theraplay, Solution Focus Strategies and Emotional Literacy with puppets, small world play and sensory items which we have dropped off or sent to school for your child to use during our 'virtual' sessions. These are individualised and used only by one specific child to maintain safety and hygiene. This continued contact maintains a sense of continuity and normality and helps children and adults alike to feel calm and safe and cared for.

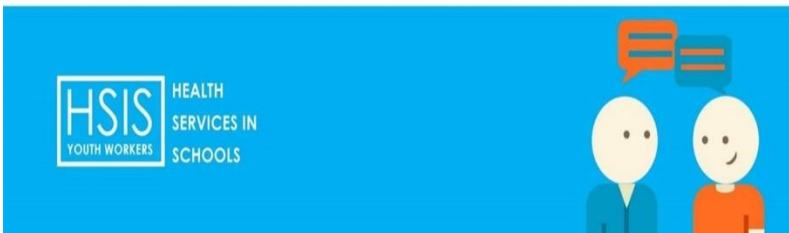
Previously during lockdown, we have engaged in some fairly unusual activities including being various Disney Princesses!



Schools and agencies can access the service through the Request for Support form on the Local Offer website or contact Vicky Leary, Senior Teacher on [v.leary@gilbrook.wirral.sch.uk](mailto:v.leary@gilbrook.wirral.sch.uk) Tel: 0151 5223903 or go to [https://twitter.com/leary\\_v](https://twitter.com/leary_v) [Indigo Inclusion]

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## Health Services in School



The team continue to provide support to Wirral Schools offering much need support.

Michelle Langan, Health Services in Schools (HSIS) Team Leader. E mail: [michellelangan@wirral.gov.uk](mailto:michellelangan@wirral.gov.uk)

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## Healthwatch

Healthwatch Wirral has a statutory function to listen to the public and explore their views and experiences to ensure the public voice is at the heart of health and care provision when we work with the Providers of services, CQC and decision makers.



**You may/may not be aware of other statutory duties of Healthwatch**

Healthwatch we can Enter & View any service where health and/or care is provided

This enables us to learn what it feels like

- to use a service
- to have someone we love accessing a service
- to work in a service

We also offer NHS **Complaints advocacy** and support- for people who have experiences that they feel they need support to complain around.

All information, services and reports we offer is on our website- which is under a lot of development presently. If you haven't checked it out yet- please do.

<https://healthwatchwirral.co.uk/>

**Community engagement** is key to us – so we can better understand what people are telling us



This year has been more challenging than anything we have ever known. It has never been so important for the public to access the right service at the right time.

We are encouraging people to follow us on social media and sign up to the Healthwatch Bulletin – you can read December's bulletin here: <https://us7.campaign-archive.com/?u=9c71482cca3b44ae11b32bd67&id=ab1dfc4e34>

You can also call us on 0151 230 8957 and a member of our team are always there to #Spare5 for you!

**Wirral Feedback Centre -**

<https://speakout.healthwatchwirral.co.uk/>

With the introduction of the new Feedback Centre for Wirral, **working together to positively shape health and social care can only be strengthened.**

We are especially asking for those who have had the COVID-19 vaccine or a COVID-19 test to tell us about their experiences so that we can help these programmes to run as effectively as possible. You can use the links below to share your feedback quickly and easily to help KeepWirralWell.

COVID-19 vaccination:

<https://speakout.healthwatchwirral.co.uk/service/covid-19-vaccination>

COVID-19 test:

<https://speakout.healthwatchwirral.co.uk/service/covid-19-testing>

Don't forget you can also tell us about your GP, dentist, pharmacy or any other service. It starts with you! #spare5 today to go on to the Feedback Centre and tell us about your experiences.

[Feedback Centre Flyer](#)

[Feedback Centre Flyer – Hospitals](#)

[Feedback Centre Flyer – GPs](#)

**Contact: Micha Woodworth, Project Manager.**

**Email: [Micha.Woodworth@healthwatchwirral.co.uk](mailto:Micha.Woodworth@healthwatchwirral.co.uk)**

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## **Home and Continuing Education Service (HCES)**

Response to COVID Lockdown 3

January 4<sup>th</sup> -February Half Term 2021

As per the Government guidance dated January 2021 in line with other Alternative provision (AP) settings, HCES teaching Base at Hilbre High School site will remain open to allow vulnerable children and young people and children of critical workers to attend. We have a COVID secure site and have reviewed our risk assessments to ensure we are doing everything we can to minimise the risk of transmission. We are also delivering some teaching at Pilgrim Street Arts Theatre.

We have made an offer of face to face teaching to all the pupils who currently attended the base. For families who have declined



this offer and for those who have their teaching delivered in their homes, we moved to a remote delivery as of January 4<sup>th</sup> with no teaching in homes being available.

