

# Children and Young People's Integrated Therapy (CYPT) Hertfordshire's service offer



[www.hct.nhs.uk/cypt-herts](http://www.hct.nhs.uk/cypt-herts)

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# Children and Young People’s Integrated Therapy service

Children and Young People’s Integrated Therapy (CYPT) consists of three therapy services. These are Occupational Therapy, Physiotherapy and Speech and Language Therapy. All three work to support children and young people (CYP) in Hertfordshire.



Occupational Therapy	Physiotherapy	Speech & Language Therapy
<ul style="list-style-type: none"> <li>• Support CYP with their independence in aspects of daily living</li> <li>• Provide advice on safe moving, handling and access for a CYP in their home or educational setting</li> <li>• Make recommendations for specialist equipment to help in activities</li> </ul>	<ul style="list-style-type: none"> <li>• Support CYP with physical disabilities or conditions affecting physical development</li> <li>• Provide advice regarding posture, mobility, motor coordination and gait</li> <li>• Make recommendations for specialist equipment to support mobility or posture</li> </ul>	<ul style="list-style-type: none"> <li>• Support CYP with speech, language, and communication difficulties</li> <li>• Provide advice and assessment for CYP with eating and drinking difficulties</li> <li>• Provide advice to establish communication-friendly environments</li> </ul>

## How the CYPT service is commissioned

The service is jointly commissioned by Hertfordshire County Council (HCC) and Hertfordshire and West Essex Integrated Care Board (HWE ICB). The Integrated Care Board has replaced the East and North Hertfordshire Clinical Commissioning Group and Herts Valley Clinical Commissioning Group (ENHCCG and HVCCG).

Hertfordshire Community NHS Trust is responsible for delivering the service.

## Service eligibility and access

Key eligibility criteria for accessing our CYPT service is:

- Aged 0-18 years **or**
- Aged 18-25 years with a Herts EHCP attending a Herts Further Education setting, College (OT and SaLT)
- Resident in Hertfordshire (OT and SaLT) **and/or**
- Registered with a GP in Hertfordshire
- Children Looked After resident or attending education settings in Hertfordshire.

The [Exclusion and exception criteria](#) area lists who is not eligible for the service.

The kind of the support given depends on a professional assessment, or the outcome of a SENDIST tribunal process. Following a tribunal ruling the child or young person's needs must meet our eligibility criteria

Each of the services within CYPT has specific criteria. This is explained under '[Who can refer and how](#)'.

### Referral time scales

New service delivery timescales have been set to manage how the service processes referrals. This includes triaging within five working days. Following triage, the next steps are communicated to families and the referring professional. We aim to offer assessment as follows:

- Speech, Language and Communication - 10 weeks
- Occupational Therapy - 14 weeks
- Physiotherapy assessment - 18 weeks
- Education, Health and Care needs process - within 6 weeks
- High risk dysphagia/feeding – within 10 working days

## Who can refer and how?

### Health professionals

Can submit a referral via health record to refer to:

- Speech and Language Therapy
- Occupational Therapy
- Physiotherapy

### Parents and carers

All parents and carers can self-refer to Speech and Language Therapy.

## Parents and carers of CYP with a diagnosed Long-term condition (substantial disability or chronic illness)

Can self-refer for:

- an assessment of safe access
- recommendation of equipment at home
- home adaptations or rehousing
- help accessing Disabled Facilities Grants (OT)

## SEND officers

SEND Officers as part of the Education Health & Care Plan process can refer to:

- Speech and Language Therapy
- Occupational Therapy
- Physiotherapy

## Social care and educational professionals

Can refer to:

- Speech and Language Therapy
- Occupational Therapy

Go to [www.hct.nhs.uk/cypt-herts](http://www.hct.nhs.uk/cypt-herts) to download or complete a form under '[Making a Referral](#)'.

Contact our advice line if you have any queries about making a referral. Leave a message any time of day on **01923 470 693**. A member of the team will call you back.

## Referring school age children

Referrals for school aged children should be accompanied with assess, plan, do, review information. This is to show what support has already been implemented before requesting specialist support. In most instances this will be copies of progress/needs trackers.

