

# Services for disabled children in Sunderland

Information for parents and carers



This leaflet has been produced by  
Services for Disabled Children,  
Gilpin House,  
Blind Lane,  
Houghton le Spring DH4 5HX

Tel: 0191 566 2190, Fax: 0191 566 2191

Email: [child.disability@sunderland.gov.uk](mailto:child.disability@sunderland.gov.uk)

Website: [www.sncwd.gov.uk](http://www.sncwd.gov.uk)

This information can be made available in large print, Braille, audio and other languages. Please contact Children's Services Communications Service on 0191 520 5555 or email [childrens.services.info@sunderland.gov.uk](mailto:childrens.services.info@sunderland.gov.uk) for help.

As part of Sunderland's commitment to a balanced and sustainable future this leaflet is printed on paper made from 80% recycled post consumer waste. Please recycle it again after use by putting it in your Kerb-it box or your paper bank.

All information correct at time of going to press. Published March 2008.

# Contents

	Page		Page
<b>Services provided by Sunderland City Council Children's Services</b>	1	<b>Services provided by Northumberland, Tyne &amp; wear NHS Trust</b>	9
Services for Disabled Children		Community Nursing Team: Children with Learning Disabilities	
Quest		Psychology	
Network for Disabled Children			
The Sunderland Network website		<b>Services provided by Sunderland Teaching Primary Care NHS Trust (TPCT)</b>	9
		Health visiting	
Case Management Teams	2	Answers health information	
Sensory Support Team		The Pegasi Practice	
Emergency contact details			
Carers Emergency Contact Scheme		<b>Services provided by voluntary agencies</b>	10
		Sunderland Carers' Centre	
Young Carer's Card Scheme	3	Contact a Family	
Occupational Therapy and Wheelchair Service			
Sunderland Children's Centres		Disability North	11
Toy libraries		Family Fund	
		Mental Health Matters helpline	
Support for disabled children accessing childcare	4	Sunderland Counselling Service	
Early Support			
Children's Information Service		<b>Financial help</b>	12
Parent Partnership Service		Benefits, helplines etc.	
Achievement and Participation Team	5	<b>Travel</b>	13
Education Psychology Service		Blue Badge Scheme	
Special Educational Needs Services			
Specialist support		Nexus TaxiLink	14
		Concessionary travel passes	
Inclusion and attendance team	6	<b>Complaints and comments</b>	15
Connexions			
<b>Services provided by The National Health Service NHS Direct</b>	6		
<b>Services provided by City Hospitals Sunderland NHS Trust</b>	6		
Community Children's Nursing Team	7		
Occupational Therapy			
The Neurodisability Team			
Emotional and Behavioural Difficulties Team			
General Paediatric Services			
Child Psychiatry Team	8		
Physiotherapy			
Speech and Language Therapy			
Dietetic Services			
School Nursing Service			

# Services provided by Sunderland City Council Children's Services

## Services for Disabled Children

Services for Disabled Children work with children and young people from birth to eighteen years, who have a permanent and substantial disability. This means:

- a substantial physical disability
- a severe communication difficulty (including Autistic Spectrum Disorder)
- a severe learning disability.

Following an assessment to look at your child's needs, your needs as a carer and the help you need to look after your child, we may offer you money for you to make your own arrangements to provide your family with support, (this is known as Direct Payments), or we may directly provide support for you at home or in the community, (this could include overnight short breaks for your child away from home).

Services for Disabled Children work very closely with all other agencies. Staff from other agencies are based within the Service, these include:

- Community Nursing Team: Children with Learning Disabilities See Page 9
- Specialist Health Visitor for Children with Special Needs See Page 9.

Families can refer themselves, or get more information about services, by contacting a Duty Social Worker at Services for Disabled Children during office hours at:  
**Gilpin House, Blind Lane, Houghton le Spring DH4 5HX**  
**Tel: 0191 566 2190, Fax: 0191 566 2191**  
**Email: [child.disability@sunderland.gov.uk](mailto:child.disability@sunderland.gov.uk)**

More information is available in the following leaflets, available from any Children's Services area office or the above address:

- Network for Disabled Children leaflet and application form
- Helping Carers to Care
- Short Break Service for Young People with Disabilities
- Direct Payments
- Carers Emergency Contact Scheme.

## Quest

Quest is a specialist service jointly provided by Northumberland, Tyne & Wear NHS Trust and Sunderland Children's Services. Quest works with children whose behaviour presents a severe challenge to families and services.

In practice this means direct work with the child and their family in providing an assessment and then working to find ways to reduce the behaviours. Changing the environment and helping family members to a better understanding of the underlying causes of the behaviour, enables them to find more successful ways of dealing with the difficulties. Referrals can be made to Quest via the GP or other professionals and will require active involvement from both Health and Children's Services.

For more information contact: **Quest, Services for Disabled Children, Gilpin House, Blind Lane, Houghton le Spring DH4 5HX**  
**Tel: 0191 566 2190, Fax: 0191 566 2191**  
**Email: [quest@sunderland.gov.uk](mailto:quest@sunderland.gov.uk)**

## Network for Disabled Children

The benefits to families of joining the Network include having a chance to contribute to the development of services, and receiving email notifications of events and other local information that may be of interest. By joining the Network, families help agencies to have a more complete picture of the needs of disabled children in Sunderland, which helps planning services for the future. Members of the Network also receive a Max Card which offers the family free or reduced price entry to over 50 leisure and heritage attractions across the North East.

More information is available from: **Services for Disabled Children, Gilpin House, Blind Lane, Houghton le Spring DH4 5HX**  
**Tel: 0191 566 2190, Fax: 0191 566 2191**  
**Email: [child.disability@sunderland.gov.uk](mailto:child.disability@sunderland.gov.uk)**

## The Sunderland Network Website

The Sunderland website for children who are disabled, have special educational needs or a long term health condition can be found at **[www.sncwd.org.uk](http://www.sncwd.org.uk)**.

The site is designed to provide information for families in one place and includes:

- an information directory
- young people's page
- what's on
- message board
- news
- useful links.

## Case Management Teams

Case Management Teams support and provide services to children and young people, who are assessed to be in need. They help children, young people, their families, carers and friends, by looking at their needs and planning services to support them in their own families in the community. Offices are located at Lambton and Cassaton House. Families can refer themselves or get more information about services by contacting the Initial Response Service at Cassaton House during office hours.