## **New Requests for Involvement**

We are still accepting Requests for Involvement from appropriate medical partners and schools and will consider each of these on an individual basis, however we are not able to start new pupils who we feel can only be taught in their home. We are happy to discuss potential requests for involvement and support schools in a consultative manner.

**Contact: Julie Hudson, Interim Head of Service, Wirral Home and Continuing Education Service**

**E mail: [@wirralhometeach.co.uk](mailto:@wirralhometeach.co.uk)**

**Tel: 0151 929 6222**

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## **Inclusion**

The service is continuing to work closely with schools to identify those pupils who are most vulnerable/at risk and in need of extra support in order to manage reintegration back into education settings.

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## **Koala North West Complex Needs Team**



Out & About Project – adapted service during lockdown

This project normally supports families to get Out & About in the community, a task that isn't always easy or enjoyable, particularly with young children. If your child is aged 2 – 11 years old and has a complex need (diagnosed or not) you could benefit from this project.

If you are interested please contact [admin@koalanw.co.uk](mailto:admin@koalanw.co.uk) the team will pass your details on to one of our coordinators and you

will be contacted by phone to arrange a videocall, where we will discuss you, your family and the barriers you face when getting out and about.

Families use this project for many reasons:

- Feeling isolated/anxious
- Children having meltdowns whilst out and about
- Multiple children – often having more than one child, particularly where one has a complex need, means that we struggle to attend baby groups/spend time with other children – our coordinators can help!
- If your child struggles with new environments

During COVID restrictions after your initial phone call, we will deliver personalised activity packs/Makaton signing packs/visual timetables and you will be supported each week via phone or video call. We also have a closed Facebook group for parents and carers accessing this service to allow us to stay connected in some way throughout lockdown. We run sessions via zoom covering things like supporting communication, reducing meltdowns, exploring foods and also put on monthly quizzes!

As soon as restrictions are lifted, your coordinator will join you and your family on outings. We are planning a complex needs play group, after school clubs and 'walk and talk' sessions in local parks – giving you the opportunity to meet other parents and carers who have similar experiences. If this sounds like a project that would benefit your family, please get in touch!

You may also be interested to know more about our Sleep Support service. Children who have Autism and or ADHD can also experience poor sleep which in some case can exasperate their symptoms such as hyperactivity and behaviour and this can affect not only the child but the whole family. Information on our service is on the Local Offer [Sleep Support Service from Koala North West.](#) | [Local Offer Wirral](#)

**Contact: Elley Kirkham, e mail: [elleykirkham@koalanw.co.uk](mailto:elleykirkham@koalanw.co.uk)**

## Learning Disability Service

Wirral university teaching hospital continues to work in partnership agencies across Wirral to improve health outcomes for individuals and their caregivers. WUTH has successfully implemented mandatory learning disability and autism training across the Trust since July 2020. The Trust's treat me well group met in January to discuss the next campaign to support the hospital improving health outcomes for people accessing health services across Wirral, the group have voiced they would like to see learning disability champions across the Trust. The next meeting is scheduled to discuss the role of a learning disability champion

**Contact: Lauren Binks, Learning Disability Liaison Nurse**

**Email: [lauren.binks@nhs.net](mailto:lauren.binks@nhs.net)**

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## Local Offer

Further improvements have been made to the Local Offer website and this month's audit to assess accessibility standards has seen Wirral move from 26<sup>th</sup> to 21<sup>st</sup> place nationally with a fab score of 88%. We're thrilled! We are always seeking ways to make the information more accessible and welcome feedback. The audit checks that



- ~ we stop and think about the words/language we use,
- ~ we avoid jargon and acronyms
- ~ we use more visuals
- ~ we offer contrasting backgrounds
- ~ we are increasing our library of Easy Read publications
- ~ we have made the website compatible for use with mobile phones and tablets
- ~ we can translate the text into any one of ten languages
- ~ we can increase & decrease the text size

Lots of new COVID related information has been added to the website so make sure you take a regular peek in the What's New and COVID 19 sections.



Social media is gaining new followers week on week. Our twitter account @lowirral has now seen a 50% increase since the start of the pandemic.



Our Facebook page is The Local Offer Wirral

We supported at the online Christmas party to top all Christmas parties when the young people we work with at Pilgrim Street got together to perform the dance, drama, singing, acting pieces they had been learning during the autumn term and festive themed games brought lots of smiles to their faces. Over 50 young people dressed in Christmas jumpers and hats enjoying an evening of much needed festive cheer!



The staff at Pilgrim street were amazing and the feedback from the young people's Parent/Carers let us know just how much these events mean and the positive effects they have on the mental health of their children. Some felt so strongly they took the time to write to the Chief Executive.