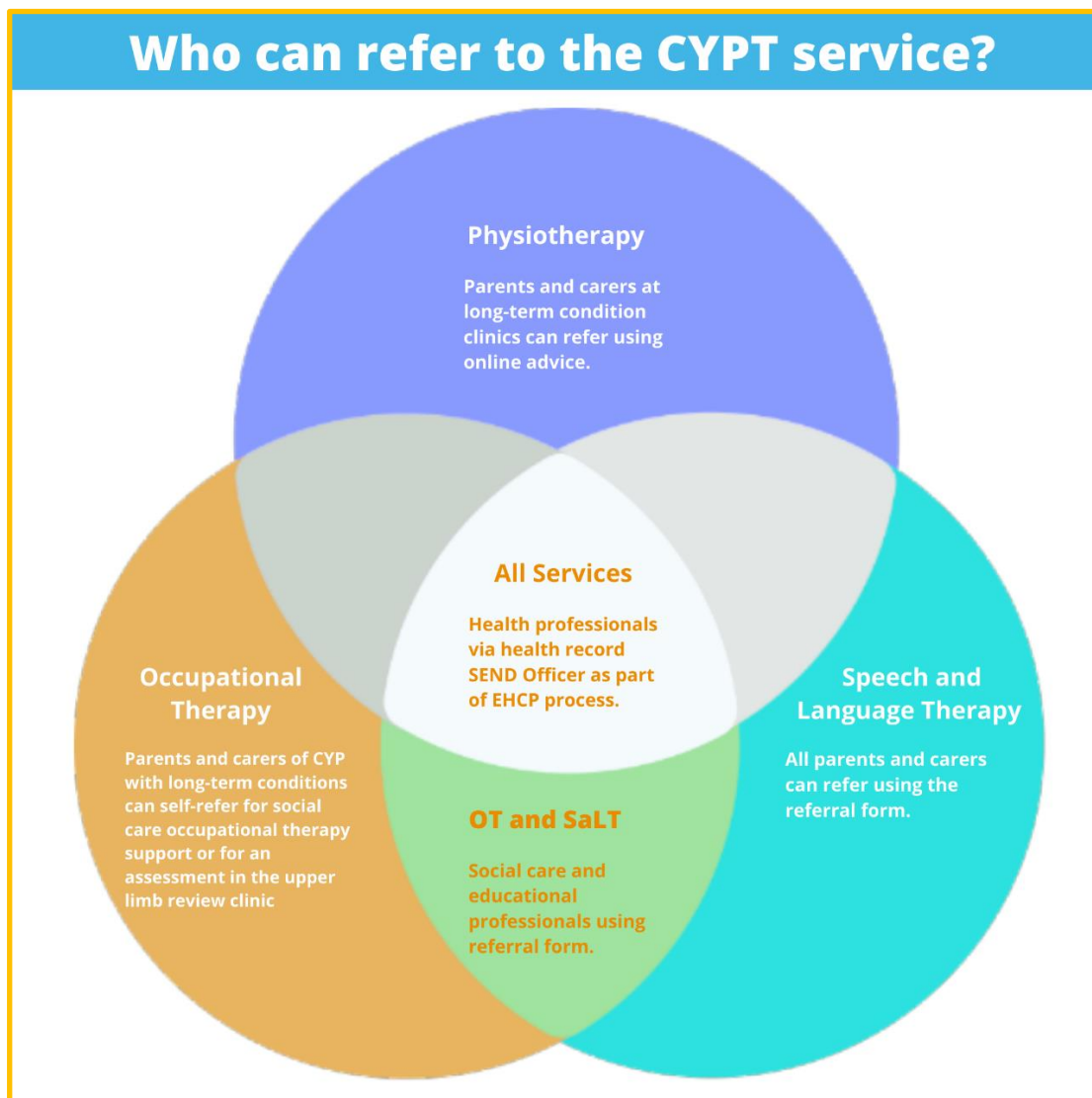
Where no additional information is provided, and the needs of the child or young person are not clearly identified referrals may be returned requesting more information or signposted to other resources of support.

Professionals or SEND Officers need to have parental (or legal guardian) consent to make a referral.

## Education Health and Care Plan assessments

Referrals should be made by the SEND Officer in the Local Authority by contacting [Integrated Service for Learning at Hertfordshire County Council](#) for:

- CYP with an [Education Health and Care Plan \(EHCP\)](#), or
- CYP who are being assessed for a plan.



## Re-accessing the service

To re-access the service leave a message on our advice line **01923 470 680**. A member of the CYPT team will call you back. They will answer your questions and discuss any concerns. This includes support after being discharged.