The teams are based at:

**Cassaton House Initial Response Team,  
43 - 49 Fawcett Street, Sunderland SR1 1RR  
Tel: 0191 566 1500, Fax: 0191 566 1501**

**Lambton Office, Station Road, Penshaw DH4 7LB  
Tel: 0191 566 3300, Fax: 0191 566 3110**

## Sensory Support Team

The Sensory Support Team provides a variety of support services to people who have a diagnosed visual or hearing impairment. As part of Health, Housing and Adult Services, the team has a responsibility for maintaining the Visual Impairment Register. Following an examination by a Consultant Ophthalmologist an individual may become included on the Register in either of the categories 'Blind' or 'Partially Sighted'. Specialist workers have knowledge of visual and hearing impairments and following a comprehensive assessment will offer support, advice and where necessary, make provision of specialist equipment to support the individual's development, dignity and independence.

Support is offered with:

- daily living tasks - safety issues in relation to eating, drinking etc
- personal care - washing, grooming, dressing techniques
- mobility skills
- communication - understanding manual methods - Block, sign language etc.

The team provides specialist equipment in the home to meet individual needs around:

- awareness of visitors to the home
- awareness of smoke/fire detection
- telecommunications using text

Working in partnership with other agencies/organisations workers can provide information on regional and national services, and this could be on:

- advocacy services
- counselling

- welfare benefits
- social/holiday activities

The team actively involves parents and carers to ensure that family concerns are addressed.

Families can get more information by contacting:  
**Sensory Support Team, Houghton Council Offices,  
The Broadway, Houghton le Spring DH4 4BB  
Tel: 0191 566 2330, Fax: 0191 553 6353,  
Textphone: 0191 553 6502**

**When contacting please request Sensory Support Team.**

## What to do if you need the support of a Social Worker in an emergency

From time to time families may experience emergencies and need the support of Children's Services. If your child has a social worker or assistant social worker, you should contact the Duty Social Worker within their team. The teams can be contacted during office hours on the following numbers:

**Cassaton House Initial Response Team: 0191 566 1500**

**Services for Disabled Children: 0191 566 2190**

If it is outside office hours, at the weekend, or on a public holiday, the **Emergency Duty Service** is able to respond to urgent crises. Contact them on: **0191 528 9110**.

## Carers Emergency Contact Scheme

This is a service for carers, who are concerned that if they were involved in an emergency they would not be able to get back to the person they care for. To join the scheme a parent carer needs to register their details, their child's details, and provide information about who should be contacted in the case of an emergency with the Sunderland Telecare Service. Once registered, parent carers get a credit card sized card to keep with them. In the event of an emergency, such as an accident where the carer is prevented from returning home, the card provides a 24 hour telephone contact point and a unique reference number. Calls are received by Sunderland Telecare Service who will then take appropriate action by contacting a family member, a neighbour or, if necessary, carrying out a home visit. Registration with the service is free of charge to all carers of vulnerable people regardless of age and can include families with a disabled child or a child with additional needs.

For more information contact:

**Sunderland Telecare: 0191 566 2028**

**Sunderland Carers' Centre: 0191 567 3232**

## Young Carer's Card Scheme

A young carer is a person aged between 4 and 18 who helps to look after someone in the family at home because they are disabled, have been ill for a long time, have a mental health problem or a problem with alcohol or drugs. They may care alone or as part of a family.

Frequently young carers may be late for school, unable to attend detention at short notice, or may need to keep their mobile phone switched on. At secondary school, young people come across lots of different teachers and it can be frustrating for them to have to keep repeating why they are late etc.

The young carer's card scheme is a partnership between Children's Services and Sunderland Carers' Centre and aims to make school life a little easier for young carers. Young carers can carry the card with them at school and show the card to teachers when they are having problems. The card is issued for a fixed time period and is authorised by the Headteacher.

Information leaflets (which include an application form) are available within schools or by contacting Sunderland Carers' Centre on **0191 567 3232**

## Occupational Therapy and Wheelchair Service

The Occupational Therapy Service carries out assessment of children from birth to nineteen within the home to promote independence and assist with the practical management of disability issues. This may involve the provision of specialist equipment, and the arrangement for alterations to be made to the family home when required.

The Wheelchair Service offer assessment and provision of mobility equipment, mostly wheelchairs. They also carry out postural and special seating assessments within mobility equipment.

Both teams can be contacted direct by families, while other professionals involved in your child's care can make a referral on your behalf to the teams at:

**Independent Living Centre,  
Claymere Road, Leechmere Industrial Estate,  
Sunderland SR2 9TS  
Tel: 0191 566 2102/2103  
Email: [ILC@sunderland.gov.uk](mailto:ILC@sunderland.gov.uk)**

A number of booklets are also available:

- Occupational Therapy Service
- Sunderland Wheelchair Services
- Wheelchair Voucher Scheme
- Receiving an Alterations Grant.

## Sunderland Children's Centres

The existing Sure Start Local Programmes are being developed into Children's Centres and a number of new Children's Centres will be developed across the city. These centres are being created all over the country to support families and the development of young children. Every Children's Centre will have a nursery offering childcare and nursery education, with a teacher based at each Centre. The Centres will also offer family and health support to young families and mothers to be; antenatal classes, advice on breast-feeding and stopping smoking, plus information on all aspects of children's development and health. The Centres will also have strong links with Jobcentre Plus advisors and local training providers, aimed at helping parents re-train or return to work.

Sunderland Children's Centres help to give children in the city the best possible start in life, offering activities for children and parents; help and support with the practical issues in bringing up a family; a place where you can find out all you need to know about young children. The centres provide:

- affordable childcare available from 8am – 6pm
- play and learning activities for you and your child to enjoy together such as messy play, soft play, singing and dancing, arts and crafts, toy and book libraries and toddler groups
- help and support in times of difficulty
- child and family health services, including advice on healthy eating and giving up smoking, and specialist health services for children
- adult and family learning courses to develop skills and prepare parents and carers for work
- the chance to meet other parents, make friends and learn from each other.

There are currently 17 Children's Centres in Sunderland. All centres provide support and help for disabled children and children with special educational needs. If you would like more information, or to find your nearest Centre, please ask your Health Visitor or contact the **Children's Information Service on 0191 520 5505**.