On-line sessions were also available each evening in between Christmas and New Year to give the young people something to look forward to. Bags of arts and crafts were delivered to their homes to ensure everyone could complete all the activities. They proudly showed off their finished creations when we met with them at this week's evening session.

We've helped establish a North West Local Offer Forum which will be useful for sharing best practice. The uptake has been great – the more the merrier eh!

**Contact: Sally Tittle, SEND Participation Manager**

**E mail: [sallytittle@wirral.gov.uk](mailto:sallytittle@wirral.gov.uk)**

## Local Offer (Youth Engagement)

Throughout lockdown I have been working hard to support SEND families in Wirral. I have been working on lots of projects some that have already gone live. I am also involved in some new projects with our NHS links and CAMHS.

As many of you know I am part of the Youth Voice Group (YVG) and the SEND Youth Voice Group, I have continued to attend those online meetings weekly. It is great to see everyone's faces and helps us feel connected with one another.

I feel the online sessions are tackling isolation, loneliness and building resilience to change by giving them chance to join, input their moves into choreography. All the choreography is created using the groups idea and emotions, the piece we have been working on is about the concept of 'hidden'. This is open to interpretation depending on how you see the word 'hidden' which is giving the group chance to express their feelings.

The group benefits from routines and structure as pre-COVID-19 they would attend Pilgrim Street every Tuesday night. A lot of the group felt worried at the beginning of our first lockdown because everything was changing and they lost control. Most of our members are vulnerable so must shield, meaning they only see the people in their household. Our Tuesday night session helps the young people with their physical and mental health. The young people can stay online after and chat to a member of staff, we also have creative 1:1 meetings throughout the week.

Our Christmas party was exciting as we had different games by different members of the youth voice group, singing and several dance performances.

Throughout the days leading up to Christmas, we held sessions for our vulnerable members. We had activities such as quizzes, bingo, card and bauble decorations making. After Christmas we held 2 sessions for heading into the New Year, these were all about positivity and having a positive outlook for heading into a New Year.

I have been assigned 2 projects to complete. The first one is to promote and market Wirral's Disability Register to make parent/carers aware and help us proactively support as many SEND young people as we can. By having a profile of the needs of our SEND young people we have a greater chance of getting the best support and information for them and their parents/ carers. Secondly a request from the SEND Governors, I am looking at the School Information Reports on schools' websites. SENCOS please can I ask you to check yours report is up to date and reflects the current state of play. Please also remember to date the review/revisions at the foot of the page.

I presented at a Senior SEND Leaders event in November alongside another Youth SEND Ambassador to talk about the importance of support and buy in from the highest level within an organisation. I think this is a good chance to help get all members involved and show them that young people are assets. If you haven't already check out my blog: <https://localofferwirral.org/category/blog/>

**Contact: Poppy Cain, SEND Youth Engagement Officer**  
**E mail: [liacain@wirral.gov.uk](mailto:liacain@wirral.gov.uk)**

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## **Mental Health and Behaviour**

Why do our children do the things they do?

During times of stress children who have experienced trauma often find it difficult to regulate their emotions and behaviour. We know that all behaviour is communication and when it is dysregulated it is usually due to an unmet need that the child is trying to express, often driven by anxiety. As parents/carers this can leave us feeling helpless, frustrated and highly anxious ourselves. There are many strategies that parents can use to help support their children through this very stressful time of home learning.

Please see below a table that describes possible behaviours you are seeing at home, together with strategies that may help your home-

schooling day run smoother. It is always helpful for children if we try to implement good routines throughout the day as well as opportunities for positive, frequent sensory input (i.e., things that are experienced by the senses) to support their emotional regulation.

Examples of sensory input include:

- crunchy snacks
- play dough/sand/waterplay
- fidget toys
- thick drinks sucked through straws/cold water
- swings for rocking
- music via headphones
- bedtime routines that include warm, scented baths and massages

Other activities, such as dancing, walking outside, playing ball games, cooking and gardening will also help. We know that when children engage in activities alongside calm, trusted caregivers, they learn to feel safe, connected and regulated, leading to a smoother working day. Whilst the image below refers to the types of behaviour, we may observe in a Primary school setting, these strategies can be easily adapted to similar situations in the home in order to prevent the escalation of negative behaviours.

