

# Guidance for making a request for assistance

Service		Page no.
Child & Adolescent Mental Health Service(CAMHS)	NHS Highland	1
Community Paediatrics	NHS Highland	3
Educational Psychology (EP)	Highland Council	4
Neuro Developmental Assessment Service (NDAS)	NHSH & HC	5
Nutrition & Dietetics (Dietetics/ RD)	Highland Council	7
Occupational Therapy (OT)	Highland Council	8
Physiotherapy- Acute (Physio/ PT- acute)	NHS Highland	10
Physiotherapy- Community (Physio/ PT- comm.)	Highland Council	12
Primary Mental Health Work (PMHW)	Highland Council	14
Speech & Language Therapy (SLT)	Highland Council	15

This should support and guide completion of a Child's Plan, Referral / Request for assistance form, etc.

Please use the relevant 'Information to include' guidance when making the request.

If the information is included in the Child's Plan it would be helpful if this was highlighted / referenced.

## **Child and Adolescent Mental Health Service (Tier 3)**

### **Information:**

The Child and Adolescent Mental Health Service works with children, young people (CYP) and their families, as appropriate, to understand their mental health difficulties and offer a range of therapeutic interventions to help them make changes. At times we may meet with the professional network, with parent(s)/carer(s) permission, to help us decide if there is a role for us. NHS Highland CAMHS operates within a tiered model of service delivery which includes both stepped care (as a problem becomes more severe in nature the type of help that is available becomes more specialised) and matched care (the idea that there should be an accurate and properly informed match of need to provision at the earliest stage of a child or young person's presentation).

This guidance refers to Tier 3 CAMHS (more information is available on [our website](#)).

There is separate guidance for Tier 2 Primary Mental Health Worker (PMHW) service.

### **How to access the service:**

- CYP up to 16 years of age and young people aged 17 and 18 who are still enrolled in school can be referred to the service if they are experiencing moderate to severe complex mental health difficulties, e.g. anxiety, low mood, eating disorders, relationship difficulties, anger. Please see our referral criteria on our website for more comprehensive information. For more recent or less severe presentations, consider accessing the PMHW service and contact them directly
- We accept referrals from health, education and social work
- It is important that those referring have met with the parent(s)/carer(s) and the referred child/young person and they are in agreement with the request for service
- If a referrer is not sure what information to include, s/he can contact us to discuss the referral (01463 705597 and ask for the duty clinician)
- If a referrer is not sure whether the child/young person is appropriate for Tier 2 or Tier 3 services, this can be discussed with the local PMHW (see PMHW page) or the duty clinician at the Phoenix Centre (01463 705597)
- Requesting a service from CAMHS should ideally be made using our [referral form](#) along with the most recent Child's Plan, if one is available
- Referrals sent electronically preferably to – [nhshighland.phoenixcentre@nhs.net](mailto:nhshighland.phoenixcentre@nhs.net)  
Or by post to – CAMHS, The Phoenix Centre, Raigmore Hospital, Inverness, IV2 3UJ  
Or electronically via SCI Gateway under Child and Adolescent Mental Health Services

We will respond to all referrals received, informing both referrer and the family

(parent(s)/carer(s) and/or young people depending on their age) of the outcome. Where there is permission, we will also let the Named Person know the outcome.

### **Information to include:**

- Please give as much information as possible about the exact nature of the child / young person's difficulties and its impact on their day to day functioning
- The child/young person's nursery/school and their Named Person and whether we have permission from the young person/parent(s) /carer(s), as appropriate, to contact them
- If the information is included in the Child's Plan it would be helpful if this was highlighted / referenced

- Interventions or mental health input which has been tried to date (i.e. PMHW, Children's Service Worker, etc.)

**Concerns to consider and mention in the request:**

- Specific persistent symptoms of psychological distress.
- Impact on daily functioning and wellbeing.
- Duration of difficulties.
- Presence of self-harm. Ask about any suicidal ideation and if present, any plans they may have.
- Triggers for seeking help at this moment in time.
- Family circumstances, social and educational functioning.

**Urgent Referrals:**

When there are concerns that a child or young person (CYP) might need an urgent mental health assessment we would recommend that referrals are discussed with a CAMHS clinician prior to referral submission.

Duty clinicians are available 9am-5pm Monday – Friday on 01463 705597. Referrals of an urgent nature out with normal working hours / weekends should be directed to A&E.

Referrals to our service are considered urgent if:

- A CYP is experiencing significant suicidal ideation with intent, or has made a suicide attempt
- A CYP has suspected psychotic illness / symptoms
- A CYP has experienced rapid recent weight loss, a concerning BMI and eating disorder cognitions
- A CYP is considered to be an immediate risk to themselves or others associated with mental health issues
- In the circumstance of medical non-compliance when this presents an immediate health risk

**Other important information to consider and include:**

- Neglect, trauma or other difficult experiences in the child / young person's life.
- Physical health concerns
- If any family members are currently accessing or have previously accessed CAMHS

**Inappropriate Referrals to CAMHS:**

*More appropriate services to consider are in brackets.*

- CYP with behavioural difficulties as a response to normal life events (e.g. bereavement, parental separation). Some indication of mental health issues need to be evident in addition to these circumstances for a referral to CAMHS to be appropriate. (*Crocus / Relationship Scotland*)
- CYP whose difficulties occur only at school i.e. problems which are solely related to specific learning or behavioural difficulties within the classroom. (*Educational Psychology*)
- CYP whose parents are in dispute within legal proceedings. (*Relationship Scotland*)
- CYP whose primary difficulty is substance misuse. (*Youth Action Team*)
- CYP whose difficulty is described as offending behaviour. (*Youth Action Team*)
- Assessment of a neurodevelopmental disorder (*please direct these referrals to the [Neurodevelopmental Assessment Service](#)*)
- General concern relating to a CYP's safety, health, achieving, nurture, activity, being respected and responsible, inclusion. (*Multi agency support through the Highland Practice Model. When appropriate complete a Child Concern Form (available on [www.forhighlandchildren.org](http://www.forhighlandchildren.org)) and contact the duty social worker in your area.*)

## Community Paediatrics

### **Information:**

Community Paediatricians provide a secondary, specialised health service to children with a range of additional support needs, developmental disorders and disabilities, pre-school and up until school leaving age. The service provides assessment, diagnosis and follow-up as appropriate of children with additional support needs which may include: Developmental Delay, Physical Disabilities, Visual impairment, Hearing impairment, Looked after children, Children at risk, Complex Health needs. The department may follow up children who have a diagnosed neuro-developmental disorder only if there is a medical need, for example medication use.

### **How to access the service:**

- Babies, children and young people up until school leaving age can be referred to the service
- By email [High-UHB.CaithnessCommunityPaeds@nhs.net](mailto:High-UHB.CaithnessCommunityPaeds@nhs.net)  
[high-uhb.fortwilliamcommunitypaeds@nhs.net](mailto:high-uhb.fortwilliamcommunitypaeds@nhs.net)  
[High-UHB.communitypaediatrics@nhs.net](mailto:High-UHB.communitypaediatrics@nhs.net)
- By SCI gateway
- By post : Department of Community Paediatrics, Morven House, Raigmore Hospital, Inverness, IV2 3UJ, Tel 01463 701312

### **Information to include:**

This may be dependent on the source of the referral and the presenting difficulties / concerns

<b>Concerns to consider and mention in the request:</b>
<ul style="list-style-type: none"><li>• Developmental history, relevant family history, relevant social history</li></ul>
<ul style="list-style-type: none"><li>• Past medical history including information regarding pregnancy / birth if available</li></ul>
<ul style="list-style-type: none"><li>• School based assessment (if referral from school) and the significance of the results</li></ul>
<ul style="list-style-type: none"><li>• Description of what child is able to do/developmental stage if concern regarding development – an ASQ score alone is insufficient</li></ul>
<b>Other important information to consider and include:</b>
<ul style="list-style-type: none"><li>• SOGs</li></ul>
<ul style="list-style-type: none"><li>• Previous intervention/support/other referrals made or professionals involved and the impact of these</li></ul>
<ul style="list-style-type: none"><li>• Copy of child plan if available</li></ul>