The service is available from 8am – 6pm Monday to Friday, or email: [cis@sunderland.gov.uk](mailto:cis@sunderland.gov.uk)

## Toy libraries

Toy libraries offer families with young children the opportunity to borrow toys and play equipment for a short period of time for a small cost.

**For more information contact your local Children's Centre and ask to speak with the Play and Learn Co-ordinator or Toy Librarian.**

**Pennywell Toy Library, Pennywell Neighbourhood Centre,  
Portsmouth Road, Pennywell, Sunderland SR4 9AS  
Tel: 0191 534 1477**

## Support for disabled children in accessing childcare

### Nursery provision

The Commissioned Childcare Service (CCS) provides day care and family support for children up to 3 years old, including disabled children. Services are available throughout the city and you can ask your Health Visitor or Social Worker to assess and refer your child for a nursery place.

For more information, contact your **Health Visitor** or:  
**Services for Disabled Children, Gilpin House, Blind Lane, Houghton le Spring DH4 5HX**  
**Tel: 0191 566 2190, Fax: 0191 566 2191**  
**Email: child.disability@sunderland.gov.uk**

or

**Project Officer, Commissioned Childcare Service, Sandhill Centre, Grindon Lane, Sunderland, SR3 4EN**  
**Tel: 0191 553 5698, Fax: 0191 553 5700**

### Inclusion Support Scheme

The Extended Services & Attendance Group offer a range of support to help disabled children to access private and voluntary childcare including childminders. Support includes funding for specialist equipment, additional staff and training.

For more information contact: **Inclusion & Equality Development Officer, Sandhill Centre, Grindon Lane, Sunderland SR3 4EN**  
**Tel: 0191 553 5637, Fax: 0191 553 5700**

or

**Inclusion & Integration Team Manager: Sandhill Centre, Grindon Lane, Sunderland SR3 4EN**  
**Tel: 0191 553 5641, Fax: 0191 553 5700**

### Early Support

Early Support is for families with young disabled children and is the Government's recommended approach to co-ordinating information and delivery of services.

The programme has been specifically developed for children under the age of five and includes a range of materials and publications designed to provide parents with standard information.

The Early Support materials include information about particular conditions. The Early Support Family Pack provides a guide to the system and a Family File to help parents get the most from the services they receive.

There are also developmental journals for children with Down's Syndrome, hearing impairment and visual difficulties, to help parents track their child's progress.

For more information or to download materials, visit the Early Support website at: **www.earlysupport.org.uk**

To request a pack, please see your Health Visitor or contact:  
**Specialist Health Visitor for Disabled Children, Gilpin House, Houghton-le-Spring DH4 5HX**  
**Tel: 0191 566 2190**

or

**Inclusion & Integration Team Manager, Extended Services & Attendance Group, Sandhill Centre, Grindon Lane, Sunderland SR3 4EN**  
**Tel: 0191 553 5641**

## Children's Information Service Sunderland

The Children's Information Service Sunderland (CISS) is a service for parents and carers in Sunderland, Washington, Houghton le Spring and Hetton le Hole. The service aims to make it easier for children and families to access the information and services they need.

A range of information is available that will help with the practical side of raising a family, including information about childcare and how to help pay for it; fun activities for children; health and education information for your family; and support finding family services available throughout Sunderland.  
**The service can be contacted by telephone on: 0191 520 5505 between 8am and 6pm Monday to Friday or email: ciss@sunderland.gov.uk. Appointments can be arranged if you would prefer to meet with a member of staff.**

## Parent Partnership Service

Parent Partnership can signpost parents to appropriate education services. Support can be offered to families with a child with Special Educational Needs (SEN) including:

- supporting parents of children with SEN in understanding the SEN Code of Practice
- offering information on schools, SEN agencies, national and local support groups
- supporting families through the special needs process

For more information, parents can contact:  
**Parent Partnership Co-ordinator, Stannington Centre, Stannington Grove, Sunderland SR2 9JT**  
**Tel: 0191 553 2295, Fax: 0191 553 2209**

## Achievement and Participation Team

Additional support can be provided for pupils unable to access mainstream schools because of illness, pregnancy or anxiety-based school refusal. Help can also be provided for looked after children, traveller children and ethnic minority children including asylum seekers and refugees.

For more information contact: **Oxclose Education Centre**  
**Tel: 0191 553 3773**

## Education Psychology Service

Educational Psychologists are graduate psychologists with additional postgraduate training. They are also trained and experienced teachers who have worked in schools. They advise the Local Education Authority on children with special educational needs.

They help and advise schools on programmes, strategies and resources to support pupils with a wide range of needs. For a small number of pre-school or school age pupils with complex or unusual needs or severely challenging behaviour, they also provide a free service for individual assessment or advice.

Provided there is parental consent, any professional (e.g. Head teacher, doctor, social worker) can refer to the EP Team. Parents can self refer and a decision will be made as to which educational service should be involved.

**The Education Psychology Service is based at Stannington Centre, Stannington Grove, Sunderland SR2 9JT**  
**Tel: 0191 553 5695**

## Special Educational Needs Services

Copies of SEN plans and policies including:

- SEN Guide for Parents (Early Years)
- SEN Guide for Parents (pupils aged 5-16 years)

are available to download from **www.sunderland.gov.uk** or by contacting **SEN Team, Stannington Centre, Stannington Grove, Sunderland SR3 1SS**  
**Tel: 0191 553 2211**  
**Email: sen@sunderland.gov.uk**

**For information on the Disabled Students Allowance telephone: 0191 553 1458.**

## Specialist support

### Autism Outreach Team

The Autism Outreach Team is a multi-disciplinary team, which includes Specialist Teachers, an Educational Psychologist and a Specialist Speech and Language Therapist. The team provides advice and support to families and schools within the Sunderland area.

For more information contact: **Autism Outreach Team, Columbia Grange School, Oxclose Road, Washington NE39 7NY**  
**Tel: 0191 219 3863**

### Children's Sensory Team

The Children's Sensory Team work with children from birth until the time they leave school. The team work with children in their homes, nurseries and schools giving advice to parents and staff of the child's difficulties, encouraging development and how best to include the child in the education system. Children can only be referred to the team if they attend the audiology or Ear, Nose and Throat department for hearing difficulties and/or a hospital orthoptic clinic for visual difficulties. Written permission is needed from the child's parents before a child is seen.