### On-line Youth Clubs

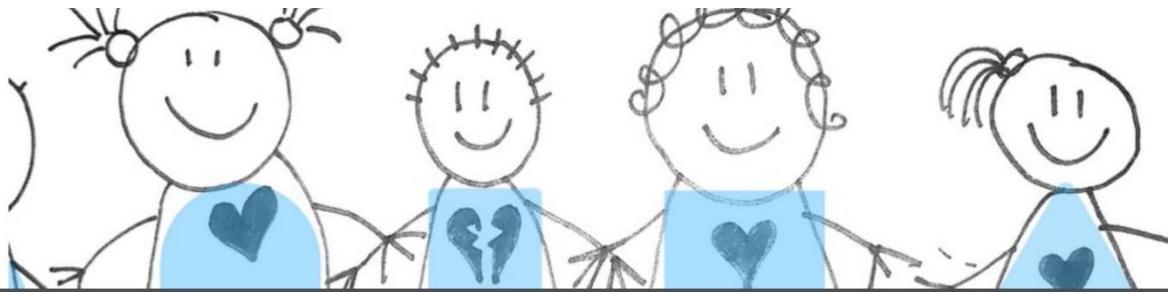
In response to the latest lockdown Youth Matters are providing on-line youth clubs. There will be two different clubs. One is for young people in Years 7 or above and the other is a junior youth club for children in Years 4, 5 & 6. Information is on the Local Offer website

[Online youth clubs – Meet up with other young people safely and have fun during lockdown | Local Offer Wirral](#)

### Children and Young People's helpline.

Available Mon – Friday from 9am-5pm – Call 0800 196 4147

[Children and Young People's helpline | Local Offer Wirral](#)



## What Survival Looks Like In Primary School

Freeze	Flight	Fight	Submit
 <ul style="list-style-type: none"> <li>- Not interested, bored</li> <li>- Confused</li> <li>- Forgetful</li> <li>- Talking about something else</li> <li>- Hard to move through a task</li> <li>- Not listening</li> <li>- Staring into space</li> <li>- Day dreaming</li> <li>- Clumsy</li> <li>- Distracted</li> </ul>	 <ul style="list-style-type: none"> <li>- Running away</li> <li>- Keeping SUPER busy</li> <li>- Not coping in free time</li> <li>- Need to be first or at the front</li> <li>- Bumping into people</li> <li>- Avoiding tasks and activities</li> <li>- Baby talk or silly voices</li> <li>- Hyperactive</li> <li>- Giddy and silly</li> <li>- Hiding under tables</li> </ul>	 <ul style="list-style-type: none"> <li>- Hot and bothered</li> <li>- Angry and aggressive</li> <li>- Controlling</li> <li>- Lie or blaming</li> <li>- Shouty and argumentative</li> <li>- Pushing away friends</li> <li>- Lonely</li> <li>- Demanding</li> <li>- Inflexible</li> <li>- Unable to follow 'rules'</li> <li>- Disrespectful</li> </ul>	 <ul style="list-style-type: none"> <li>- Socially withdrawn</li> <li>- Compliant</li> <li>- Quiet</li> <li>- Unable to think, just yes or no answers</li> <li>- Passive</li> <li>- Resigned</li> <li>- Neutral expression</li> <li>- Alone</li> <li>- Low mood</li> <li>- Head down on the table</li> </ul>

If you spend a small amount of time activating the calm part of my brain, you will help me feel safe. Then, you can teach me and I can learn. Help me by...

<ul style="list-style-type: none"> <li>- Do the task with me</li> <li>- Deep breathing</li> <li>- Tell me I'm safe and ok</li> <li>- Ask me to push my hands down under my seat and lift myself off the chair</li> <li>- Gently wonder where I've gone and welcome me back to the room</li> <li>- Make the task smaller and more predictable</li> <li>- Tell me kindly who I am and what I'm doing</li> <li>- Kindly tell me what you want me to do 1:1</li> </ul>	<ul style="list-style-type: none"> <li>- Keep me close by</li> <li>- Deep breathing</li> <li>- Give me a easy and familiar task</li> <li>- Make things predictable</li> <li>- Tell me I'm safe, show me a safe place or person I can go to when I need to</li> <li>- Kindly talk through what might be tricky</li> <li>- Remind me what I'm meant to be doing alongside my friends rather than singling me out</li> </ul>	<ul style="list-style-type: none"> <li>- Give me a role</li> <li>- Support me socially</li> <li>- Match my energy</li> <li>- Make things predictable</li> <li>- Deep breathing</li> <li>- Connect and show empathy before exploring the consequences of my behaviour</li> <li>- Tell me about changes to the daily routine, especially strangers visiting the school</li> <li>- Accept I might not remember what happened, I was trying to survive what felt dangerous</li> </ul>	<ul style="list-style-type: none"> <li>- Repetitive simple tasks</li> <li>- Weighted blanket</li> <li>- Building with Lego or play-dough</li> <li>- Tell me I'm safe</li> <li>- Deep breathing</li> <li>- Spending time with a trusted adult</li> <li>- Do the task with me</li> <li>- Tell me what to do without showing frustration</li> <li>- I can't cope with being the centre of attention, let me blend in</li> </ul>
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Download the full presentation from [www.innerworldwork.co.uk](http://www.innerworldwork.co.uk)

Contact: Moira Bridge, Mental Health and Behaviour practitioner.

