

# Designated Clinical Officer

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# The DCO role

- The Designated Clinical Officer (DCO) service consists of the DCO and the Associate DCO and covers the whole of Lincolnshire.
- We support parents and professionals and provide a strategic role supporting NHS health services in the implementation of the Children and Families Act.
- To ensure coordinated and integrated services that reflect the voice of children and young people, the DCO service improves communication and links between health, education and social care professionals

# Statutory duties

- Ensure robust processes are in place to allow for the early identification of children with SEND
- Ensure all NHS health services are reflected in the Local Offer, information is up to date and reviewed on a regular basis
- Ensure that health providers submit health advice that contributes to the Education, Health and Care Assessment process
- Answer SEND related queries linked to health provision from parents and professionals
- Support NHS practitioners to contribute to any SEND appeals that involve health issues
- Work closely with the Local Authority to ensure that we act as one team
- To support 'the hub' decisions to issue a plan panel.
- To support the ICB to meet its statutory duties

# Improving services and processes

- Act as a single point of contact for parents/carers, partner agencies and professionals to raise queries and concerns related to NHS health services and SEND
  - Raise awareness within the NHS of the statutory responsibilities linked to SEND, through training and discussions with staff groups
  - Work with NHS practitioners to improve the quality of health advice
  - Monitor quality of health advice through regular audit and feedback
- Support colleagues to make sure that they are able to make reasonable adjustments for children and young people with medical conditions and SEND, in order to improve the quality of their service offer
  - Work with families and providers to identify inequities or gaps in commissioned services and highlight these to local commissioning teams

# The Local Offer

- The SEND Local Offer details the services available for children and young people with special educational needs and disabilities (SEND). Most children and young people (up to the age of 25) with SEND will have their support provided through services listed in the Local Offer
- All the services involved with the Local Offer are asked to provide and maintain up-to-date information that can be easily accessed by the user. For example, information might include who the service will suit, opening hours, accessibility or costs.
- Google 'Lincolnshire Local Offer for more information'

# The EHCP digital Hub

- **The EHCP digital Hub** (Open Objects) has been commissioned by the LA, following feedback from parent/carers requesting a need for a more transparent electronic system and in line with the SEND Green paper.
- The DCO team continues to work with the LA on operationalising the system with clinical teams in the support of quality assuring evidence provision for EHCP needs assessments
- The DCO team is supporting the implementation by supporting the training of Clinicians and Health Care Practitioners and developing new quality assurance processes.

# Tribunal and Mediation

- The DCO leads on the health element of Tribunals supporting sourcing and supporting clinicians in the preparation of clinical reports and for representation at the Tribunal hearing
- The DCO has worked with NHSE/I, LCC and the Schools Development Support Agency in the delivery of regional workshops and virtual learning events with particular focus on sharing learning around the Lincolnshire Model.
- The ADCO maintains a database of Tribunal activity and whilst cases are often complex, the DCO team has worked with a wide variety of clinicians very closely and who have provided excellent support to the process.

# Non statutory workstreams

- Special Schools project
  - Lincolnshire Young Voices
  - Open Objects
  - Clinicians Training Programme
  - Sensory Processing Difficulties Programme
  - Quality Assurance Framework
  - Supporting Parents and Carers
- Implementing national guidance
  - Supporting and developing NHS colleagues in the development of new guidelines and strategies
  - Supporting clinicians to share best practice



# Work in partnership with LCPF

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- CYP Transformation Board
- Signposting events
- Special Schools project
- Sensory Processing Disorder Programme



# Supporting Parents and Carers

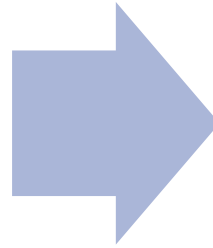
- So J's appointment on the 30th of December was superb with the doctor you managed to get us in with.
- The consultant / doctor was so caring and really helped J understand what was happening. From this he has diagnosed J with ADHD and has referred us for the tests too for Autism.
- I can't thank you enough for helping J and our entire family. I'm sorry it's been pushy for you with our emails, but I hope you understood or frustrations and concerns for J. (We did attend the appointment with yet another broken hand from aggression/ frustration injury with this being the third or fourth time it's been injured) we have been started on medication too.
- I would be happy to share anything with you if it helps you with anything like you mentioned before.
- I so hope we can keep this doctor in the trust and for Joel too as he really was an absolute credit to himself and the trust with the way he dealt with us as a family. J came out talking about how the doctor knew how he was feeling and that made him open up to him more.
- Anyway, I will stop babbling!
- Thank you again and please also pass on my thanks to Sharon plus the doctor if that is possible. I would like him to know how he's made such an impact on us.