**For more information contact: The Children's Sensory Team, c/o Sunningdale School, Shaftoe Road, Sunderland SR3 4HA**

**For enquiries involving children with visual difficulties**  
**Tel: 0191 553 5710, Fax: 0191 553 5705**

**For enquiries involving children with hearing difficulties**  
**Tel: 0191 553 5706, Fax: (0191) 553 5705, Typetalk: 18002 0191553 5961**

### Portage Service

Portage is a home visiting educational service for pre-school children with additional needs and their families. The aim of Portage is to support the development of young children's play, communication, and relationships in day-to-day life. The Portage home visitors come from a wide range of professional backgrounds including teachers and nursery nurses and are based in a variety of community settings including Sunningdale School, Children's Centres and Health Centres.

Any professional who works with the family can make a referral. All referrals are discussed by the multi-agency Portage Panel, which meets monthly.

For more information contact: **Portage Service, Sunningdale School, Shaftoe Road, Sunderland SR3 4EE**  
**Tel: 0191 553 5716, Fax: 0191 553 5716**

**Language & Learning Team is based at Sunningdale School, Shaftoe Road, Sunderland SR3 4HA**  
**Tel: 0191 553 5681, Fax: 0191 553 5705**

**Physical/Medical Difficulties Team is based at Oxclose School, Dilston Close, Oxclose, Washington NE38 0LA**  
**Tel: 0191 219 3775**

### **Inclusion and Attendance Team (formerly the Education Social Work Team)**

The team is responsible for supporting pupils and schools in maintaining good school attendance, supporting the assessment of pupils with special educational needs and for providing support to pupils, teachers, schools and families where individual or community issues act as a barrier to good attendance and learning. The team also supports schools, parents and pupils with child protection, behaviour, bullying, education at home and pupil exclusion issues on behalf of the Local Education Authority. The majority of staff are based in schools.

For more information contact: **Inclusion and Attendance Team, Sandhill Centre, Grindon Lane, Sunderland SR3 4EN**  
**Tel: 0191 553 5644, Fax: 0191 553 5680**

Additional support for children with challenging behaviour can be accessed through schools or the Education Psychology Service.

### **Connexions**

Connexions offers young people support and advice around any issue to do with approaching adulthood. The Special Needs Team works with young people with learning difficulties and disabilities between 13 and 25 years of age. They also carry out careers work in schools, attend young people's reviews from year 9 onwards, and assist in the transition process from school to post-school provision. They also liaise with parents and other professionals.

For more information contact: **Connexions Special Needs Team, Connexions Tyne & Wear, City Library and Arts Centre Building, 30-32 Fawcett Street, Sunderland SR1 1RE**  
**Tel: 0191 490 1717, Fax: 0191 443 2858**

Visit the national website at [www.connexions.gov.uk](http://www.connexions.gov.uk)  
Visit the local website at [www.connexions-tw.gov.uk](http://www.connexions-tw.gov.uk)  
**Opportunities in Sunderland at 16** is an information pack containing information on all of the opportunities available to young people in Sunderland including opportunities at the City of Sunderland College and Special Schools in Sunderland.

Copies are available on the website: [www.sunderland.gov.uk](http://www.sunderland.gov.uk)

More detailed information is available on a range of education services, events, facts and figures and policies and strategies at [www.sunderland.gov.uk](http://www.sunderland.gov.uk)

## **Services provided by the National Health Service**

**NHS Direct Tel: 0845 46 47**  
**(24 hour local rate help line)**

This is a 24 hour confidential helpline staffed by trained health information advisors and qualified nurses. They can offer advice on what to do if you are feeling ill, if you have health concerns for you and your family, and information about local health and social care services, self help and support organisations.

Three NHS Trusts provide healthcare in Sunderland:

- City Hospitals NHS Trust
- Sunderland Teaching Primary Care Trust
- Northumberland, Tyne and Wear NHS Trust.

Each provides a range of services for disabled children and their families.

## **City Hospital NHS Trust**

City Hospitals NHS Trust aims to deliver a first class, comprehensive health care service to meet the needs of the local population. The Trust provides mainly acute services, but also provides a range of community based services. City Hospitals NHS Trust provides a number of services for disabled children, and some of these are listed below. Further information can be found at: [www.sunderland.nhs.uk/chs](http://www.sunderland.nhs.uk/chs)

Further information can be found at [www.sunderland.nhs.uk](http://www.sunderland.nhs.uk)

## Community Children's Nursing Team

This is a team of specialist children's community nurses and nursery nurses, specialising in the areas of endocrinology, the care of children with complex medical needs, diabetes, epilepsy, gastroenterology and cystic fibrosis. They assess the needs and develop programmes of care to facilitate and co-ordinate effective home care management for children/young people and their families. They also offer home support, education and training for parents around care, and carry out school visits. Referrals to the Team are made by a hospital consultant.

They can be contacted at: **Community Children's Nursing Team, Niall Quinn Children's Centre, Sunderland Royal Hospital, Kayll Road, Sunderland SR4 7TP**  
**Tel: 0191 565 6256 extension 41236**

## Occupational Therapy

The Occupational Therapy service provides assessment and advice regarding fine motor skills, sensory processing, independence and functioning in all areas of daily living. This may include assessment for equipment and environmental alterations in school. The child may be seen at the Children's Centre, the Child Development Unit, in schools or nurseries, at home or in hospital. The Occupational Therapy Service accepts referrals from either a child's consultant or a school doctor.

For more information contact: **Occupational Therapy Department, Children's Centre, Durham Road, Sunderland SR3 4AF**  
**Tel: 0191 565 6256 extension 40042**

## The Neurodisability Team

This consultant-led specialist team manages children with more complex disabilities, usually referred on from other consultants.

Children may be seen in a range of settings including children's outpatient department, special school clinic, on the children's wards and sometimes at home.

The service offers diagnostic assessment, support and ongoing management, linking closely with others in health, education, children's services and voluntary agencies as appropriate to the individual child's needs. Specialist palliative care is offered for children with life shortening conditions.