E mail: [moirabridge@wirral.gov.uk](mailto:moirabridge@wirral.gov.uk)



## Orrets Outreach

Like many services the Outreach Teaching team and Senaat continue to offer their services to schools throughout lockdown. The teams are working a mix of remote and in person, in schools and they continue to teach, give advice, and carry out assessments as best they can in these difficult times.

**Contact: Cathy Cotgrave, Head of Outreach Services**  
**[cotgravec@orretsmeadow.wirral.sch.uk](mailto:cotgravec@orretsmeadow.wirral.sch.uk)**

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## Occupational Health & Physiotherapy service

Therapists are mainly based at Cherry Tree House, Clatterbridge 0151 514 2525 (Early Years OT and Physio, School age physio and Sensory-motor OT) and Millennium Centre (School age OT) 0151 666 4790. Phone calls are welcomed for advice.

In line with NHS England and Public Health England most contacts with families are by phone or video call. All face-to-face contacts will be risk assessed, clinically reasoned and undertaken following PPE guidance. Appointments when required will be at Cherry Tree House or St Catherine's Health Centre, in certain situations a home visit may be possible.

Therapists will continue with statutory Education Health Care plan requests.

**Contact: Jane Fieldhouse, Team Lead Early Years Children's Physiotherapy, E mail: [janefieldhouse@nhs.net](mailto:janefieldhouse@nhs.net)**

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## Respiratory (Asthma & Allergy) Paediatric service

It is important that the school is fully informed about your child's food allergies –the child needs to have an allergy plan in place from the hospital and the medications in case they have a reaction whilst in school. These should be accessible at all times, not

in a locked room and stored in a box clearly labelled with the child's name on the box.

You must make sure that these are in date at all times.

Not all children are prescribed with adrenaline devices, this is carefully considered, risk assessed, and discussed with the parent when in clinic. If they are not prescribed with an adrenaline device it does not mean that their allergy is less severe than somebody with an adrenaline device.

If you suspect your child has a food allergy and they have not been formally diagnosed you will need to be referred to the Allergy clinic for an assessment.

During the pandemic we have been seeing and assessing patients remotely or face to face depending on their needs. We can still perform the allergy tests.

<https://allergynorthwest.nhs.uk/resources/how-to-use-medication/> This really useful website has videos on how to use nasal spray, inhalers and auto injectors

<https://www.anaphylaxis.org.uk/information-training/allergywise-training/> The anaphylaxis.org have a good training video for the school too on the same page as the training for carers.

I have also added the links to the AAI manufacturer websites because they will provide you with trainer devices and additional educational resources if desired. It is advisable to be familiar with both types of AAI because of supply issues there is often not a choice of which device you receive. There used to be a 3<sup>rd</sup> device called Emerade, but this is no longer available.

<http://www.epipen.co.uk/patients/> The manufacturers website for Epipen, with good training resources

<https://jext.co.uk/>

**Contact: Rebecca Bryson, Pediatric Respiratory Nurse Specialist  
Asthma and Allergy**

**E mail: [claudine.bryson@nhs.net](mailto:claudine.bryson@nhs.net) Telephone: 0151 604 7673**

## Safe Families for Children



Have a look at this presentation which tells you all about our service and how we can help you and you can help others by joining our fab group of Volunteers.

[Safe Families for Children – who are they and how can they support you? | Local Offer Wirral](#)

Or call us for a chat on **0151 558 1474**

**Contact: Sarah Broadbent, Senior Family Support Manager**  
**Mobile: 07469354076. E mail: [sarahbroadbent@safefamilies.uk](mailto:sarahbroadbent@safefamilies.uk)**

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## SEND Team

The SEND team start the new year with a new manager. Anna Dollard has recently started in post and is looking forward to working with the team to effect some positive change in SEND. The team are looking to work on three focus areas moving forward. They are:

- Compliance
- Quality
- Communication

The team will be looking to work collaboratively with professional colleagues, schools, parents/carers and other stakeholders in order to continue to improve. We look forward to coming up with solution focused ways of managing the challenges ahead and building a better service for those with SEND on Wirral.

The SEND team continue to work from home.

Any SEND team queries, in the first instance should be sent to [SESS@wirral.gov.uk](mailto:SESS@wirral.gov.uk)

**Contact: Anna Dollard, SEND Manager**  
**E mail: [annadollard1@wirral.gov.uk](mailto:annadollard1@wirral.gov.uk) Mobile number 07785 915449**

## SENDIASS



Parent/Carers please can you take a few minutes to complete our annual survey which we use to assess the service we are providing.

<https://www.surveymonkey.com/r/ASWSP2020>

As a service with are delivering the following

- IAS via telephone email
- Continuing with support virtually in meeting with schools, college etc
- Continuing with support virtually in mediations, tribunals
- Continuing with support virtually in annual review, transition review, CIN etc

We are still working remotely and offering what we have offered since lock down

In addition, I am delivering virtual sessions to the following

- Early help teams
- Early years SENCO Cluster
- YOT team meetings
- Looked after team meetings
- Care leaver team meetings
- PCPW meeting
- Young People Sessions at Wirral Met College

Waiting for following to be set up

- CAMHS young people group
- Youth group

I have arranged virtual meetings with the following practitioners on a 6-8 weekly basis:

- SEND Team Managers
- Local Offer
- Alison Watson – Designated Social Worker Officer for SEND
- Lyndzay Roberts – SEND Resolution

We are providing the following:

- IAS in mediation - Zoom
- IAS in SEN support meetings – Microsoft teams
- IAS support with social care (CIN) – Microsoft teams
- IAS for mediation/tribunal preparation
- IAS via telephone and email

In addition, we have also attended/will be attending team meetings/coffee mornings via Microsoft teams/zoom for the following:

- PCPW
- Social Care
- The Positivitree
- Schools

**Contact: Manager, Becky Heskey, 0151 522 7990 Option 2**

**E mail: [ias@wired.me.uk](mailto:ias@wired.me.uk)**

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### **SEND Resolution service**

Service is still active.

Complaints/concerns need to be sent via email to SEND Resolution [sendresolution@wirral.gov.uk](mailto:sendresolution@wirral.gov.uk) in the first instance or by phone on 0151 691 8262

Update – we are currently in the process of updating the Local Offer to ensure that the Complaints procedure for SEND is available for all to view and access.

**Contact: Lyndzay Roberts SEND Resolution Officer,**  
**[sendresolution@wirral.gov.uk](mailto:sendresolution@wirral.gov.uk)**

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## **SEND Youth Matters**

During COVID 19 we have adapted our sessions, wherever possible, to be accessible on-line. These have run successfully over the last few months and the young people are enjoying the interaction with their friends, youth workers and having the opportunity to engage. If you are aware of any young people who would benefit from joining in, then please ask them or their Parent/Carers to get in touch and we'll do what we can to help.

The sessions are easy to access and staff will happily help you on getting into the online workshops.

You just need to download the Microsoft Team App. The sessions are all FREE! The sessions on offer are:

- Monday Technical Theatre for 13-19yrs – Lights, camera, action! at 7-9pm. Contact [malcolmbrookfield@wirral.gov.uk](mailto:malcolmbrookfield@wirral.gov.uk)
- Tuesday Drama 13-19yrs - Drama sessions covering all different skills between 6-9pm. An hour slot can be booked into. Contact [jamiagreer@wirral.gov.uk](mailto:jamiagreer@wirral.gov.uk)
- Tuesday SEND Youth Voice Group 11-25yrs – between 6-9pm. An hour slot can be booked into. We use dance, drama and crafts to explore the world around SEND young people. Contact [selinewakerley@wirral.gov.uk](mailto:selinewakerley@wirral.gov.uk)
- Wednesday 13-19yrs Dance – Dance sessions doing all different styles between 6-9pm. An hour slot can be booked into. Contact [claireparr@wirral.gov.uk](mailto:claireparr@wirral.gov.uk)



- Thursday Singing training 13-19yrs at 7-9pm. Contact [malcolmbrookfield@wirral.gov.uk](mailto:malcolmbrookfield@wirral.gov.uk)
- Saturday Children in Care – 10-11am, using dance, drama and crafts for ages 8-14yrs. Contact [selinewakerley@wirral.gov.uk](mailto:selinewakerley@wirral.gov.uk)
- Saturday Junior Arts Smart – 11-12pm, using dance, drama and crafts for ages 8-14yrs. Contact [selinewakerley@wirral.gov.uk](mailto:selinewakerley@wirral.gov.uk)

Please call us to discuss any concerns or issues, we are happy to support.

We also offer GIRLS and LADS projects which need to be referred into for those young people struggling and needing more support. Email: [shiraleacoldicott@wirral.gov.uk](mailto:shiraleacoldicott@wirral.gov.uk) for more information on these projects.

Despite the face to face restrictions, we have delivered weekly online sessions from week 2 of lockdown 1.0, a Pilgrimbury Festival in September, Spookybury in October, a Christmas party in December and provided nightly activities throughout the period between Christmas and New Year. Latest numbers tell us that 108 young people have regularly engaged in our sessions.

