



OUR VISION - EMOTIONAL WELLBEING HUB FOR CHILDREN, YOUNG PEOPLE & FAMILIES

The Hub was designed to offer an integrated, multi-agency (health and social care) team that should support children, young people, (0-25) families and practitioners in East and West Suffolk with concerns around emotional wellbeing and mental health.

The Hub should simplify the route to the right service, at the right time for all those referred. It should also support the development of knowledge and skills about emotional wellbeing, behaviour and mental health and should reduce the number of inappropriate referrals to other more specialist services.

The success of the hub is dependent on a collaborative approach and everyone's understanding of the part they play in helping to build resilience and capacity in families through the provision of information, early support and advice, and brief intervention in universal settings.

Our Hub is built on a principle that we all have a responsibility to respond to children and young people's emotional needs. It is the business of all of us.

CURRENT POSITION – delays in the Hub

The Hub has been and continues to experience a high level of referrals, resulting in a significant backlog. Unfortunately, this is causing problems in accessing the service and/or delays in CYP&F getting the right advice and support. Thank you for your patience and the support you are providing to children, young people and their families at this time.

Whilst we can't give specific timings on when the backlog will be cleared and support available, be assured the team are working tirelessly, with the support of a wider recovery team, to ensure the referrals are managed effectively, to help CYP&F access the right support.

When reviewing the information provided in the referral forms the recovery team have identified that a high number of forms are not completed fully or accurately, preventing the effective screening and triage process to be completed. This is causing further delay for our CYP&F.

We have also identified that some referrals into the hub, should have been directed straight to the specific services e.g., school nursing, perinatal, EIP etc. This is causing further delays for CYP&F getting the help they need quickly. If you are unsure of the direct referral routes please let us know on **0345 600 6540**.

We are keen to work with you to make sure the referral process can be improved and works for all. Whilst in the recovery phase we will be passing referrals back to referrers if the required information



is **not** provided. Once we are confident we have all the detail, we can ensure the CYP & F are supported via the most appropriate service/support that best meets their needs.

All CYP&F on the current waiting list have been written to, there is also a separate communication being shared that provides similar information contained in this message and some signposting to support.

Please see below links to all the additional support that is available for CYP&F that can be provided and signposted to.

For young people - [Mental health and wellbeing \(thesource.me.uk\)](https://thesource.me.uk)

For parents and carers - [Emotional Wellbeing Hub - Other help and support | Community Directory \(suffolk.gov.uk\)](https://www.suffolk.gov.uk/emotional-wellbeing-hub) -

Please see below the direct referral information:

All Health Visiting and School Nursing referrals should go via the Health Business Centre on

- Telephone: **0345 607 8866**
- Email: childrenshealth@suffolk.gov.uk

The School Nurse Referral form can be found here and is attached:

<https://www.suffolk.gov.uk/children-families-and-learning/childrens-health/school-nursing/>

We do not have a specific HV referral form.

Early Help referrals (CAF) should be made via the Children and Young People's Portal.

<https://www.suffolk.gov.uk/children-families-and-learning/children-and-young-peoples-portals/children-and-young-peoples-portal/>

To discuss submitting a CAF please contact your local team:

West

Bury St Edmunds (Amanda Parrett) Forest Heath (Nicola Codling/Rosie de Cova) Haverhill (Chris Morley): **01284 758610**



Central and South Suffolk

Central (Nicola Tinley) **01284 758215**; South Suffolk (Kirsten Parker): **01787 315940**

Ipswich South and West

Ipswich South (Maria Atkinson) – **01473 263583**; Ipswich West (Terri Moore) - **01473 263367**

Ipswich North East and Coastal

Ipswich North East, Coastal South and Coastal North (Tracey Mason) - **01473 263196**

Lowestoft and Waveney

Lowestoft North, Lowestoft South and Waveney (Christine Goodbourn) **01502 674636**

NB: If you have any Safeguarding concerns, please continue to use the MASH Consultation line (03456 061 499) and Customer First (0808 800 4005) as usual.

Referrals to the children's Community Learning Disabilities Nursing Team are accepted from **Health professionals and Social Care Services** using the **team referral form** (accessed on request) sent to:

LDNursingTeam@suffolk.gov.uk

Or by post to:

Team Lead, Children's Community Learning Disability Nursing Team – Behaviour Support, Allington Clinic, 427 Woodbridge Road, Ipswich. IP4 4ER

ASD

Service Manager Lead: Community Team Manager

Service Contact: 01449 745389, Address: Haymills House, Station Road East, Stowmarket, IP14 1RQ

Service hours: Mon-Fri, 9am-5pm

Perinatal

Service Manager Lead: Kevin Moran

Service Contact: Telephone 01284 719 700, Address: Wedgewood House, West Suffolk Hospital, Hardwick Lane, Bury St Edmunds, IP33 2QZ

Service hours: This service is available from Monday to Friday between 9:00 and 17:00.