For more information contact: **Paediatric Department, Sunderland Royal Hospital, Kayll Road, Sunderland SR4 7TP**  
**Tel: 0191 565 6256 extension 42486**

## Emotional and Behavioural Difficulties Team

The team works with children with emotional and behavioural difficulties. Following an assessment, a range of interventions are offered to the child and family including:

- direct work with parents
- individual work with children
- group work with parents
- group work with children.

Referrals can be made by health service professionals (GPs, paediatricians, school nurses, health visitors) and educational psychologists.

For more information contact: **Emotional and Behavioural Difficulties Team, Portakabin, Children's Centre, Durham Road, Sunderland SR3 4AF**  
**Tel: 0191 565 6256 extension 45235**

## General Paediatric Services

A team of consultant paediatricians and children's nurses provides secondary health care for children. There are two children's wards and also a High Dependency Unit for children who are very ill and need specialist nursing care.

Children are usually referred by the GP, either for an outpatient appointment, or for inpatient care when the child is acutely unwell.

The Neonatal Intensive Care Unit (previously known as the Special Care Baby Unit) cares for babies born prematurely or who become ill at birth or in early life.

The Children's Accident and Emergency department assesses and treats children with injuries. Children who are unwell should be seen first by the GP, but may then be sent for a second opinion to the paediatric team at the hospital.

For more information contact: **Paediatric & Neonatal Departments, Sunderland Royal Hospital, Kayll Road, Sunderland SR4 7TP**  
**Tel: 0191 565 6256**

## Child Psychiatry Team

The Child Psychiatry Team provide assessment and treatment of emotional and psychiatric disorders in children under the age of sixteen. This includes individual/group therapy, Art Therapy, Cognitive Therapy and Family Therapy. They also provide parental support, and parent groups. Referrals can be made to the Team by Children's Services professionals (Social Workers, Educational Psychologists, Youth Offending Team Workers) or by Health Service Professionals (GP, Paediatricians, Community Nurses, School Nurses and Health Visitors).

The Team can be contacted at: **Child and Family Department, Sunderland Royal Hospital, Kayll Road, Sunderland SR4 7TP**  
**Tel: 0191 565 6256 extension 49026, Fax: 0191 569 947**

## Physiotherapy

Physiotherapists deliver children's services to children who have posture, movement and co-ordination difficulties. Children are seen at home, in the Child Development Unit, nurseries, special and mainstream schools. Hydrotherapy can also be offered where appropriate.

Physiotherapists attend appliance clinics and wheelchair clinics, and carry out rheumatology, orthopaedic and neuro-developmental work based at the Children's Centre. There is also close liaison with the Occupational Therapists.

Children can be referred to the Paediatric Physiotherapy Service by either a consultant or their GP.

For more information contact: **Physiotherapy Department, Children's Centre, Durham Road, Sunderland SR3 4AF**  
**Tel: 0191 565 6256 extension 49123**

## Speech and Language Therapy

Speech and Language Therapists provide packages of care depending upon the needs of the child. They work with children aged 0 to 19 with disordered/severely delayed development of communication, language, speech, voice or fluency. The Team also work with children with eating/swallowing problems. This may include direct input (with a group or individual children), or with parents/carers, while also providing advice/training/support to parents or other professionals.

There is an open referral system and forms are available from the address below. However, a medical referral is needed for eating/swallowing problems.

For more information contact: **Speech and Language Therapy Department, Children's Centre, Durham Road, Sunderland SR3 4AF**  
**Tel: 0191 565 6256 extension 49122**

## Dietetic Services

The Paediatric Dietetic service provides assessment and advice for those children with a variety of nutritional needs including those with feeding difficulties. Children may be seen with their parents/carers on an individual basis or as part of a multi-disciplinary clinic.

The service is based at the hospital with appointments being offered in the Dietetic Out-Patient Department or the Niall Quinn Children's Centre. The dietetic service accepts referrals from a child's Consultant or GP.

For more information contact: **Department for Nutrition and Dietetics, Sunderland Royal Hospital, Kayll Road, Sunderland SR4 7TP**  
**Tel: 0191 569 9013**

## School Nursing Service

The School Nursing service is provided to all children from 4-18 years. The service includes:

- regular health needs assessment of the school age population
- school health screening and assessment
- health protection programmes such as immunisations and vaccination against infectious diseases
- health promotion sessions, monitoring and supporting vulnerable children and families
- providing drop-in sessions for children in school for any health issues
- advice and support for any child who develops health or learning problems.

Two special schools in Sunderland have their own on-site school nurses. All schools have a named nurse and health care assistant. A nurse co-ordinator ensures consistent standards of care and support are delivered. A Consultant Paediatrician is involved with the children and families in the two special schools.

For more information contact: **School Nurse Manager, Children's Centre, Durham Road, Sunderland SR3 4AF**  
**Tel: 0191 565 6256 extension 45230, Fax: 0191 569 9262**

# Services provided by Northumberland, Tyne and Wear NHS Trust

## Community Nursing Team: Children with Learning Disabilities

This small team provides a specialist service to children aged 0-18 years with a learning disability, particularly in relation to health needs, developing skills, behaviour management and epilepsy.

Referrals come from any healthcare professionals, social workers, schools or day care staff, or families can also refer themselves. Following a referral, a short assessment would be made. If the Team feel they can offer help, your name will be added to the waiting list. If they feel they could not help in this instance, they would seek your permission to pass your information on to someone who they believe is better placed to support you.

The Team can be contacted at: **Services for Disabled Children, Gilpin House, Blind Lane, Houghton le Spring, DH4 5HX**  
**Tel: 0191 566 2190**

## Psychology

The Sunderland Psychology Services (Learning Disabilities) is a lifespan service working with both children and adults with a learning disability and their families/carers. The service offers psychological assessment and intervention with individuals, families/carers and groups. They also undertake indirect work, using a variety of methods, with other specialist staff in promoting the psychological aspects of the overall care provided by Health, Children's Services, Education and voluntary sector staff. Referrals can come from a variety of professional groups in agreement with the individual child/adult's GP.