## **Educational Psychology (Highland Council Psychological Service)**

### **Information:**

Educational Psychologists (EPs) are specialists working in the area of child development and education. They can work directly with children/young people and their families either individually or in groups. They also offer training and development work to a variety of groups, organisations and agencies and contribute to the emotional wellbeing of children and young people. EPs may offer advice and consultation to those working with children/young people (CYP), often through multi-agency discussions. The service can suggest ways to prevent, manage or resolve difficulties as they arise, working in partnership with children/young people, parents/carers and others.

### **How to access the service:**

- Anyone can request a service from an educational psychologist. Any request to the service for direct involvement with a CYP, should be made with the full knowledge and agreement of the family and the CYP, if they are old enough and understand what this means
- All schools in Highland have a liaison EP and it is generally helpful for parents to have a conversation with the head teacher or support teacher initially, to discuss the involvement of an EP. Professionals can consult with an EP at any time to discuss their possible involvement
- Information about the service can be accessed via the service website [https://www.highland.gov.uk/info/886/schools-additional\\_support\\_needs/36/psychological\\_service](https://www.highland.gov.uk/info/886/schools-additional_support_needs/36/psychological_service) or from the central service office on 01463 644400
- 'Just ask' enquiry line - Every Tuesday between 2pm and 5pm there will be an EP available to answer questions you may have. The enquiry line is for all young people, parents, carers and those who work with them in Highland Council area to access. Please call us on 07785477686

### **Information to include:**

Requests for direct support in relation to a child or young person should be made via a child's plan and ideally after discussion with the EP. Requests for direct involvement with a child/young person MUST have the full agreement of the parents/carers who have parental responsibilities and where the child is old enough to give a view and to understand the request, the child/young person must also agree with the request.

<b>Concerns to consider and mention in the request:</b>
<ul style="list-style-type: none"><li>• What is the presenting issue(s) and how is this impacting on the CYP and others</li></ul>
<ul style="list-style-type: none"><li>• What behaviours have been observed and/or are causing concern</li></ul>
<ul style="list-style-type: none"><li>• What assessments have been undertaken – how the child is developing in relation to their peers (academic assessments, profiles of emotional development or observation etc.). Information on the learning context and engagement of the child/young person.</li></ul>
<b><u>Other important information to consider and include</u></b>
<ul style="list-style-type: none"><li>• What outcome is expected/required</li><li>• Who else is involved with the child/young person</li><li>• What has already been tried in terms of support/intervention</li></ul>

## **Neurodevelopmental Assessment Service (NDAS)**

### **Information:**

The neurodevelopmental assessment service has been developed to provide an assessment process and diagnostic pathway for children and young people presenting with some neurodevelopmental difficulties.

These may include Attention Deficit Hyperactivity Disorder, Autism Spectrum Disorder, Developmental Coordination Disorder and Foetal Alcohol Spectrum Disorder.

Many neurodevelopmental difficulties overlap and interact. The multiagency team will develop a clear profile of ongoing needs, whether or not a specific diagnosis is given at the end of the process.

### **How to access the service:**

- Children >2 years 6 months can be referred to this service. For younger children a request for assistance needs to be made to individual agencies
- Information about both the home and school environments are required –parents/carers and school/ early years centre's views need to be incorporated
- The following information should be included in a Child's plan and/ or on a NDAS information form (available by emailing as below)
- Requests for assessment should preferably be made to- [high-uhb.nds@nhs.net](mailto:high-uhb.nds@nhs.net)  
Or to- NDAS, Birnie Development Centre, Raigmore Hospital, Inverness, IV2 3UJ

### **Information to include:**

- Only discuss the areas of concern. Areas that are of no concern don't need to be addressed
- If the information is included in the Child's Plan it would be helpful if this was highlighted/ referenced in the plan. Some professionals have found it helpful to 'drop' the NDAS information form electronically into the Child's Plan and present the information as one document
- Different versions of the information form are accepted

### **Concerns to consider and highlight in the request:**

#### **Communication skills:**

- Current communication skills
- Understanding and use of language
- Any unusual quality to the volume/ structure/ tone/ wrong word order / use of accents / fluency/ grammar
- Use of eye contact / facial expression/ gestured / pointing
- Can the child make themselves understood/ can they communicate their needs
- Repetitive patterns of speech
- Any examples of the child's conversation that might illustrate the concerns

#### **Play/hobbies/interests:**

- Ability to start activities
- Ability to share and include others
- Ability to occupy themselves in free time

- Ability to share and cooperate in others' activities
- Repetitive patterns of behaviour

**Social Skills:**

- Ability to relate to adults and other children
- Ability to join in group activities
- Ability to engage in conversation with others

**Sensory issues:**

- Unusual behaviours, e.g. rocking, spinning, fidgeting (examples can be helpful)
- Sensitivity to noise, touch or movement
- Any other sensory related issues
- Any differences in coping skills in the home and school/ early years setting

**Learning style and educational attainments/ Progress in relation to peer groups:**

- Specific areas of concern with learning, e.g. dyslexia, processing speed
  - Does the child have PSHVT / ASN / PSA support
- ❖ **Please include additional information as an attachment**, e.g. ASQs / Developmental overviews / SOGS / SOCCAS/ INCAS (or equivalent)

**Emotional Wellbeing:**

- Presence of signs of anxiety/low mood/low self-esteem/relationships difficulties / frustration and anger
- Problems with eating and sleeping
- Significant challenging behaviour
- Self-Harm

**Independence Skills:**

- Level of independence with dressing/ attending to personal care/eating and drinking/ using cutlery / toileting/ tooth brushing / changing for P.E. / shopping / bathing or showering

**Gross & Fine Motor Skills:**

- Problems with walking / running / ball skills / P.E. / riding a bicycle
- Problems with using fine motor tools, e.g. pencils, scissors, handwriting skills

**Other important information to consider and include:**

- Neglect / trauma / or other difficult experiences in the child / young person's life
- Physical health problems
- Specific difficulties in the home environment / school environment
- Specific difficulties in relationships at home / school

## Nutrition and Dietetics (Paediatric)

### Information:

The Paediatric Nutrition and Dietetic Service have their main base at Raigmore Hospital, Inverness. Also, it has a base at The Pines, which is for ASD / ADHD where there are concerns about growth and / or nutrition (led by Dave Rex). The service at Raigmore is for both acute and chronic conditions. Examples of conditions include: type 1 & 2 diabetes; cystic fibrosis; inflammatory bowel disease and other gastroenterology disorders; enteral and parenteral tube feeding; inherited metabolic disease; non-IgE / IgE food allergy including infant feeding allergy clinic (IFAC); infant feeding difficulties (IFDC); faltering growth and eating disorders. The service also has a Well Now programme for some families to support a healthy lifestyle. The service will also accept requests for assistance for constipation; suspected and proven micronutrient deficiencies; selected eating where whole food groups are being avoided and food intolerance.

### How to access the service:

- 'Just ask' enquiry line - Every Tuesday between 2pm and 5pm there will be a Dietitian available to answer questions you may have. The enquiry line is for all young people, parents, carers and those who work with them in Highland Council area to access. Please call us on 07785477686

Requests for assistance can be made by anyone via -

- email - [paediatricdietitians@highland.gov.uk](mailto:paediatricdietitians@highland.gov.uk)
- verbally (Phone 01463 705097, or for urgent requests page 1068)
- SCI gateway
- Clinical reports/ letters sent to Paediatric Dietetics, Raigmore Hospital, Old Perth Rd, Inverness IV2 3UJ
- ❖ Requests to IFDC/IFAC must provide information as per the referral pathway for these clinics. This can be obtained from the department or can be found on the intranet/ TAM



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### Information to include:

This will vary depending on the reason for the request. The following includes some basic information that would be helpful.