**Contact: Seline Wakerley, Participation & Engagement, Creative Youth Development Team/Dance**  
**Email: [selinewakerley@wirral.gov.uk](mailto:selinewakerley@wirral.gov.uk)**

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## Sensory Service

If children have faulty hearing aids or require new moulds, parents should contact Paediatric Audiology to discuss this. They continue to see patients.

Sundries i.e., Batteries, tubing and stick and stays can be posted, unless a full box of cochlear Implant batteries are required, these will need to be collected.

Paediatric Audiology can be contacted on 0151 5142512/ 0151 514 2511 and their email [wih-tr.PaedAudio@nhs.net](mailto:wih-tr.PaedAudio@nhs.net) is checked daily. Parents/carers should contact their child's Teacher of the Deaf if they need any support with this.

The Vision and Hearing Support Teams continue to work with children attending mainstream schools who would normally be supported. Those supported children who are not in school are being taught with on-line sessions from schools but with additional on-line sessions or adaptations from the Service. The Service is also carrying out 'Wellness' phone calls to all households of monitored children. Where requested we will assist with liaison between families and the Eye clinics and Audiology clinics.

Hearing Support Team – Helen Midda [helenmidda@wirral.gov.uk](mailto:helenmidda@wirral.gov.uk)

Vision Support Team – Vanessa Ikin [vanessaikin@wirral.gov.uk](mailto:vanessaikin@wirral.gov.uk)

Referral documents and useful links are on the Local Offer

<https://localofferwirral.org/listing/sensory-service/>

**Head of Sensory Service, Peter Davies [pjdavies@wirral.gov.uk](mailto:pjdavies@wirral.gov.uk)**

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## **Social Care – Children's Services**

All Social Care staff are continuing to work remotely from home. All children/young people who are open to Social Care are continuing to be seen and spoken to by their social worker. We are continuing to review children who are subject to an Education, Health and Care Plan to ensure they are attending school where appropriate.

We are supporting children/young people to return to school and prioritising those who have been risk assessed where attending school would be of benefit to them.

School Link workers are continuing to work with schools offering regular contact and support. We are ensuring wider support is available for families, not just those open to Social Care through establishing partnerships with local partners and community organisations.



Our Early Help Services (including Family Matters) are continuing to work with families face to face but also virtually making use of various technologies available to them.

There are a number of Facebook pages available which can assist families to identify support available: Wirral Family Matters, North Birkenhead – Cradle to Career, My Child Can

**Contact: Alison Watson, Designated Social Care Officer for SEND**

**E mail: [alisonwatson@wirral.gov.uk](mailto:alisonwatson@wirral.gov.uk)**

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### **Specialist Support Team-Children and Young People who have Physical and Medical Needs**

Julie Hudson had been seconded to manage the Home and Continuing Education Service (HCES) based at Hilbre High, and that she also continues to manage the Specialist Support Team for Pupils with MPN.

Julie will not be actively involved in the day-to-day service delivery of the MPN Team. Jayne Catton will continue to support mainstream schools across Wirral from early years to sixth form. A handover process has been implemented over the autumn term, which has seen Jayne pick up most of Julie's casework.

During the current national lockdown children with physical needs may experience missed opportunities for physiotherapy sessions that they may otherwise have had at school. They may also be unable to access equipment that is usually kept at school e.g., standing frames, specialist seating.

Parents should liaise with appropriate health professionals to discuss any issues - named physiotherapist and occupational therapist for individual children. Arrangements are in place for school equipment to be moved to a child's home if required; this should be discussed with the child's occupational therapist in the first instance.

## Resource Roundup

In a recent publication, the National Education Union highlighted a number of resources that can be used to promote disability inclusion. The links have been copied below:

A downloadable book containing six stories that explore the lives of people who have influenced UK disability laws:

<https://learning.parliament.uk/en/resources/disability-illustrated.book/>

NEU resource for primary and early years - books to promote disability inclusion: <https://neu.org.uk/full-story>

Local Offer: <https://localofferwirral.org/specialist-support-team-for-children-with-medical-physical-needs/>

**Contact: Jayne Catton Specialist Teacher:**

[Jaynecatton@wirral.gov.uk](mailto:Jaynecatton@wirral.gov.uk)

**Julie Hudson, MPN manager**

[Juliehudson@wirral.gov.uk](mailto:Juliehudson@wirral.gov.uk)

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## **Speech and Language Therapy (SALT) service**