For more information contact: **Hillview Clinic, Stannington Grove, Sunderland SR2 9JT**  
**Tel: 0191 564 2600, Fax: 0191 564 2437**  
**Email: Hillview@stw.nhs.uk**

**Quest - See page 1**

# Services provided by Sunderland Teaching Primary Care NHS Trust (TPCT)

The Sunderland TPCT provides a range of primary healthcare services for patients across the city. Sunderland TPCT is the organisation which manages the delivery of front-line patient services through GPs and nurses at local surgeries, dentists, opticians and pharmacists throughout the city. For information about services and treatment call:

**The Patient Advice Liaison Service: 0800 731 2326**

**Answers: 0191 510 3133**

**Sunderland TPCT: 0191 529 7000 (for general enquiries)**  
**Or on the website at:**  
**[www.sunderland.nhs.uk/teachingpct](http://www.sunderland.nhs.uk/teachingpct)**

## Health Visiting

The Health Visiting Service is made up of a team that includes; health visitors, public health staff nurses, nursery nurses, health care assistants and administrative staff. Their role is to assess your family's health needs, and in partnership with you, plan and provide services or support for you and your family as required. They can offer advice in the management and care of children and information on local services and nursery provision in your area. Health Visitors work closely with education, social care and other health care professionals as well as your General Practitioner.

The Health Visitor for Children with Special Needs supports the Health Visiting Team, offering advice to promote the health and well being of children with complex health needs and their families.

### How to find us

The Health Visiting Service is available to everyone. Contact your GP Surgery, Health Centre or Local Sure Start Programme/Children's Centre for more details or an information leaflet outlining the services we offer.

For more information contact: **The Specialist Health Visitor, Services for Disabled Children, Gilpin House, Blind Lane, Houghton le Spring DH4 5HX**  
**Tel 0191 566 2190, Fax: 0191 566 2191**  
**Email: [child.disability@sunderland.gov.uk](mailto:child.disability@sunderland.gov.uk)**

## Answers health information

Answers are a friendly and accessible resource for information about any aspect of health. They operate out of a shop in the city centre, which you can walk in and immediately have access to a wide range of information about health and medical conditions. **No appointment is necessary.** Answers can provide information relating to NHS Services, contacts for local self-help groups, and information relating to an illness you or your family may be suffering from. Answers also offers a free video and book lending scheme. Answers have a comprehensive, regularly updated database, which can provide families with information about their child's disability, and also give them details of local groups who can offer support.

For more information and advice contact: **Answers, 21 Holmside, City Centre, Sunderland SR1 3JE**  
**Tel: 0191 510 3133, Fax: 0191 510 1186**

## The Pegasi Practice

**Primary Health Care services for asylum seeking families and refugees, homeless people, and those fleeing domestic violence.**

The Pegasi Practice is an innovative practice serving the needs of the transient populations in Sunderland. The practice offers a standard GP and health visiting service, and additional clinics.

Interpreters for non-English speaking patients can usually be arranged within 48 hours. The practice covers the whole of the city.

For more information contact: **Pegasi Practice, Hendon Health Centre, Meaburn Terrace, Hendon, Sunderland SR1 2LR**  
**Tel: 0191 510 1865, Fax: 0191 514 1014**

# Services provided by Voluntary Agencies

## Sunderland Carers' Centre

The Carers' Centre offers confidential information, advice and support to carers, including support at meetings with social workers, consultants, psychiatrists etc. The Centre also runs support groups (including ones specifically for parent carers of disabled children, and one for young/sibling carers), and courses on carer-related subjects, as well as organising social activities for carers, producing a monthly information sheet and a newsletter every two months. Carers can contact the Centre directly or can be referred by another agency with their permission. A leaflet entitled 'Do you look after a family member who is ill, disabled or frail?' outlines the service, while a comprehensive Information Pack with everything you need to know about what is on offer is also available.

For more information contact: **Sunderland Carers' Centre, 12 Toward Road, Sunderland SR1 2QF**  
**Tel: 0191 567 3232, Fax: 0191 567 8536**  
**Email: info@sunderlandcarers.co.uk**

## Carers Emergency Contact Scheme - See Page 2

## Young Carer's Card Scheme – see page 3

## Contact a Family

Contact a Family is a national charity aimed at helping families who care for children with any disability or special need. There is a regional office in the North East which offers a range of services including signposting to services and local/national support groups, providing information about specific conditions, running workshops for parents and family members, and producing a wide range of publications and factsheets on a variety of issues affecting families. The North East branch has committed, friendly staff who families can contact directly. A leaflet entitled 'Helping North East families who care for children with any disability or special need' is available and families can also receive a quarterly newsletter.

For more information contact: **Contact a Family (North East), Dene Centre, Castle Farm Road, Gosforth, Newcastle NE3 1PH**  
**Tel: 0191 213 6300, Fax: 0191 213 6300**  
**Email: northeast@cafamfamily.org.uk**

The national website can be found at: **www.cafamfamily.org.uk**  
The local pages of this website can be found at:  
**www.cafamfamily.org.uk/northeast**

## Disability North

Disability North offers open access to information, advice and support on every aspect of disability, including benefit claims and appeals, mobility and access, rights to services, holidays and leisure, housing and adaptations, education and employment. There is also the opportunity to talk over the buying of expensive equipment before making any decision, and possibly trying it out first. Disability North can give information about Direct Payments the new way of buying assistance to meet your child's needs, and also operate a resource area which is open to the public Monday to Friday 9am to 5pm without an appointment, to view the resources available.

For more information contact: **Disability North, Dene Centre, Castle Farm Road, Gosforth, Newcastle upon Tyne NE3 1PH**  
**Tel: 0191 284 0480, Fax: 0191 213 0910,**  
**Minicom: 0191 284 6659**  
**Email: [reception@disabilitynorth.org.uk](mailto:reception@disabilitynorth.org.uk)**  
or visit the website: **[www.disabilitynorth.org.uk](http://www.disabilitynorth.org.uk)**

## Family Fund

This organisation gives financial help to families with a severely disabled child, related to the child's care needs, for instance:

- holidays or leisure activities so everyone can have a break
- a washing machine or tumble drier because of constant bedwetting or dirty clothes
- bedding and clothing to cover the expense of wear and tear because of the child's disability
- driving lessons for the child's main carer if there is a car available.

The Fund can help if the child's condition or disability is regarded as severe under its guidelines, and if a family's income is within certain limits. Families with a disabled child can make one application a year. Families can contact the Fund direct for an application form. An application form can be downloaded from the internet website: [www.familyfund.org.uk](http://www.familyfund.org.uk) or requested in writing.