Re-referrals will be triaged by the service to determine ongoing need and impact.

When parents and carers of CYP with a long-term condition call to re-access Physiotherapy their CYP will be invited to attend a Long-term conditions clinic (or OT Upper Limb Clinic if

more appropriate). This means they can receive advice and support, without needing a new referral from a health professional.

## Our contact information

There are several ways to contact us or get information. The diagram below explains which to use depending on your needs.



Website	Telephone	Advice line	Social media	Email
<ul style="list-style-type: none"> <li>• Service information</li> <li>• Contact details</li> <li>• Advice sheets, videos and other downloadable resources</li> <li>• Referral forms and links</li> <li>• How to give feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Manned telephone line open during core service hours</li> <li>• Available for urgent queries or appointment booking</li> <li>• Messages passed on to appropriate staff members as required</li> </ul>	<ul style="list-style-type: none"> <li>• Message service for parents and professionals</li> <li>• Access to advice pre-referral</li> <li>• Onward referrals made if required within five days</li> <li>• Leave a message any time – get a call back from CYPT</li> </ul>	<ul style="list-style-type: none"> <li>• Promotion of training and events</li> <li>• Sharing local and national information</li> <li>• Sharing examples of support and best practice</li> </ul>	<ul style="list-style-type: none"> <li>• Available for more detailed queries which do not require an urgent response</li> <li>• Accessible for those for whom telephone services are challenging</li> <li>• Queries will be directed to most appropriate person</li> </ul>

**Visit:** [www.hct.nhs.uk/cypt-herts](http://www.hct.nhs.uk/cypt-herts)

**Email:** [hct.cytherapies1@nhs.net](mailto:hct.cytherapies1@nhs.net)

**Call:** 01923 470 680 - option three

**Advice line:** 01923 470 693 - leave a message any time and get a call back.

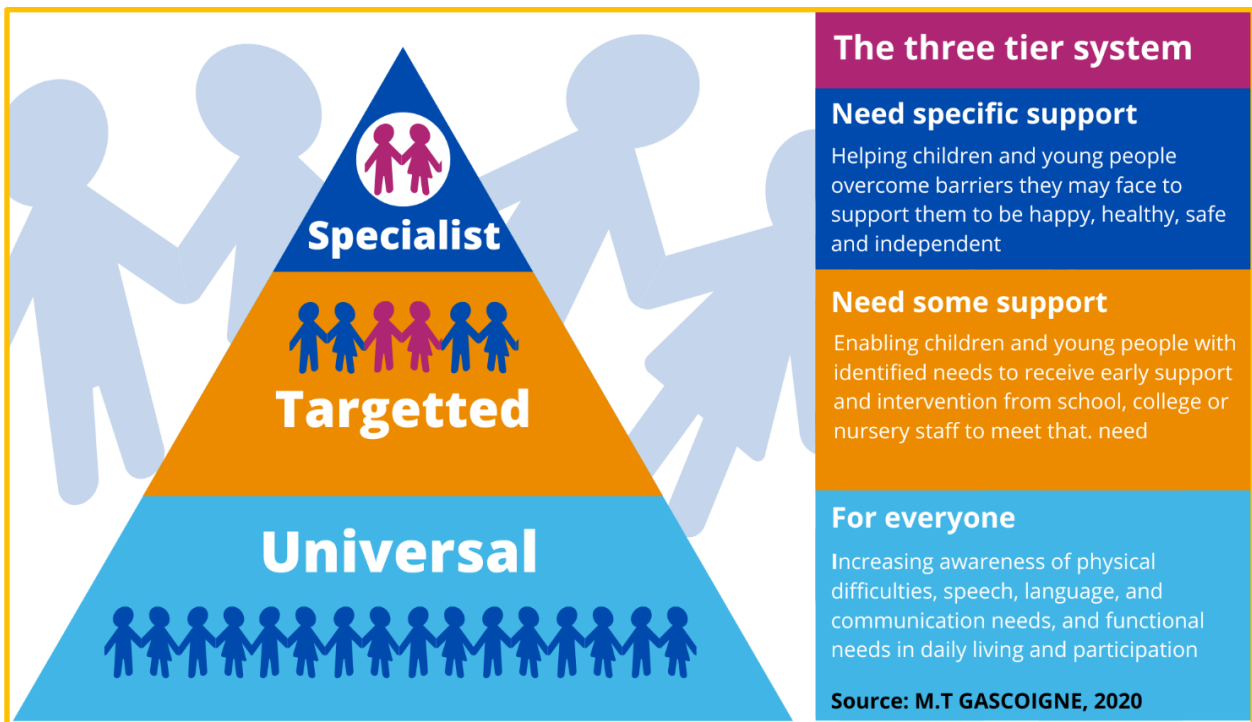
**Facebook:** [@HERTSCYPT](https://www.facebook.com/HERTSCYPT)