# Development of Clinicians SEND Education Programme

- Following a system wide audit in 2019 of the quality of clinical report writing into Education, Health and Care Plans in collaboration with PHE, the Children's Integrated Commissioning Team and Local Authority, the DCO team have developed a service level agreement with LIAISE (Lincolnshire's Send Independent Advice and Support Service (SENDIASS) to design and deliver a three-tier training programme.
- The Clinicians SEND Education Programme aims to provide an increased working knowledge of the Graduated Approach, SEND system and EHCP process, SEND law and guidance, SEN funding, SEND Support services, and the Involvement of Health Services

# Sensory Processing Difficulties Programme

For parents and carers with a Lincolnshire GP there is the opportunity to attend virtual training on how to support your child with sensory differences. Developed in partnership with LPCF



The training is online using the resources on the webpage which we hope you find helpful and is followed up by a 2 hour long workshop on Zoom. The session is led by a behavioural specialist and covers the main sensory systems, how they impact children on a daily basis and what practical strategies, modifications, adaptations and equipment you can use at home to support your child. It **does not** aim to give a diagnosis for your child.

- [Sensory processing difficulties :: Lincolnshire Children's Therapy Services \(lincolnshirechildrenstherapyservices.nhs.uk\)](https://lincolnshirechildrenstherapyservices.nhs.uk)

# Sensory Processing Difficulties Programme

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The screenshot shows a web browser window with the URL [inshorechildrenstherapyservices.nhs.uk/neurodevelopmental-difficulties/sensory-processing-difficulties](https://inshorechildrenstherapyservices.nhs.uk/neurodevelopmental-difficulties/sensory-processing-difficulties). The page features a list of topics, each in a colored bar with a downward arrow icon on the right:

- What you can do to help
- What is stimming
- Sensory tools, what are they?
- Equipment you can try
- Creating a sensory lifestyle for your child
- How to support your child using a sensory story

Below these is a section header: *Managing challenging everyday tasks – what you can do to help*. This is followed by another list of topics in colored bars with downward arrow icons:

- Handwashing
- Using the toilet
- Bathing and showering
- Teeth brushing
- Going to the dentist
- Feeding

At the bottom right of the page, there is a button labeled "Show accessibility tools".

Handwashing



Using the toilet



Bathing and showering



Teeth brushing



Going to the dentist



Feeding



Going to the hairdressers



Smearing



Managing mornings



Going to sleep



Resources



Training for parents / carers





# Feedback from evaluations...

Parent 35 found the information around sensory processing useful including the toolkits, listening to other parents' experiences and suggestions and an opportunity to ask questions relating to their child's behaviours. The only thing they found least useful was that the platform of zoom, which didn't give a 'virtual hand' function to ask questions quicker than typing within the chat

Parent 73 found the resources most useful, especially the equipment list and the videos which included the OT demonstration and thinking around hypo and hypersensitivities to understand how their child feels in different environments

Parent 64 found the practical examples of strategies, information of the different senses and hearing other parents' and therapists experiences most useful

More dates are now available via the website

[Sensory processing difficulties :: Lincolnshire Children's Therapy Services \(lincolnshirechildrenstherapyservices.nhs.uk\)](https://lincolnshirechildrenstherapyservices.nhs.uk)

# Lincolnshire Young Voices

Inspiring change! Together our voices make a difference!



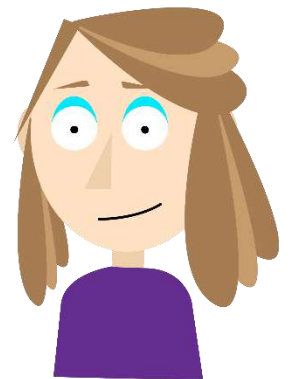


# Who we are!



Credit: Sian Hutchings *[at our 2018 Launch]*

- A pan-disability participation committee, funded by LCC and the ICB (NHS)
- Researching and acting upon issues faced by young people with SEND.
- Comprising of 10 devoted, driven young people who collaborate with services in multiple sectors to raise awareness of SEND and inspire change and led by two paid Co-Chairs





# Our mission...

*Having A  
Choice*

*Sharing  
Experiences*

*Giving Us  
Purpose*

*Team Work*

*Having A  
Say*

*Taking Part*

*Making  
Things  
Better*

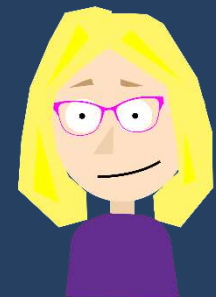
*Inspiring  
Change*

*Using Our  
Voices*

*Being  
Valued*

*Being  
Together*

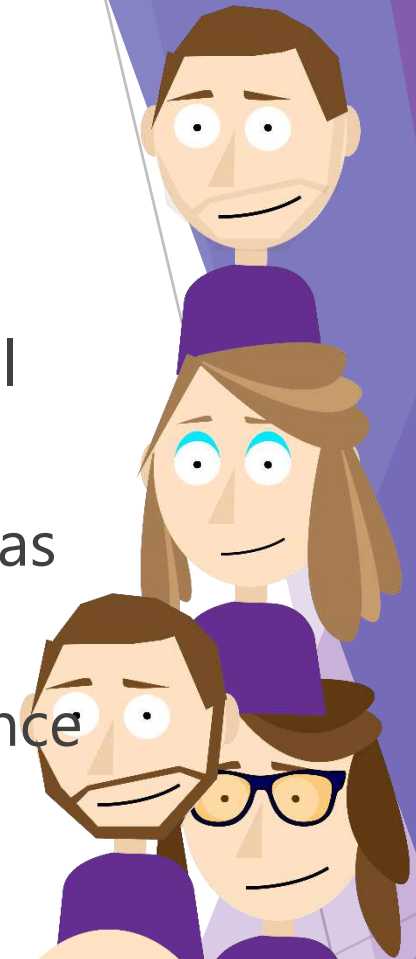
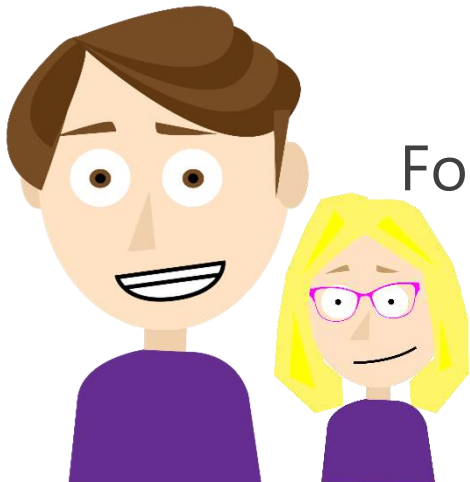
*Creating  
Impact*



# The key to success!

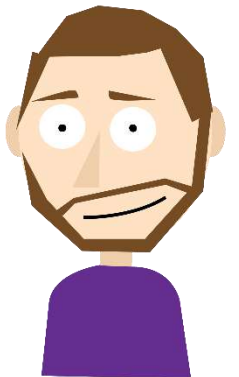
- ▶ Engaged our CYP in the redesign of Lincoln County Hospital Emergency Dept
- ▶ Audit of accessible toilet facilities and public buildings such as Gainsborough Old Hall
- ▶ Supported the SEND National Celebration of SEND Conference
- ▶ Created A Rough Guide to Not putting Your Foot in it

Follow us on Facebook!



# A Rough Guide to Not Putting Your Foot In It!

- Working with *Bad Shoes* Design Company, we, the experts by experience, have:
- Designed an online training resource for professionals that aims boosts confidence to communicate with people with SEND by...
- Debunks myths and demystifies what it means to have a disability.
- We have developed the 'This Is Me' communication aid to give everyone a starting point for conversation when they meet.
- Crucially, it will demonstrate that we have a voice and that we understand that professionals can all put their foot in it, sometimes!
- It's what you do to avoid it and how you rectify it if you do





# Celebrating success!

Scooping NASEN's Award for Co-Production with Children and Young People and their Families, LYV was recognised for its creation of an accessible and impactful film, *The Rough Guide – A Guide to Not Putting Your Foot In It*, for any practitioner or professional nervous about understanding how best to communicate with, and support, a child or young person with additional needs.

The young people working with LYV have lived experience, and their ideas and thinking have led *The Rough Guide* to become a first-rate practical resource. In addition to creating this film, which is now being rolled out across Lincolnshire, the Midlands region and beyond, the group has led the way in enabling others to understand how to support young people with additional needs to live the lives they want to live.



# Make an impact!

[Lincolnshire Young Voices - Emma - Training programme 'A rough guide to not putting your foot in it' - YouTube](#)