**The Family Fund, PO Box 50, York YO1 9ZX**  
**Tel: 01904 621115, Fax: 01904 652625, Textphone:**  
**01904 658085 (for people with a hearing impairment)**  
**Email: [info@familyfund.org.uk](mailto:info@familyfund.org.uk)**

## Mental Health Matters Helpline

This is an out-of-hours confidential emotional support and information service, provided by trained and experienced telephone helpline workers. You do not have to have a mental health problem to use this helpline. They provide information on many local and national services specific to mental health and other issues. People contact the helpline about many different issues such as bereavement, relationship problems, family problems, loneliness/isolation, stress and carer's issues.

**The helpline is open from 5pm to 9am Monday to Friday, and 24 hours at weekends and public holidays.**  
**Tel: 0800 013 0626**

## Sunderland Counselling Service

This service offers counselling and support to people who are experiencing emotional or mental trauma as a result of bereavement or loss experience. Specially trained practitioners provide individual counselling and group support. Counselling is also available for adults who have been raped or sexually abused. Both individual and group counselling is provided for children and young people between the ages of 5 and 17 covering bereavement, loss and divorce/separation of parents. Families can contact the project themselves or a professional can make a referral on their behalf.

The service can be contacted at: **Sunderland Counselling Service, Angel House, Floor 2, Borough Road, Sunderland SR1 1HW**  
**Tel: 0191 514 7007**

or

**Sunderland Counselling Service, Young People's Counselling Service, Southwick Annex (formerly Carley Hill School), Emmsworth Road, Carley Hill, Sunderland SR5 2QB**  
**Tel: 0191 553 35206**

# Financial help

## Benefits

Many families with disabled children are entitled to claim benefits. It is important to get good advice about which benefits to claim, and to get support in filling out the application forms. Ask for a complete benefits check to make sure you are not missing out on anything. Information and advice is available from a qualified Benefits Advisor.

Families can contact them direct at: **Jobcentre Plus, Wear View House, Social Security, Eden Street West, Sunderland**  
**Tel: 0191 554 6300, Textphone: 0191 554 6304**  
Visit the website at: [www.dwp.gov.uk](http://www.dwp.gov.uk)

## Helplines

The following services are offered in conjunction with Jobcentre Plus:

### Benefits Enquiry Line

A confidential telephone service for people with disabilities, their representatives and carers. Use this number to obtain all claim forms.

Open 8.30am - 6.30pm Monday to Friday and  
9am - 1pm Saturday  
**Tel: 0800 88 22 00, Textphone: 0800 24 33 55**

### Disability Living Allowance Helpline

Advice on existing Disability Living Allowance claims.  
Open 7.30am - 6.30pm Monday - Friday  
**Tel: 08457 12 34 56, Textphone: 08457 22 44 33**

### Care Allowance Unit

Offers advice and updates on Care Allowance claims and payments.  
Open 9am - 5pm Monday to Thursday  
and 9am - 4.30pm Friday.  
**Tel: 01253 85 61 23, Textphone: 01772 89 94 89,**  
**Typetalk: 0800 95 95 98**

### Child Tax Credit

Child Tax Credit is a means tested allowance for parents and carers of children or young people who are still in full time education.  
Open 8am - 8pm 7 days a week  
**Tel: 0845 300 3900**

### Vaccine Damage Payment

Offers advice and updates on Vaccine Damage Payment claims and payments.  
Open 9am - 5pm Monday to Thursday and 9am - 4.30pm Friday.  
**Tel: 01772 89 99 44, Textphone: 01772 89 94 89**

## Independent helplines:

**Contact a Family helpline Tel: 0808 808 3555**

### Citizen's Advice Bureau:

Washington CAB, The Elms, 19 Front Street, Concord,  
Washington NE37 2BA  
**Tel: 0191 416 6848, Fax: 0191 415 3494**

### Disability Alliance Rights Advice Line:

**Tel: 0207 247 8763**

## Sunderland City Council

### Welfare Rights Service

The Welfare Rights Service can give advice and information about a wide range of issues, which may affect families with a disabled child. One important thing they can offer is advice and expertise in completing Disability Living Allowance application forms. Families can contact the service direct. There may be high demand in offices at particular times of the year, so try to leave plenty of time to make an appointment. There are four Welfare Rights offices based around the city. An appointment is necessary at all offices. Ring your local office to make an appointment.

### The local offices are:

- **Southwick/Hendon Tel: 0191 553 5303**
- **Thorney Close Tel: 0191 553 5922**
- **Washington Tel: 0191 566 2420**
- **Hetton/Houghton Tel: 0191 553 6791**

### Housing and Council Tax Benefit

Many people say they don't claim Housing Benefit (help with rent), or Council Tax Benefit (help with Council Tax), because it's too complicated or they don't think they'll be entitled to anything.

The Council have just made it easier to get in touch by setting up a free helpline; **0800 633 5853** open Monday - Friday 8am - 6.30pm, or you can leave a message on the 24-hour answer phone.

It now costs nothing for you to call to get an instant decision based on your individual circumstances and income.

Alternatively, you can visit your local benefit office or Customer Service Centre or use the on-line calculator on the Council's website; [www.sunderland.gov.uk](http://www.sunderland.gov.uk).

## Family Fund - See page 11

## Help with health costs

You may be entitled to help with health costs including prescriptions, dental treatment, sight tests, glasses and contact lenses, necessary travel costs to and from hospital for NHS treatment, wigs and fabric support. More details about this can be found in leaflet HC11 available from the Health Literature Line on: **0800 555 777**.

You may be entitled to help with necessary travel costs to and from hospital for NHS treatment for your child if you are on a low income, or if you receive one of the following:

- Income Support
- Jobseeker's Allowance
- Working Families Tax Credit
- Disabled Person's Tax Credit

Families on a low income should apply by completing form HC1, available from a Benefits Office (0191 554 6300) or from the hospital. You may be entitled to full or limited help with travel costs for yourself and your child. If you are entitled to help, you will be issued with either a HC2 (full help) or HC3 (limited help) certificate. The cost of travel can then be claimed back, by showing this certificate at the hospital at the time of the appointment, and explaining that you would like to claim back the cost of the journey..

Families in receipt of the benefits/credits listed above should show proof of their entitlement, such as benefit or tax credit award notice, at the hospital at the time of their appointment, and explain that they would like to claim back the cost of the journey.