**Twitter:** [@Herts\\_CYPT](https://twitter.com/Herts_CYPT)

**Instagram:** [@herts\\_cypt](https://www.instagram.com/herts_cypt)

## Our Service Model

The CYP Therapy service is provided through a three-tier system.



### Universal support - for everyone

	Occupational Therapy (OT)	Physiotherapy (PT)	Speech and Language Therapy (SaLT)
<b>Website</b>	<p>Look under 'Useful information' on our webpage <a href="http://www.hct.nhs.uk/cypt-ot">www.hct.nhs.uk/cypt-ot</a></p> <p>Resources include:</p> <ul style="list-style-type: none"> <li>• Fine Motor skills e.g.: using scissors</li> <li>• Gross Motor skills e.g.: riding a bike</li> <li>• Self-Care Skills</li> <li>• Sensory Processing School Strategies</li> </ul>	<p>Look under 'Useful information' on our webpage <a href="http://www.hct.nhs.uk/cypt-pt">www.hct.nhs.uk/cypt-pt</a></p> <p>Resources include:</p> <ul style="list-style-type: none"> <li>• Gross Motor and Coordination Skills</li> <li>• Activity Guidelines (by age)</li> <li>• Gait</li> <li>• Baby</li> <li>• Cerebral Palsy</li> <li>• Videos</li> </ul>	<p>Look under 'Useful information' on our webpage <a href="http://www.hct.nhs.uk/cypt-salt">www.hct.nhs.uk/cypt-salt</a></p> <p>Resources include:</p> <ul style="list-style-type: none"> <li>• What to Expect When</li> <li>• Talking Tips</li> <li>• Social Communication Skills</li> <li>• Videos</li> </ul>
<b>Workshops</b>	Information is available on the service webpages using the links above.		

Universal support is for everyone and may be delivered by a range of different people, including professionals in other services. For example, trained staff in Family Centres offer Early Talk parent advice sessions on communication development for toddlers.

For CYP with special educational needs and disabilities (SEND) the Hertfordshire Local Offer is the central source of information for SEND services and support.

### **Targeted Support - for those that need some support**

Targeted support is for CYP with some needs and is usually delivered by adults working with CYP in their educational setting e.g.: nursery, school or college, following advice from the therapy team or having received training on a specific programme or approach. There are opportunities for parents and carers to attend the training too, enabling them to support their child at home. Examples include, SMART moves training, targeted sensory offer for parents, a targeted programme to support SLCN.

### **Specialist support - for those who need specific support**

Specialist support is for CYP with specific needs and is provided by a member of the therapy team, either a therapist or an assistant practitioner. The therapy team help CYP develop their skills and overcome potential barriers so they can achieve the best they can and be as independent as possible. We work closely with those adults and professionals around the CYP, keeping the CYP in the centre of everything we do.

## **Our service teams and partner organisations**

We have four therapy teams across the county, working with over 500 maintained schools, plus a wide range of Academies, Free Schools, Independent Schools and Colleges as well as nurseries and other early years settings:

- North Hertfordshire and Stevenage
- East Hertfordshire
- St Albans and Dacorum
- Watford, Three Rivers and Hertsmere

We work together with a range of Hertfordshire services and organisations:

- Hertfordshire County Council's Children's Disability Team/0-25 Together Team
- Family Centre Service
- Social Care Team
- District Councils, housing providers and Herts Home Improvement Agency
- Special Educational Needs and Disability Team
- Integrated Services for Learning
- Hertfordshire Equipment Services are commissioned to provide equipment for CYP
- Millbrook's Healthcare for wheelchair provision

- East and North Hertfordshire Primary Care Trust, who provide Paediatrician Services and Audiology Services in this area
- Other Hertfordshire Community NHS Trust services, such as PALMS, Step 2, Paediatricians in West Hertfordshire and Specialist Community Nursing

You can find out more about local services, organisations and support groups through [Hertfordshire's Local Offer](#).

