



# Parent & Carers feedback – Health Services in Warrington

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WARRINGTON PARENTS & CARERS – JUNE 2018

Have your say about SEND today...

### **So, what is working well in Health services in Warrington?**

- Lots of parents and carers are praising the work of the specialist learning difficulty nursing team at the CDC.

### **What are the current burning issues in Health services in Warrington?**

#### ***(What do our parents and carers want/need?)***

- Continued and consistent support in the community before, during and after diagnosis. Help to understand the world of EHCP's and specialist provisions and services. A helping hand to guide us through the necessary processes and procedures to find and apply for appropriate services for our children and young people
- We want professionals to communicate better and more honestly with us and each other. Call us back when you say you will, be honest about waiting lists and the priorities and systems which govern/restrict them.
- We want much better/improved OT service, more therapists, more availability and more accessibility. Appropriate help needs to be put in place and remain in place and be reviewed and renewed regularly for our children and young people to enable them to progress and grow.
- GP's need to be more willing to accommodate and address parents' concerns and make referrals where necessary. Many parents are being advised that only school can refer their children to specialist services, this is often difficult where relationships between parents and school are turbulent.
- Parents need more input from therapy services such as OT, producing a report is only helpful if help is given to implement it. Many parents feel unable to apply the advice given in therapy plans without some guidance from therapists in the first instance.
- WE need advice and training to help us deal with the sometimes-challenging behaviour our children/young adults display such as aggression, anger, sensory, behavioural issues. We need practical advice and strategies to help our young people learn to regulate their behaviour and avoid meltdowns or to deal with them effectively, especially outdoors and away from the home environment.

### **How do we know?**

At each of our parent participation events we ask our parents and carers to give us some feedback on the services they are currently accessing or trying to access in Warrington. We encourage our parents and carers to provide us with positive feedback about services which they are finding helpful. We also ask them to tell us about any issues/difficulties they are experiencing. Below are some direct quotes/experiences from our Parent and carer forum members.

## **Parent and Carer feedback for Health services in Warrington**

### **Direct quotes from our parents and carers about Health services in Warrington**

#### **What is working well in Health services in Warrington?**

‘Support from the CDC nurse’

‘Support from the health visitor’

#### **What isn't working so well in Health services in Warrington?**

‘Occupational therapy does not work well, the services require a drastic change, left waiting with broken chairs and unusable slings’

‘OT is in-accessible but essential for our child’

‘After diagnosis I was not told anything other than a list of books to read on autism e.g. visual aids and timetables, occupational therapy etc.’

‘OT waiting lists are too long’

‘It would be better if you could be referred to CDC by GP rather than through school’

‘Lack of appointments to see services such as occupational therapy and paediatricians yet hear of new referrals accessing service before others on the waiting list’

‘Feeling like paediatricians make comparisons to their own families that do not have the complex issues our family does’

‘Being told you will be called back but never receiving a call’

‘Support to deal with behaviour and meltdowns’

‘Advice and personal structure for understanding your child's meltdowns and how to cope with them also in public’

‘We feel left to it with finding out about services and filing in forms for help’

#### **What services our parents and carers say they want/need to see in the future in Health services in Warrington?**

‘OT and speech INPUT rather than just assessments, also PECS training’

‘Support/training in dealing with meltdowns or difficult behaviour’

‘Advice a personal structure for understanding your child's meltdowns and how to cope with them, also in public’

‘It would be good if you didn't have to convince people to see your child to decide if they need help or to be seen by the CDC’

‘It would be better if you could be referred by your GP and not school’

'More specialised support without having to wait 6 months plus for a diagnosis also for all professionals to communicate better'

'Easier access to appropriate therapies e.g. OT'

'A clear process introduced after diagnosis to help parents cope, understand and get advice'

'Much shorter waiting times for all areas of help – especially CAHMS when child is at risk and has been urgently referred'

'Help with meltdowns, anger and aggressive behaviour'