

## Care Co-ordination Network UK (Scotland) Consultation Response: The Wheelchair and Seating Services Modernisation Draft Action Plan October 2008

Care Co-ordination Network UK (CCNUK) is a networking organisation promoting and supporting key working<sup>1</sup> for disabled children, young people and their families in England, Northern Ireland, Scotland and Wales. CCNUK is a registered charity and company limited by guarantee, with its head office in York and national offices in Wrexham and Edinburgh. Our purpose is to work in partnership with disabled children and their families and professionals, to ensure that all families across the UK have access to high quality care co-ordination.

### Aims:

#### Championing

- to realise the rights of children and their families
- to influence national, regional and local policy makers in the recognition and implementation of the principles of care co-ordination for disabled children and their families

#### Promoting best practice

- to identify, evaluate and promote best practice in care co-ordination
- to establish standards and to achieve agreement on national standards, thereby constructing a benchmarking framework
- to ensure maximum participation of children, young people and their families at all levels

#### Information sharing

- to collect, distribute and disseminate information and to enable networking and learning
- to develop effective working relationships with other organisations and government bodies
- to be a resource about the principles of care co-ordination and its implementation
- to support and influence relevant senior managers

<sup>1</sup>**Key working/care co-ordination** is a service, involving two or more agencies, that provides disabled children and young people and their families with a system whereby services from different agencies are co-ordinated. It encompasses individual tailoring of services based on assessment of need, inter-agency collaboration at strategic and practice levels, and a named key worker for the child and family. Families with disabled children should only have a key worker if they want one.

**A key worker** is both a source of support for disabled children and young people and their families and a link by which other services are accessed and used effectively. Key workers have responsibility for working together with the family and with professionals from services and for ensuring delivery of an inter-agency care plan for the child and family.

## **General**

CCNUK welcomes a more joined up approach to wheelchair and seating services which encompasses referral, sharing of information between agencies and a truly person centred service delivered at a local level. However, CCNUK feels that additional funding will need to be made available in order that these developments become a reality.

## **Patient and user involvement**

- CCNUK welcomes the establishment of carer and wheelchair user groups within each NHS board and CHP
- CCNUK would also stress the importance of using creative methods in any consultation or focus group which is both geared towards children and young people, as well as accessible for people with sensory or communication difficulties
- This would ensure the participation of a diverse range of people in the development of health services
- Using local groups to support this would also be beneficial (e.g. local voluntary agencies which work with children and young people with additional support needs and/or disabilities)

## **Partnerships and collaboration**

- CCNUK believes that the Multidisciplinary team (MDT) should use the CCNUK key worker standards (see Appendix A) as a model for multi agency working (e.g. standard 4 which highlights the need for a joint protocol for shared assessment)
- Use of the CCNUK key worker standards would also ensure that any transition (e.g. from child to adult services) is indeed managed in a 'seamless' way (WSS Modernisation Draft Action Plan p6)
- The CCNUK key worker standards cut across boundaries between health, education, social work and the voluntary sector and so promote a method joined up working
- Wheelchair and seating services should be an integral part of any multidisciplinary team where this service is an essential part of the child or young person's wellbeing
- The underlying principles of the CCNUK key worker standards can be applied across agencies and to both children and adult services

## **Service redesign**

- CCNUK welcomes the sharing of practice between different Wheelchair and Seating Service Centres as this promotes a joint approach to services, whilst also taking account of local need and expertise

### **Building capacity**

- Providing more services locally will make a significant difference to families of disabled children and young people who often have to travel not only for appointments, but also for education, leisure and other activities
- CCNUK welcomes the emphasis on 'age appropriate care' (WSS Modernisation Draft Action Plan p13) for children and young people, and would stress the need to make the environment as accessible as possible to an individual's needs (often simple adjustments can make a difference to a child or young person)
- Training staff in order that they have the necessary skills to work with children and young people is essential
- CCNUK believes that this has to be on an ongoing basis and that staff also need to be given regular supervision when working with people who often have complex needs and subsequently complex lives (see CCNUK key worker standards p3 point 6 & 7)
- CCNUK would again encourage use of the key worker standards as a means to best manage a young person's transition from child to adult services in a co-ordinated way

### **Referral, assessment and provision**

- CCNUK welcomes the broadening of the referral to WSS centres so that this no longer has to be done by a GP or a hospital medical consultant
- CCNUK believes that training for referrers from across the agencies also needs to be ongoing to be effective
- Development of a standard assessment tool will also make the referral process simpler

### **Equipment, repairs and maintenance**

- The introduction of more modern equipment to WSS providers is welcomed by CCNUK. However, additional resources will be required to ensure this becomes a reality and it is unclear how much funding will be made available for this
- CCNUK agrees that refurbishing of used equipment needs to be done in such a way that it does not hinder the acquisition of new equipment which would be more suitable for users of the service
- Planned maintenance services are also welcomed by CCNUK as this can minimise the likelihood of an individual having to go without essential equipment due to it being in a unsuitable state of repair
- CCNUK believes that an extended service outwith office hours will offer a degree of flexibility to families and individual with work commitments

### **IT and information management**

- the use of shared IT systems is also welcomed by CCNUK, particularly if this means that information can be accessed quickly and orders for equipment tracked from different departments

### **Quality and governance**

- CCNUK welcomes the introduction of national service and clinical standards for WSS
- CCNUK would stress that any comments or complaints procedure is accessible to children and young people, including those with sensory or communication difficulties

### **For further information relating to this response, please contact:**

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