You can find [information about all of our services](#) on the Hertfordshire Community NHS Trust website [www.hct.nhs.uk](http://www.hct.nhs.uk)

As an education partner, if you have any questions about the service or want some advice regarding a CYP you can call us. Please use our advice line **01923 470 680** to leave a message at any time. A therapy team member will return your call.

## How we support children and young people



Therapy teams work with CYP in the most appropriate setting. We promote and optimise functional skills, working alongside key adults wherever possible.

We support early year's settings, mainstream schools, further education colleges and specialist educational settings within Hertfordshire.

We do not visit settings outside Hertfordshire unless specifically agreed for a CYP with an EHCP.

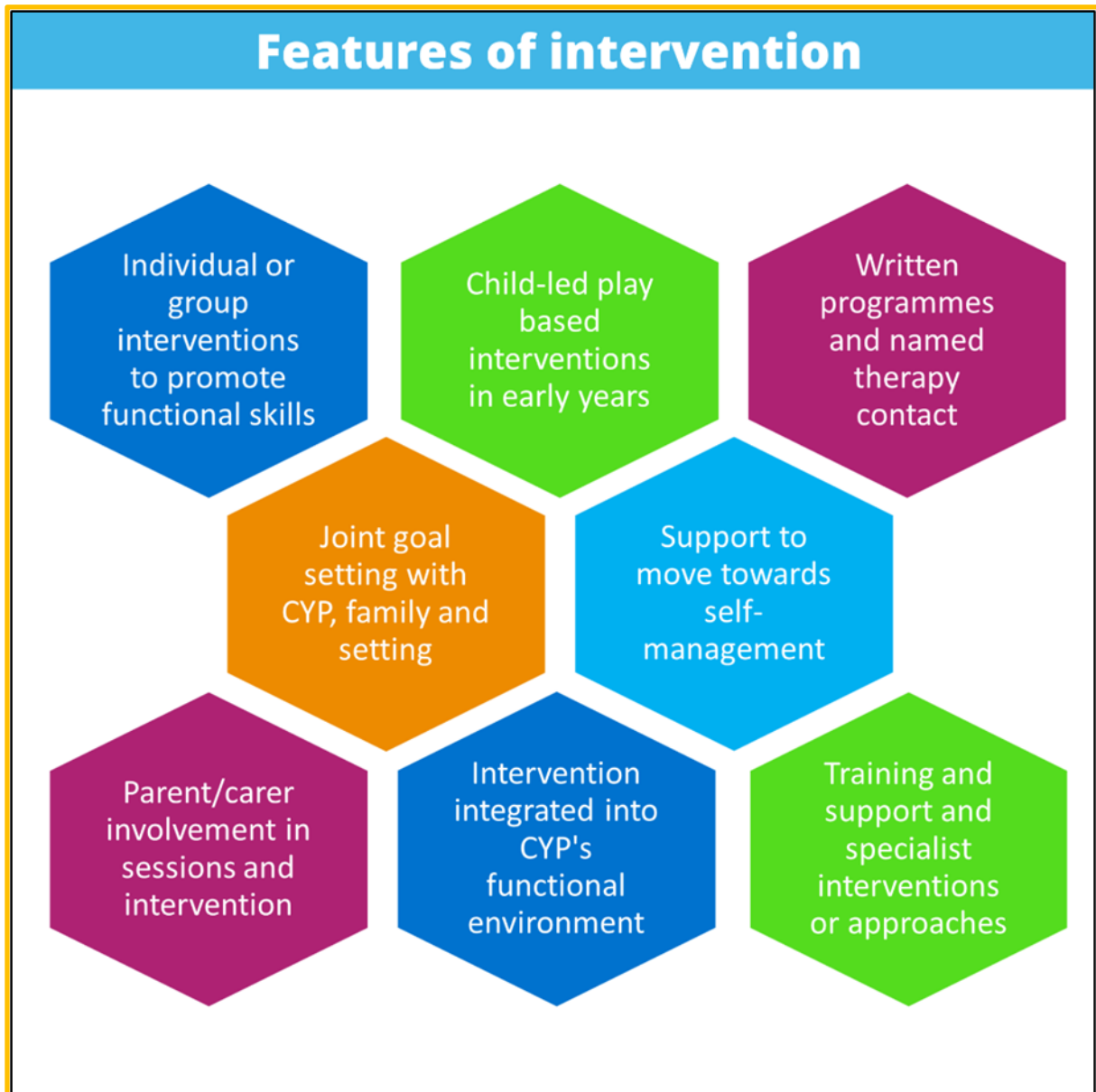
CYP may be seen at home or in clinic according to clinical need. Appointments may also be via video or telephone calls as appropriate for the needs of the CYP.

