

### Key Actions and Comments Received from Review of NSF

**5.1** Agencies employ creative and imaginative approaches including the use of new technologies and multimedia or non-verbal communication to provide information and to ensure that the views of **disabled children** and families are heard

Comments received from Review - Not always relevant

**5.4** A hand held record is provided for all disabled children with complex needs that complements the Personal Child Health Record, in line with Welsh Assembly Government guidance to be issued in the Autumn of 2005.

Comments received from Review - Need to refer to orange book review

**5.10 Disabled children** and their families are offered early contact (before their primary dentition commences eruption between 8 and 13 months of age) with an appropriate member of the dental team for provision of preventative advice and information.

Comments received from Review - capacity recruitment & retention difficulties

**5.14** There are **integrated community equipment services** that supply equipment to **disabled children** and young people, managed by a designated lead agency. The lead agency monitors that the following criteria are met:

- Assessment for equipment for **disabled children** is carried out by the most appropriate person in the multidisciplinary team within 4 weeks of referral;
- Equipment is supplied within 6 weeks of assessment according to jointly agreed eligibility criteria for **essential equipment**;
- The equipment store has dedicated resources for children which are distinct from adult resources;
- A supply of continence equipment is available to meet the assessed needs of children and young people;
- Local **emergency supplies** are immediately available;
- There are effective mechanisms in place for the retrieval of unwanted equipment. This includes databases that record where equipment is, when it is due for servicing, cleaning or requires repair;
- The child's equipment requirements are reviewed at least annually in accordance with individual assessed needs.

Comments received from Review - definition of equipment

**5.15 Disabled children** are able to use the equipment they need in all the places where they spend time e.g. school, home, leisure settings and during **short break care**.

Comments received from Review - definition of leisure settings

**5.17** There are agreed protocols and standards for wheelchair/ specialist seating services that include:

- Providing a comprehensive service which meets particular needs of **disabled children**;
- Provision of clear information for professionals, parents, carers, children and young people regarding access to seating and wheelchair services;
- A single referral process which encompasses services provided through the Artificial Limb and Appliance Services and those provided by **rehabilitation engineering**;
- Assessment within 6 weeks of the referral being received;
- Provision of a wheelchair or equipment within 8 weeks of assessment;
- Quality assurance systems;
- Repair and maintenance procedures;

Review of the child's needs as a minimum on an annual basis in accordance with individual assessed needs.

Comments received from Review - specialist wheelchair providers can't meet this target. This action will be affected by NHS reorganisation.

**5.26** Children and young people who require therapy services receive an assessment within 12 weeks of referral, with the appropriate resources commissioned. Waiting times are monitored and action taken when target waiting times have not been met.

Comments received from Review - different targets to other performance management tools

- 5.30** There are agreed joint education and training programmes for professionals who work with **disabled children** (in addition to the core training referred to in Chapter 2), which includes:
- Training on the social model of disability;
  - Information about the health conditions or impairments including sensory impairments;
  - The social, emotional and material needs of families with a disabled child;
  - Communication with children who do not use speech or who find interaction difficult;
  - Management of **challenging behaviour**, including restraint training;
  - *Disability Discrimination Act 1995*<sup>39</sup> and inclusion policies;
  - The *Special Education Needs Code of Practice for Wales*<sup>40</sup>;
  - Legal and professional indemnity of staff providing health/nursing care procedures;
  - Manual handling training.

Comments received from Review - last but one bullet point should be taken out