- In response to the National Lockdown, the Speech and Language Therapy team are working from home providing telephone and video consultations to support the children and young people known to our service. If you need to contact a speech and language therapist, the best way to do this would be via email to our central email account - [wchc.childreussaltteam@nhs.net](mailto:wchc.childreussaltteam@nhs.net) or by calling 0151 514 2334.
- We have updated our page on the trust website to include resources to support your children's speech, language and communication development. There are also a range of speech therapy guides to support speech sound development together with videos of therapy  
<https://www.wchc.nhs.uk/services/childrens-speech-language-therapy/>

**Contact: Team Leaders: Abbie Kyffin & Kate Gallagher**

**Email: [wchc.childreusallteam@nhs.net](mailto:wchc.childreusallteam@nhs.net)**

**Direct dial: 0151 514 2334**

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## **The Positivitree**

The Positivitree is excited to share information about our current support offer for parent-carers of children, young people or vulnerable adults with ANY additional need (SEND, medical conditions, waiting for diagnosis - all welcome!).



We have built a team of Wellbeing Facilitators who are all experts by experience and bring a wealth of additional knowledge including: Life Coaching, Mental Health First Aid, Law, Sensory Diets, CCBT coaching, Primary Education and Early Years SEND.

Each of our team members has capacity to offer 1-1 support to parents who are struggling to cope with the current challenges they are facing.

To register for this support parents can be referred directly by professionals/practitioners or can self-refer via the following link

[Parent-carer wellbeing support registration 2021](#)

Most recently we have worked with Open Door Charity to introduce Creative Therapy sessions to our offer and are taking registrations for the four week 'Colours' programme which blends self-care methods with elements of cognitive behavioural therapy to enhance parental resilience. We will be accepting registrations to The Open Door Charity's eight week C-CBT programme 'Bazaar' as soon as it is safe to deliver 1-1 face to face again. Parents will be matched with a peer-mentor to work through this innovative programme to improve their mental fitness.

We have 5 group online support sessions per week. Tuesday, Wednesday and Friday 12-2pm, Wednesday and Thursday 7-9pm. These sessions can be accessed by registering on the following link:

[Zoom support groups](#)

Carers, like the ones we work with, were amongst some of the most socially isolated members of society before the pandemic. We have created a genuinely supportive, inspiring and safe place for them to connect with their peers and navigate the challenges we are faced with.

**Contact: Rachel Daley, [rachel@thepositivitree.com](mailto:rachel@thepositivitree.com)**

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### **Wirral Mediation & Disagreement Resolution service**

Due to COVID-19 Mediations/Disagreement Resolutions are currently delivered through video conferencing such as Zoom

Team Email: [mediationadmin@wired.me.uk](mailto:mediationadmin@wired.me.uk) Tel: 0151 522 7990 (option 2)

**Contact: Natalie Johnson, Mediation Service Manager**

**Email: [iasmanager@wired.me.uk](mailto:iasmanager@wired.me.uk)**

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### **Wirral MENCAP**

Wirral Mencap provides services and opportunities for people with a learning disability and their family carers.



Support is still being offered during the COVID 19 outbreak. We have a bank of ready to go (trained, DBS checked, willing and eager) befrienders for people with a learning disability. They are available to befriend via phone and email throughout the Covid-19 situation, and possibly beyond.

Information and Advice is running as details given below. Look on the Wirral Mencap Facebook page for the most up to date details

Our Information & Advice Service is still taking your calls so if you need help with anything get in touch!

This service can offer information, advice and support with any issues you might have with things like social care, housing, welfare benefits, wills and trusts, being a carer. We can help with paperwork, meetings and understanding your rights.

At Wirral Mencap we are determined to keep improving and developing our services and campaigning for improvements across the board for people with a learning disability and their parents and carers.

This year, in line with our new strategy, we are very excited to be initiating this Wirral Mencap co-production and steering group. We envisage this will be a diverse group of people with a learning disability and parents and carers, who will receive training and support and then be able to elect to participate in the various 'campaigns' we are keen to champion.

We are looking for people who want to get involved. Can you help us get the word out to parents, unpaid carers and people with a learning disability?

Anyone who'd like to find out more click this link to see our flyer on the Local Offer. [Make it Better Group comes to Wirral Mencap – Fancy getting involved? | Local Offer Wirral](#)

You can call or text on 07597986437

**Contact: Tina Phelan, Information and Advice Manager**

**E mail: [cphelan@mencapwirral.org.uk](mailto:cphelan@mencapwirral.org.uk)**

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Hope this bumper edition is useful to you. Maybe let us know?

[localofferwirral@wirral.gov.uk](mailto:localofferwirral@wirral.gov.uk)

Thank you too to all the services who have contributed to the SEND SNAPSHOT and helped me keep you all updated. In the meantime, please don't hesitate to get in touch if you're in need of signposting to help or have identified a gap in the service we provide. As ever, we would love to hear from you. Stay safe, take care of yourselves and those you love.