The number, frequency and nature of intervention sessions will be determined by the therapist based on a CYP's individual clinical needs and best practice guidance. Provision of intervention is determined by a clinician based on a CYP's individual needs, rather than diagnosis-led or a set quota.

### Features of intervention

- For younger children we provide child-led play-based intervention, incorporating their interests. For older CYP are encouraged to participate in goal setting and provide their views.

- Where a need has been identified, families will receive written intervention programmes and have a named contact for their child's care. We aim to provide written programmes within four weeks of needs being assessed and goals set.



- Individualised advice and support to meet the CYP's need that may include individual or group therapy sessions led by therapy team staff over an agreed time period. We work towards individuals, their families and key adults being able to self-manage.
- Advice clinics such as Down Syndrome clinic.
- Regular goal setting and progress reviews in collaboration with the CYP, parents/ carers and education staff.

- Training and support when a specialist technique/s are recommended.
- Support for CYP before, during, and after transition between educational settings or Key Stages when there are identified functional needs.

When a child's needs have been met or no longer require the input of a specialist, they may be discharged from the service. They will be given clear information on how to access further advice and support if needed. This includes agreeing who will take over the care.

Discharge will be at the discretion of the therapist, after discussion with the CYP, parents, carers and other professionals involved. If a child's needs change for the same concern, the service can be re accessed using the [re-access pathway](#).

Where therapy intervention is indicated in a CYP's EHCP, this will be delivered by the therapy service in the CYP's educational setting according to the specified provision providing the setting is clinically appropriate. Therapists contribute to annual reviews for CYP with provision specified in their EHCP.

## Working with education settings (SaLT)



Nine education lead roles for SaLT, aligned to each DSPL, have been created. This is to support a stronger, more cohesive and interactive relationship with our education partners.

This will be achieved by having a named person for each DSPL. They will foster closer relationships and build a unique understanding of local needs of CYP and their families to drive the right support and training for schools.

The education leads will work closely with DSPL colleagues to consider training needs within the area. In addition, they will be a key contact for schools in their named DSPL area as well as link therapists

offering advice, support and opportunities for case discussion and joint problem solving.

To further support our education colleagues, we are introducing a SaLT Training Offer. Recruitment is underway for the new Training Team, which will comprise of 2 Therapists, 2 Assistants and administrative support.

This team will work closely with the Education Leads to ensure that the training sessions delivered in school will meet the needs of the CYP in each locality. Information about the

training offer courses can be found [here](#). Once this team is in post, they will advise on the booking process.

For SENCo meetings, our improved and simplified automated booking process is now in operation; schools receive the booking link via email.

The CYPT service have partnered with ADD-vance a voluntary sector service. Add-vance practitioners deliver specific interventions to upskill education staff in schools and nursery. This releases clinician time allowing for more specialist interventions to be carried out.

The service also works with health care professionals, family support workers, social workers and extended family members to ensure engagement for all families. In the Autumn term 2022, HCC will be launching a phone service called ASK SALI. This will support and advise SENCo's with their questions and queries. SaLT Educational Leads will work closely with this team on queries relating to speech and language needs of CYP.

## Working with families

### Working together

Parents and carers are encouraged to either attend their child's appointments or arrange for feedback with the therapist following a school visit. This is so we can enable joint goal setting. It is expected that families will work alongside the therapy team to continue their child's support at home. Working together is essential for the best outcomes of the CYP. For this reason, the service is introducing a [home](#) ◀ ▶ [school](#) ◀ ▶ [therapy](#) agreement. This will clarify roles, timescales and interventions.



### Written reports

Written programmes and reports are shared with families, as well as other professionals supporting the CYP.

If given sufficient notice, we aim to provide written reports in advance of meetings where CYP's needs or progress are to be discussed. Families will be provided with the name of the person delivering their child's care and details of how to contact them.

## Cultural diversity and inclusion

Recognition of cultural diversity is important, and we work closely with families to support communication and understanding of their child's needs and care. We work with interpreters for families for whom English is not their first language or families who are British Sign Language users.

