

## Supporting CYP on the Norfolk & Waveney Speech & Language Therapy Waiting List

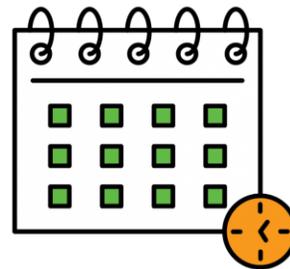
The Norfolk and Waveney Children's Speech and Language Therapy Service has agreed a plan with commissioners to support children and young people on the waiting list. The plan ensures that all families on the waiting list will be contacted as soon as possible, offered signposting to self-care support and/or professional input as required, and that children assessed as having a high clinical need are identified and prioritised for a full SaLT assessment.

Since the start of the service on 02 August we have been working hard with commissioners planning how we are going to ensure the children and young people on our waiting list are seen as soon as possible and receive the appropriate support. We currently have over 1500 on our waiting list and over 2,400 children actively being supported. If you have a child/children on our waiting list we will be in contact soon.

We will continue to provide focused support for CYP who require specialist support.

### Project Timeframe

It is predicted that this plan will allow the service to establish a sustainable waiting list within 26 weeks of start of the project.



### Our Key Principles

These are the principles that have informed this plan



- Responses should be consistent and driven by clinical need
- Communications with service users will be open and honest, using clear and simple language
- Self-care resources can be used to effectively empower service users to self-care and/or identify that they need further support
- Co-production remains central to our ethos
- Any digital tools or access points developed will have a clearly signposted alternative for those with limited or no access to the internet





- The approach taken should support the development of the Balanced System Framework® and promote the development and use of community capacity to complement a specialist SaLT offer.

## Approach to Managing the Backlog

### **Children attending school or early year setting**

Video appointments will be arranged with schools/settings to discuss all children in their cohort who are currently on the waiting list.

The level of need will be identified for each child and young person and they will be offered an appropriate level of service for that need.

### **Children referred by an individual (professional or parent/carer), and who do not currently attend a school or early years setting,**

Parents/carers of these children will be offered a 30-minute video appointment to identify the child's level of need and agree a plan of support.



All children and young people will be offered support through new self-care and training resources on Just One Norfolk and additional therapist resource within Just One Number for advice and support.

Support packages offered will be appropriate to the child or young person's specific needs and will be offered at the following levels:

- Universal: single contact for advice, signposting and identification of wider support network
- Targeted: triage appointment followed by 1-2 coaching sessions
- Specialist: triage appointment, followed by full assessment and 6-8 1:1 sessions

We will be operating a throughput model with the majority of children being discharged once the agreed episode of care has been completed. This makes it vital that there is a timely re-referral mechanism for families and professionals who need to return to the service for further support.

## Releasing Capacity

We have agreed the following ways of releasing capacity to undertake this work:

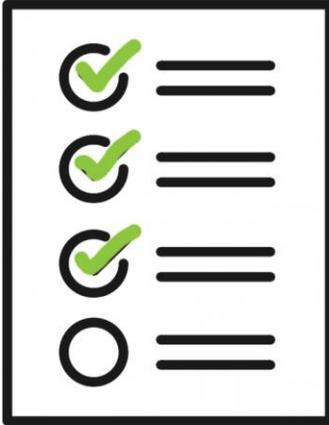
1. Increasing EHCP provision to virtual whenever clinically appropriate
2. Continue COVID arrangements for deaf children's mainstream pathway
3. Utilise all community therapist capacity to focus on completing the management of the waiting list task.
4. Increase and maximise number of virtual contacts
5. Allocation process ensures that the number of children seen together in a single setting is maximised
6. Continue COVID arrangements for DRB/SRB and complex needs schools
7. Continue COVID arrangements for EHCP provision by providing an average of 50% provision for 2 terms (advice to continue).



## Other work supporting the sustainability of this approach

- All new referrals into the service will be managed through the same process as the backlog to support consistency, timeliness and effective clinical decision making.
- Direct activity to address the backlog will commence in from 18th October 2021 after a period of preparation activity
- All EHCP provision will be reviewed as part of ongoing care and new outcomes agreed within the context of the Balanced System Framework®.
- EHCP provision will only be provided if we are in agreement with the clinical recommendations stipulated. If we are not in agreement the local authority will source this provision from elsewhere within the wider system i.e. independent practitioners.
- Ordinarily the service will only provide EHCP advice/assessment for children and young people already known and being supported by the service. If the service isn't involved in a child's care their current setting is better placed to advise on their needs and access the local offer accordingly.
- Planned work with Better Communications to develop the Balanced System for Norfolk and Waveney will indicate further release of capacity by May 2022.
- Service redesign will take place in collaboration with partners during this time to develop a long term sustainable service provision.

**Making sure it is working**



- Weekly reviews of project progress will be held by the service
- A monthly report for commissioners to identify any potential risks or concerns.
- Robust monitoring of response to triage appointments and of the proportions of level of need identified. This will support us to review the resource requirements and pace of work.
- Monthly internal review meetings to monitor impact and changes relating to ECHP process and provision.
- Monthly reviews of project progress will be held with Better Communications to inform and support the implementation of the Balanced System Framework® by May 2022 for Norfolk and Waveney.

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