<b>Concerns to consider and mention in the request:</b>
<b>Anthropometrics:</b> Weight and height / length; OFC; BMI; weight / growth history if known
<b>Biochemistry:</b> Relevant / recent blood results if appropriate
<b>Clinical:</b> Relevant signs and symptoms; diagnosis if known
<b>Dietary intake:</b> For infants: whether breast or formula fed or mixed feeding; type of formula if known. Older children: type of foods eaten or avoided if known
<b>Environmental:</b> Social history; family history of allergies if known / appropriate; activity levels if known / appropriate



## Occupational Therapy (Children and Young People)

### Information:

The Highland Council Occupational Therapy (OT) service for Children and Young People (CYP)'s main base is the Birnie Child Development Centre, Raigmore, Inverness. We enable CYP to participate in daily life to improve their health and well-being. This may include self-care (i.e. getting ready to go out, eating a meal, using cutlery, accessing the toilet/ shower), being productive (i.e. going to school, fine motor skills, working through tasks, or joining in groups) and engaging in the wider environment. We work closely with others to support provision of a range of equipment, and assessment for adaptations and safety in a range of environments- home and school. Intervention may be through, consultation, workshops, and in some cases directly with the child, young person, family or the team around the child.

### How to access the service:

Before you make a request it is best if you contact us:

- Talk with your local Therapist
- 'Just ask' enquiry line - Every Tuesday between 2pm and 5pm there will be an OT available to answer questions you may have. The enquiry line is for all young people, parents, carers and those who work with them in Highland Council area to access. Please call us on 07785477686
- Email – [Childrens.OTservice@highland.gov.uk](mailto:Childrens.OTservice@highland.gov.uk)

Requests for assistance can be made by anyone via:

- Email- [Childrens.OTservice@highland.gov.uk](mailto:Childrens.OTservice@highland.gov.uk) (All requests for Highland are processed centrally)
- Telephone- 01463 706106
- Clinical reports / letters sent to - OT Dept, Birnie Centre, Raigmore Hospital, Inverness IV2 3UJ



### Information to include:

- Requests should not be related to the conditions or diagnosis, but a clear description of individual needs and circumstances
- All requests will be followed up with a conversation (often by phone) to determine the next steps and if it is the right time for the child/ young person and their family

#### **It is key that you mention in the request:**

- Who is concerned / who has raised this issue about this CYP- and the impact at this time.  
*(If requesting by a Child Plan this can be captured in the initial reason or 'pressures' section)*
- Who is best placed to support the child and family with this particular concern; who understands the child's needs the best at the moment.  
*(If requesting by a Child Plan-  
- this should be captured in the 'In analysing the strengths and pressures' section  
- and followed up in the action section  
- and with full contact details in the 'partners to this plan' section. This is essential.)*

<ul style="list-style-type: none"><li>• What has been already put in place / or other services involved. <i>(If requesting by a Child Plan this should be in the chronology / actions section)</i></li></ul>
<ul style="list-style-type: none"><li>• What do you think will be different for the CYP as a result of making this request for assistance? <i>(If requesting by a Child Plan this should be in the Actions sections/under desired outcomes and targets – this needs to be specific rather than ‘to be assessed by AHP’)</i></li></ul>
<p><b>Other important information to consider and include</b></p> <ul style="list-style-type: none"><li>• Any historical and relevant, social / medical / environmental needs / housing type <i>(If requesting by a Child Plan this should be in the chronology section)</i></li></ul>

## **Physiotherapy- Acute Paediatric**

### **Information:**

The acute paediatric physiotherapy service is based within the Physiotherapy Department at Raigmore Hospital and is part of NHS Highland. It is separate to the Highland Council Community Physiotherapy Team (see next section) with the main difference being the nature of requests for assistance. The acute paediatric physiotherapy services primarily accept requests for assistance for CYP with difficulties arising from the following conditions:

- Sports injuries, pain or functional problems related to muscles, bones and joints e.g. knee pain
- Pain disorders
- Juvenile inflammatory disorders affecting joints and muscles e.g. Juvenile idiopathic arthritis
- Chronic respiratory conditions
- Following some orthopaedic surgery
- Obstetric Brachial Plexus Palsy / Erb's Palsy

At present, most requests for assistance are responded to with the offer of a face-to-face appointment with one of the Physiotherapists and this is likely to take place in the Physiotherapy Department at Raigmore Hospital. Occasionally this assessment will take place in a clinic setting or at a peripheral health care location.

The primary aim of physiotherapy is achieve optimal physical function or achieve symptom resolution / symptom management for the purpose of supporting CYP achieve their potential and participate fully in activities that make a positive contribution to overall well-being. Physiotherapists will work collaboratively with CYP, their families and the wider team around the child to create effective therapy plans that may involve advice, education, sign-posting to information sources, exercise, airway clearance techniques further investigation or onward referral.

### **How to access the service:**

- E-mail – [high-uhb.acutepaedsphysio@nhs.net](mailto:high-uhb.acutepaedsphysio@nhs.net)
- Phone – 01463 704000 / extension 6421
- Post – Clinical reports / letters / “Request for Assistance” form to Paediatric Physiotherapy Team, Physiotherapy Department, Raigmore Hospital, Inverness, IV2 3UJ
- ‘Just ask’ enquiry Line – Every Tuesday between 2pm and 5pm there will be a Physiotherapist available to answer questions you may have. The enquiry line is for all young people, parents and carers and those who work with them in Highland Council area to access. Please call us on 07785477686

### **Information to consider:**

- The nature of a request for assistance should be focused around the child or young person's needs or circumstances rather than a particular diagnosis
- Please provide a clear description of the symptoms reported by the child, the functional difficulties they are experiencing and the anticipated expectation of physiotherapy
- Demographic details including name, D.O.B or CHI number, address, telephone number

- Any relevant social information e.g. safeguarding concerns whether the CYP is an interrupted learner as this may influence how the request is dealt with

**Key points to mention in the request:**

- Who is concerned / who has raised this issue about this CYP- and the impact at this time.  
( If requesting by a Child Plan this can be captured in the initial reason or ‘pressures’ section )
- Who is best placed to support the child and family with this particular concern; who understands the child’s needs the best at the moment.  
(If requesting by a Child Plan this should be captured in the “analysing strengths and pressures” section and followed up in the “actions” section. Full contact details should be provided in the “partners to the plan” section)
- What has been already put in place / or other services involved.  
(If requesting by a Child Plan this should be in the chronology / actions section)
- What do you think will be different for the CYP as a result of making this request for assistance?  
(If requesting by a Child Plan this should be in the “Actions” section under “Desired Outcomes and Targets”)

**Other important information to consider and include**

- Any historical and relevant, social / medical information  
(If requesting by a Child Plan this should be in the chronology section)

## **Physiotherapy – Community (Children and Young People)**

### **Information:**

The Highland Council Community Physiotherapy (PT) service for Children and Young People (CYP)'s main base is the Birnie Child Development Centre, Raigmore, Inverness. We aim to improve the quality of life for CYP by promoting independence and encouraging physical well-being. We work in close partnership with the child, their family, carers and other professionals to develop an effective therapy plan that takes into account their lifestyle, leisure activities, general health and what they want to get out of physiotherapy. Physiotherapy requests should be considered if the child has significant difficulty with movement, balance and mobility over and above what would be expected at their age and stage of development. For example if the child has problems:

- Learning to move, roll, crawl , sit up, get up on their feet
- Walking, managing stairs and uneven surfaces
- Accessing and participating in play/leisure activities, such as bike riding, swimming, playing football, soft play etc. due to difficulties with their movement, balance or mobility
- Participating in school activities such as PE, accessing the curriculum, moving around school
- With their posture or movement which causes pain, functional difficulties or breathing difficulties

Intervention may be through, advice, consultation and in some cases directly with the child, young person, family or the team around the child.