We value the thoughts and views of families, carers and the CYP we work with as well as our education settings and partner organisations.

The service regularly asks for feedback from parents attending training, engagement events or when their child's care is complete.



## Transition to adult services



We recognise that transition into adult services is an important part of a young person's care pathway.

Our 'Transition from children's services to adult services' policy is embedded into all clinical practice.

This facilitates a safe, smooth, co-ordinated, person-centred transition from children's services to adult services.

## Our therapy services

### Occupational Therapy (OT)

OT supports CYP with their independence. This can be with their daily living activities. It can also be taking part in home or school activities.

The service can advise on new ways to complete a task, and how to use equipment to participate or be more independent.

Occupational therapists may advise on:

- Dressing skills, such as using zips or buttons
- Using cutlery when eating
- Fine motor skills such as cutting or handwriting
- Seating and positioning e.g. at a school desk or using the toilet
- Co-ordination of movements
- Sensory preferences and sensitivities impacting on participation in activities of daily living



For CYP with long term disability or chronic illness that significantly affects their daily living and access to their home environment, the OT may recommend:

- Equipment
- Minor home adaptations
- Major home adaptations
- Rehousing.

The service can provide advice on safe moving and handling techniques for CYP with physical impairments.

## Occupational Therapy training offer

### Training for parents

- Sensory preferences and self-regulation workshops
- Motor development workshop

### Training for schools

- Sensory workshops
- Generic back care training for school staff.  
This can be [booked via the OT webpage](#)



## Physiotherapy (PT)

Physiotherapy supports CYP with physical disabilities or conditions which impact on their physical development. These include:

- Genetic conditions like neuromuscular disorders
- Injury or illness such as a brain injury
- Long term conditions like cerebral palsy
- Developmental difficulties

They can provide advice on:

- Posture
- Mobility
- Pain management
- Motor coordination difficulties
- Gait
- Physical development delay

## Speech and Language Therapy (SaLT)

The SaLT teams within CYPT:

- Provide support to CYP with SLCN
- Provide assessment and management of eating, drinking and swallowing (dysphagia)
- Provide support for multidisciplinary autism assessment pathways

Areas a speech and language therapist may advise on

- Understanding of spoken language
- Creating and using sentences to explain their thoughts
- Vocabulary understanding and use
- Ability to communicate with those around them, including interaction skills
- Fluency of speech, such as stammering
- Ability to form sounds and use these in words
- Eating, drinking and swallowing skills

## SaLT training offer

The SaLT service currently deliver 'Makaton' and 'ELKLAN' training. They have recently worked with system partners to develop an enhanced training offer. The new offer will provide more support for education setting staff. This will help to embed strategies in classroom or nursery settings to meet the daily needs of pupils.

The aim of the new training offer is to:

- Empower educational settings and service users to support CYP's speaking and understanding needs.
- To increase knowledge and confidence in SLCN and the capacity to support CYP.
- To build strong partnerships and increase collaboration with our education colleagues and partners.



Recruitment is underway for a dedicated SaLT training team. They will deliver training per DPSL using a hybrid model of face to face and virtual sessions. The SaLT training offer will follow the service's three tier system.

## Universal - for everyone

Universal training courses will be available termly. Topics include topics:

- Promoting communication (Early Years)
- WellComm workshops 1 & 2 (Early Years)
- Understanding SLCN (Primary & Secondary)
- Making language visible (Early Years to Secondary)
- English as an additional language (Early Years to Secondary)
- Linking language and learning (Primary)
- Talking with children workshop 1 & 2 (Early Years)
- Adult child interaction (Primary)
- Promoting study skills (KS 2, 3, 4)

- USLCN Secondary
- Promoting social communication (Primary to Secondary)
- Supporting social communication in Early Years settings
- Supporting vocabulary (Primary)

## For CYP with some SLCN (Targeted)

Each term there will be targeted courses available for settings. These will include Elklan, Word Aware and Makaton training.

### Elklan training



Elklan offer practical courses for those working with children. Courses include information and strategies to develop the communication skills of all children but especially those with SLCN. Our qualified Elklan tutors will deliver accredited training courses in a variety of topics including:

- Speech and language support for 3-5 years
- Speech and language support for 5-11 years
- Communication support for verbal pupils with ASD

### Word aware training



Word Aware is a structured whole school approach. It promotes the vocabulary development of all children.

Focused on whole class learning, the approach is of particular value for those who start at a disadvantage. This includes children with Special Educational Needs and those who speak English as an additional language.

This approach is full of practical and inspiring ideas that can be easily applied by busy practitioners to develop both spoken and written vocabulary. Course participants will have resources and ideas to apply immediately.

Qualified Word Aware trainers offer practical interactive training as follows:

- Word Aware 1: for whole school vocabulary development for ages 5 to 11
- Word Aware 2: for teaching Early Years for ages 3 to 5
- Word Aware 3: for teaching vocabulary in small groups for ages 6 to 11

## Makaton training



Makaton is a unique language programme. It uses symbols, signs and speech to help people to communicate.

Makaton supports the development of essential communication skills. These include attention and listening, comprehension, memory, recall and organisation of language and expression.

Qualified Makaton tutors deliver practical workshops. They will teach the signs and symbols as well as supporting methods for implementing and using Makaton. Workshops include:

- Makaton Level 1: two sessions which teaches signs and symbols from the core vocabulary, stages 1 – 2, and additional vocabulary
- Makaton Level 2: two sessions which teaches signs and symbols from the core vocabulary, stages 3 to 4, and additional vocabulary. This builds on the knowledge gained in the level 1.

## For CYP with specific SLCN (Specialist Offer)

Specialist training courses will be available termly to include topics such as:

- What is DLD?
- Supporting Speech Sound Difficulties
- Integrated Visual Coding
- Supporting pupils who stammer (Primary-Secondary)
- Supporting pupils who stammer (Early years)
- Selective Mutism
- SLCN & Autism
- Supporting Deafness
- SCERTS webinar

The SaLT training team will link with SEND SAS and EP service who also deliver specific training packages and the new SaLT Education Leads to ensure awareness of current training needs/priorities of DSPLs so that they can adapt and tailor the offer to meet needs.

## Service feedback

We really value hearing about your experience of our service. If you have used the service, please feel free to give us your comments. Send them to [hct.cyptherapies1@nhs.net](mailto:hct.cyptherapies1@nhs.net) .

If you would like to raise a complaint or concerns, please contact the Patient Experience Team. You can call on 01707 388036 weekdays from 9:30am to 4pm or email [hct.patientexperienceteam@nhs.net](mailto:hct.patientexperienceteam@nhs.net).

## Referral exclusion and exception criteria

Children and young people who are:

- Not a resident in Hertfordshire and not registered with a Hertfordshire GP
- Non-Hertfordshire resident and not registered with a Hertfordshire GP but attend Hertfordshire schools. Our CYPT service will work with neighbouring authorities to broker a service. This will be reviewed case by case.

Children and young people (Non EHCP) with a Hertfordshire address or GP attending out of county mainstream schools will not be seen in school settings. They will be offered clinic appointments. The service will attempt to offer these out of school hours where possible. CYP with Hertfordshire EHCP attending:

- A mainstream school out of county. In this case the service will work with neighbouring authorities to broker a service or will travel 30 minutes from nearest base only.
- Independent in-county schools where onsite therapists can meet provision as outlined in EHCP. Where there is no in-house team the child or young person will be seen in school by the service.
- Specialist settings out of county. In this case onsite services would provide input.

Requests for intervention where needs cannot be met due to the environment. For example, social communication interventions for a child or young person educated in an environment without peers to embed strategies.

Where provision cannot be agreed it will be discussed with the Commissioning Team.

## Glossary

<b>CYP</b>	Children and Young People
<b>CYPT</b>	Children and Young People's Integrated Therapy Service
<b>DSPL</b>	Delivering Special Provision Locally
<b>EHCP</b>	Education Health and Care Plan
<b>EP</b>	Educational Psychologist/Psychology
<b>HCT</b>	Hertfordshire Community NHS Trust
<b>OT</b>	Occupational Therapy
<b>PT</b>	Physiotherapy
<b>SaLT</b>	Speech and Language Therapy
<b>SEND</b>	Special Educational Needs and Disability
<b>SENDIST</b>	Special Educational Needs and Disability Tribunal
<b>SENCo</b>	Special Educational Needs and/or Disabilities Coordinator
<b>SLCN</b>	Speech, Language and Communication Needs
<b>SAS</b>	Specialist Advice and Support