For more information contact: **Health Benefits Division:**  
**0191 203 5555**  
**Freephone Advice Line: 0800 91 77 711**

## Travel

### Blue Badge Scheme

The Blue Badge Scheme provides a national arrangement of parking concessions for people with severe walking difficulties who travel either as drivers or passengers. The scheme also applies to registered blind people. It allows badge holders to park near their destination. Badges need renewing every three years. You can get a badge on behalf of your child if:

- they receive higher rate mobility component of Disability Living Allowance (DLA)
- they are registered blind
- they have a permanent and substantial disability which means they are unable to walk or have considerable difficulty in walking. In this case you may need to answer some questions to help the local authority determine your eligibility
- children must be over two years of age to qualify, as below this age they would not be expected to walk independently.

An information booklet entitled '**The Blue Badge Scheme**' (ref: T/INF/222) is also available from the Department for Transport, Local Government and the Regions (DTLR)  
**Tel: 0870 1226 236, Text phone: 0870 1207 405, Fax: 0870 1226 237**  
**Email: [dft@twoten.press.net](mailto:dft@twoten.press.net)**

**The Blue Badge Enquiry Line** can be contacted on:  
**08207 944 2914**

**For further information, an application pack or to renew a Blue Badge, please contact Customer Service Centre, P.O. Box 100, Civic Centre, Sunderland SR2 7DN.**  
**Tel: 0191 520 5555.**  
**Email: [bluebadge@sunderland.gov.uk](mailto:bluebadge@sunderland.gov.uk)**

## Nexus TaxiLink

TaxiLink is a door to door service, using accessible taxi for those people who cannot use the conventional bus network in Tyne & Wear. The service has to be booked in advance and services start at 8.00am and finish at 11.00pm, seven days a week. There are some restrictions on Public Holidays. One escort can accompany a member with each person travelling paying £1.00 per single journey. To become a member of the service you must either be:

- registered severely visually impaired or blind
- in receipt of the higher rate component of Disability Living Allowance (DLA)
- in receipt of Attendance Allowance.

To apply to use the service, an application form can be obtained by telephoning **Nexus on: 0191 202 0632, Minicom: 0191 202 0707, Fax: 0191 202 0700 or by emailing: taxilink@nexus.org.uk**

Further information can be obtained from the Nexus website at: **[www.nexus.org.uk/wps/wcm/connect/Nexus/Bus/TaxiLink/](http://www.nexus.org.uk/wps/wcm/connect/Nexus/Bus/TaxiLink/)**

## Concessionary Travel Passes

Tyne and Wear Passenger Transport Authority and Nexus provide concessionary travel for disabled children on local public transport. During school times disabled children can use an Under16 Card for reduced cost travel. Outside of school time, disabled children can use a Concessionary Travel Pass. To qualify for a Concessionary Travel Pass, your child has to be initially assessed by Children's Services. If your child is eligible for a Concessionary Pass you will be given a Confirmation of Eligibility form to allow you to obtain, via post, a pass from the Concessionary Travel Bureau at Nexus' Head Office.

To find out about eligibility criteria and what documentation you will need to bring with you, contact Services for Disabled Children on **(0191) 566 2190**.

**For more information contact your Concessionary Travel Bureau at Nexus on: 0191 203 3434, pick up a leaflet at any Nexus Travelshop or visit the website at: [www.nexus.org.uk/wps/wcm/connect/Nexus/Tickets/Concessionary/](http://www.nexus.org.uk/wps/wcm/connect/Nexus/Tickets/Concessionary/)**

## Complaints and other comments

We welcome comments about the service we give because your views tell us a lot about the quality of what we do. Please tell us if you think we have done well, if you are unhappy and want to complain or if you just have a comment or suggestion. We listen to everything people say and take their comments seriously. Where we can, we use the information people give us to improve services.

### Children's Services

If you have a complaint please contact the **Complaints Team at Children's Services, PO Box 101, Civic Centre, Sunderland SR2 7DN**  
**Tel: 0191 566 1630**

Complaints about anything related to your child at school should be directed in the first instance to the school staff you usually deal with.

### Patient Advice and Liaison Service (PALS)

PALS focuses on improving the service to NHS patients, by offering advice and support to patients, families and carers, providing information about NHS services, listening to concerns, suggestions or queries, and helping to sort out problems quickly on your behalf. PALS act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations to negotiate immediate or prompt solutions. PALS can be contacted Monday to Friday 9am to 4pm on: **0800 731 2326**, or through Answers on: **0191 510 3133**.

### Sunderland Teaching Primary Care Trust

The first stage in making a complaint about a service you or your child have received is to talk to someone at the practice if you can. If you feel you cannot do this, or you are not satisfied with the outcome, you can follow the complaints procedure. You can find more information in a leaflet entitled 'Making a complaint about a GP, dentist, pharmacist or optician' available from Sunderland Teaching Primary Care Trust on: **0191 529 7010/7011**.

## **City Hospitals NHS Foundation Trust**

The first stage in making a complaint about a service or treatment you or your child have received is to talk to the staff at the Trust at the time of the incident if you can. If you feel you cannot do this, or if you are making a complaint after the incident, you should phone or write to the Chief Executive of the Trust (see below). You will be put in contact with staff who are responsible for dealing with complaints. You can obtain a leaflet about the complaints process from the Complaints Department on: **0191 565 6256** extension **41234**.

### **Chief Executive**

**City Hospitals Sunderland NHS Foundation Trust,  
Sunderland Royal Hospital, Trust Headquarters, Kayll  
Road, Sunderland SR4 7TP**

**Tel: 0191 565 6256, Fax: 0191 514 0220**

## **Northumberland, Tyne and Wear NHS Trust**

The first stage in making a complaint about a service or treatment you or your child have received is to talk to the relevant staff at the Trust as soon as you are unhappy about something. If you feel you cannot do this, or if you are not happy with the outcome of this approach, you should put your complaint in writing to the Chief Executive of the Trust. You can obtain a leaflet about the complaints process from the Head of Clinical Governance Support.

### **Chief Executive**

**Northumberland, Tyne and Wear NHS Trust, Cherry  
Knowle Hospital, Ryhope, Sunderland SR2 0NB**

**Tel: 0191 565 6256 extension 49409**