### **How to access the service:**

Before you make a request it is best if you contact us:

- Talk with your local Therapist
- 'Just ask enquiry line - Every Tuesday between 2pm and 5pm there will be a PT available to answer questions you may have. The enquiry line is for all young people, parents, carers and those who work with them in Highland Council area to access. Please call us on 07785477686
- Email - [Childrens.PTservice@highland.gov.uk](mailto:Childrens.PTservice@highland.gov.uk)

Requests for assistance can be made by anyone via:

- Email - [Childrens.PTservice@highland.gov.uk](mailto:Childrens.PTservice@highland.gov.uk) (All requests for Highland are processed centrally)
- Telephone - 01463 706106
- Clinical reports / letters sent to - PT Dept., Birnie Centre, Raigmore Hospital, Inverness IV2 3UJ



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### **Information to include:**

- Requests should not be related to the conditions or diagnosis, but a clear description of individual needs and circumstances
- All requests will be followed up with a conversation (often by phone) to determine the next steps and if it is the right time for the child / young person and their family

<b>It is key if you mention in the request:</b>
<ul style="list-style-type: none"> <li>Who is concerned / who has raised this issue about this CYP- and the <u>impact</u> at this time. <i>(If requesting by a Child Plan this can be captured in the initial reason or 'pressures' section)</i></li> </ul>
<ul style="list-style-type: none"> <li>Who is best placed to support the child and family with this particular concern; who understands the child's needs the best at the moment. <i>(If requesting by a Child Plan-</i> <ul style="list-style-type: none"> <li><i>this should be captured in the 'In analysing the strengths and pressures' section</i></li> <li><i>and followed up in the action section</i></li> <li><i>and with full contact details in the 'partners to this plan' section. This is essential.)</i></li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>What has been already put in place / or other services involved. <i>(If requesting by a Child Plan this should be in the chronology / actions section)</i></li> </ul>
<ul style="list-style-type: none"> <li>What do you think will be different for the CYP as a result of making this request for assistance? <i>(If requesting by a Child Plan this should be in the Actions sections / under desired outcomes and targets – this needs to be specific rather than 'to be assessed by AHP')</i></li> </ul>
<p><b>Other important information to consider and include:</b></p> <ul style="list-style-type: none"> <li>Any historical and relevant, social / medical / environmental needs / housing type <i>(If requesting by a Child Plan this should be in the chronology section)</i></li> </ul>

## **Primary Mental Health Worker Service (Tier 2)**

### **Information:**

Primary Mental Health Workers (PMHWs) are part of the Child and Adolescent Mental Health Service. They have an understanding of emotional, behavioural and mental health difficulties and the problems they can cause for children and young people, and their families. They have training, knowledge and skills in helping to overcome these difficulties and provide an early intervention service with the aim of preventing mental health difficulties escalating. PMHWs support children and young people directly, but also provide consultation to other professionals to help them to help children and young people and training to support the development of knowledge and skills of school staff, health visitors and others.

### **How to access the service:**

- Anyone can request a service from a PMHW. Any request to the service for direct involvement with a child / young person should be made with the full knowledge and agreement of the family, and the child / young person, if they are old enough and understand what this means
- All schools in Highland have a liaison PMHW. It is generally helpful to have a consultation with the PMHW initially, to discuss the issues and whether their involvement is appropriate
- Information about the service can be accessed via the service website:  
[https://www.highland.gov.uk/downloads/download/1495/primary\\_mental\\_health\\_service](https://www.highland.gov.uk/downloads/download/1495/primary_mental_health_service)
- 'Just ask' enquiry line - Every Tuesday between 2pm and 5pm there will be a PMHW available to answer questions you may have. The enquiry line is for all young people, parents, carers and those who work with them in Highland Council area to access. Please call us on 07785477686

### **Information to include:**

Requests for direct support in relation to a child or young person (CYP) should be made after a consultation with the PMHW. Where it is agreed that the PMHW will become involved, a child's plan would be requested. Requests for direct involvement with a child / young person MUST have the full agreement of the parents / carers who have parental responsibilities and where the child is old enough to give a view and to understand the request, the child/young person must also agree with the request.

<b>Concerns to consider and mention in the request:</b>
<ul style="list-style-type: none"><li>• What is the presenting issue(s) and how is this impacting on the CYP and others</li></ul>
<ul style="list-style-type: none"><li>• What behaviours have been observed and/or are causing concern</li></ul>
<ul style="list-style-type: none"><li>• How the child is developing in relation to their peers in relation to emotional maturity, self-regulation, resilience, mood, anxiety, etc.</li></ul>
<b><u>Other important information to consider and include</u></b>
<ul style="list-style-type: none"><li>• What outcome is expected / required</li><li>• Who else is involved with the child / young person</li><li>• What has already been tried in terms of support / intervention</li></ul>

## Speech and Language Therapy (Children and Young People)

### **Information:**

Speech and Language Therapists (SLTs) work along with families, education staff, other professionals and carers supporting children and young people to manage speech, language and communication needs.

Speech, language and communication needs can present in different ways including:

- Difficulties producing speech sounds accurately and clearly
- Stammering
- Voice problem, such as hoarseness / loss of voice
- Difficulties understanding language (making sense of what people say)
- Difficulties using language (words and sentences)
- Difficulties socially interacting with other e.g. understanding the non-verbal rules of good communication or using language meaningfully to question, clarify, describe things or express feeling

The Speech and Language Therapy Service is also part of a team contributing to the assessment and management of eating, drinking and swallowing difficulties, working in Special Care Baby Unit, Paediatric Wards and community settings (Acute requests).

### **How to access the service:**

Before you make a request it is best if you contact us:

- Talk to your local therapist
- 'Just ask' enquiry line – Every Tuesday between 2pm and 5pm there will be a Speech and Language Therapist available to answer any questions you may have. The Enquiry line is for all young people, parents, carers and those who work with them in Highland Council area. Please call us on 07785477686
- Email: [SLTServiceHighland@Highland.gov.uk](mailto:SLTServiceHighland@Highland.gov.uk)

Requests for assistance can be made by anyone via:

- Email - [SLTServiceHighland@highland.gov.uk](mailto:SLTServiceHighland@highland.gov.uk) with a Child Plan or Request for assistance form
- Telephone: Acute / hospital requests only – 01463 705424
- Clinical reports / letters sent to: Speech and Language Therapy, The Pines, Drummond Road, Inverness, IV2 4NZ.



AHP Request for Assistance form elect

### **Information to include:**

- Requests should not be related to the conditions or diagnosis, but a clear description of individual needs and circumstances
- All requests will be followed up with a conversation (usually by phone) to determine the next steps and if it is the right time for the child / young person and their family.

### **It is key to mention in the request:**

- Who is concerned / who has raised this issue about this Child / Young Person, and the impact at this time.



*(If requesting by a Child's Plan this can be captured in the initial reason or "pressures" section)*

- Who is best placed to support the child and family with this particular concern, who understands the child's needs best at the moment.

*(If requesting by a Child's Plan this should be*

- *captured in the 'Analysing the strengths and pressures' section*
- *followed up in the actions section*
- *with full details given in the 'partners to the plan section)*

- What has already been put in place / or what other services are involved.

*(If requesting by a Child's Plan this should be in the chronology / actions section)*

- What you think will be different for the Child / Young Person as a result of making this Request for Assistance.

*(If requesting by a Child's Plan, this should be in the 'Actions' section / under desired outcomes and targets – this needs to be specific rather than 'to be assessed by SLT')*

**Other important information to consider and include**

- Any historical and relevant social / medical / environmental needs

*(If requesting by a Child's Plan, this should be captured in the chronology section)*