Support for families with disabled children – City and Hackney Teaching PCT

About the Care Quality Commission
The Care Quality Commission checks all health and adult social care services in England.

We also look after the rights of people who need extra support to stay safe. This includes people who are kept in care under a law called the Mental Health Act.

1. Introduction
We looked into how well health and other care services meet the needs of disabled children and young people.

This report tells you what we found at City and Hackney Teaching PCT.
City and Hackney Teaching PCT told us that these organisations provide services to people in their area:

- City & Hackney Community Health Services
- City & Hackney PCT
- Hit Squad
- Reducing Isolation Project
- Huddleston
- Community Children's Nursing Team

2. Findings

We asked City and Hackney Teaching PCT some questions to help us find out how well the needs of disabled children and young people are met in their area. You can read these questions and answers below.

**Question 1. Health Action Plans**

How many disabled children have been given a Health Action Plan?

(A Health Action Plan tells you about things you can do to be healthy and about help you can get).

City and Hackney Teaching PCT told us that few/none (20% and below) have a Health Action Plan.

(% means how many out of 100. So for example, if 20% of 100 people did something, it means that 20 did it and 80 didn’t).
Question 2. Different services working together
What do community services do to work together with hospital services?

For children with complex needs, City and Hackney Teaching PCT:

Told us that community services:

- Share information with hospital services to support children and young people going into hospital
- Share information with hospital services in an emergency about children and young people's needs and care plans
- Make sure they make plans for when children and young people leave hospital

Question 3. Treatment to help with speaking
Do the services that help children and young people with their speaking share the findings of their treatment with families?

City and Hackney Teaching PCT told us that:

City & Hackney Community Health Services shares all/almost all (over 80%) the findings with families.
Question 4. Involving people
After 1st April 2010, have disabled children, young people and their families been involved in interviews, in working out how children’s needs are decided, and what training staff are given?

<table>
<thead>
<tr>
<th>Name of service</th>
<th>Have disabled children, young people and their families been involved in:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>interviews or how needs are decided?</td>
</tr>
<tr>
<td>City &amp; Hackney Community Health Services</td>
<td>No</td>
</tr>
</tbody>
</table>

Question 5. Getting treatment to help with speaking
Between 1st April and 30th September 2010, how many children have been recommended for treatment to help them with their speaking and, on average, how long have they waited for the treatment? (An ‘average’ shows the ‘normal’ waiting time for a service).
<table>
<thead>
<tr>
<th>Name of service</th>
<th>Number of children recommended for treatment?</th>
<th>How many weeks have they waited on average?</th>
</tr>
</thead>
<tbody>
<tr>
<td>City &amp; Hackney Community Health Services</td>
<td>550</td>
<td>5</td>
</tr>
</tbody>
</table>

To help you compare how long children waited for treatment, the average wait across the whole country was 12 weeks.

**Question 6. Getting physiotherapy**

Between 1\(^{st}\) April and 30\(^{th}\) September 2010, how long, on average, have children waited for physiotherapy? (Physiotherapy is a treatment that uses things like special exercises and massage to help people with their movement).

City and Hackney Teaching PCT answered that the average wait was:

Wait not known for City & Hackney PCT

The average wait across the whole country was 7 weeks.
Question 7. Getting occupational therapy
Between 1\textsuperscript{st} April and 30\textsuperscript{th} September 2010, how long, on average, have children waited for occupational therapy? (Occupational therapy is treatment that aims to help improve people’s health and wellbeing through their everyday activities).

City and Hackney Teaching PCT answered that the average wait was:

Wait not known for City & Hackney PCT

The average wait across the country was 14 weeks.

Question 8. Getting short holidays
Between 1\textsuperscript{st} April and 30\textsuperscript{th} September 2010, how many children were recommended for going on a short holiday organised by a community service?
<table>
<thead>
<tr>
<th>Name of service</th>
<th>Number of children and young people who were recommended for going on a short holiday?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hit Squad</td>
<td>13</td>
</tr>
<tr>
<td>Reducing Isolation Project</td>
<td>11</td>
</tr>
<tr>
<td>Huddleston</td>
<td>Not known</td>
</tr>
<tr>
<td>Community Children's Nursing Team</td>
<td>4</td>
</tr>
</tbody>
</table>

**Question 9. Getting wheelchairs or special seating**

Between 1<sup>st</sup> April and 30<sup>th</sup> September 2010, how long, on average, did children have to wait between being recommended for a wheelchair or special seating and getting it?

21.1 week/s for a lightweight unpowered chair, 0 week/s for a powered chair from City & Hackney Community Health Services

The average wait across the country for a lightweight unpowered chair was 8 weeks.

The average wait across the country for a powered chair was 10 weeks.
Hello, [Your First Name]!

Thank you for contacting us. We understand your concerns and are here to assist you.

Question 10. Age limits for equipment
Do you have age limits for giving wheelchairs or other equipment?

City and Hackney Teaching PCT said they had the following upper age limits (no one older) and lower age limits (no one younger) to work out who it will give equipment to:

Wheelchairs – unpowered
The lower age limit is 2, the upper age limit is 120.

Wheelchairs – powered
The lower age limit is 2, the upper age limit is 120.

Special seating
The lower age limit is 0, the upper age limit is 19.

Community aids
The lower age limit is 0, the upper age limit is 19.

Community equipment
The lower age limit is 0, the upper age limit is 19.

If you have any further questions, please don’t hesitate to contact us.

Best regards,
[Your Name]
3. Other reports
You can find out how well services meet the needs of disabled children and young people in other areas of the country if you go to our website. The link is: