

Integrated Therapies – Update

1. Commissioning Activity:

- Following procurement and a detailed evaluation by the Tender Evaluation Panel, Hertfordshire County Council has awarded the Integrated Therapies Contract to Hertfordshire Community Trust (HCT). The Contract will come into effect from the 1st September 2019 and we are currently working with HCT in their mobilisation of the new service specification.
- Both CCGs have amended their block contracts to incorporate the new service specifications.

2. The new Integrated Service offer:

- By September 2019 all commissioners will work to one set of specifications. This means there will be one model of care for Speech and Language (SALT) and one model for Occupational Therapy (OT), monitored by one set of Key Performance Indicators shared across the system.
- One management structure will oversee both SALT and OT.
- Both services will work in the three-tier model of support (universal, targeted, and specialist levels).
- At the universal level both services will focus on upskilling the wider workforce to make the environment around a child safer and more accessible. HCT will adopt a skills mix approach to achieve increased value.
- That both services will introduce the episodes of care approach, so that therapeutic interventions are goal oriented and time limited.
- Families will have a single point of contact for both services.
- There will be one monitoring regime led by HCC for the whole service offer, with an agreed set of performance indicators.

3. Key Service features:

HCT will adopt a child and family-centred approach and each child or young person will have a service experience which reflects their needs. This requires an integrated approach, considering health, social care, and education needs holistically.

The service model will be divided into three tiers of intervention: universal, targeted, and specialist. To do this HCT must work in partnership with professionals from across Hertfordshire's health, social care, and education systems, as well as with families.

Appendix 1 sets out the key service features for SALT and OT.

Appendix 1: Key Service Features:

Speech and Language

- Universal Service
 - Provide information, advice and guidance to parents and carers, schools, early years' settings and other education settings and other health professionals involved in the care of the child/young person.
 - Support the development of knowledge and understanding of speech, language and communication needs and interventions.
 - Work directly with parents and carers to assist in developing awareness, skills and confidence in identifying and meeting speech, language and communication needs.
 - Signpost to specialist services, as required.
 - Contribute to training and development opportunities for the wider workforce to assist in identifying and meeting the speech, language and communication needs of children and young people.

- Targeted Service
 - Provide drop-in sessions for children with their parents and carers and early years' workers in a range of accessible settings across the County where a professional or member of the early year's workforce has identified possible SLCN. Drop in sessions can be used for both universal advice and initial screening. The provider will ensure that parents and carers of children and young people in receipt of a targeted speech and language therapy programme have:
 - A central point of contact, so that progress can be tracked or concerns can be raised.
 - Write clear programmes for targeted intervention which indicate who is responsible for delivery.
 - Communicate care plans with other health professionals involved in the care of the child/young person.

- Specialist Services
 - Assess children and young people referred for specialist support within agreed timescales, including meeting deadlines for statutory advice under the Children and Families Act 2014 and in line with the Code of Practice 2014.
 - Ensure that interventions are evidence based and that appropriate outcome measures are agreed at the outset.
 - Contribute to multi-agency planning and progress reviews, as required.
 - Ensure that timely and appropriate feedback is provided to children and young people and their family as well as others involved in providing support so all involved can support the intervention and evaluation of progress.
 - Where required, according to the specific needs of a child or young person, a therapist leading a case will draw on the support of a highly specialised

therapist to work in conjunction with the link therapist and educational setting.

- Provide information, advice, training and coaching, as required, to enable others to support specialist interventions.

Occupational Therapy

- Universal Service:

- Provide information, advice and guidance to parents and carers, schools, colleges, early years' settings, other education settings and other health professionals who are working with the child or young person. The provider must support the development of knowledge and understanding of OT approaches and interventions.
- Work directly with parent, carers, children and young people to assist in developing awareness, skills and confidence in identifying and meeting functional needs in a range of environments.
- Communicate a clear service offer, detailing the support available from the OT service, access to the service and pathways at all levels of need.
- Signpost to specialist services, as required.
- Contribute to training and development opportunities for the wider workforce to assist in identifying and meeting the OT needs of children and young people.
- Provide support and training for children, young people and their parents and carers to facilitate self- management whenever possible. Keep written records for children and young people seen within the service.

- Targeted Service

- Provide clinics for children or young people with their parents in a range of accessible settings across the County. These appointments will be arranged following a referral from a qualified professional. Clinic sessions will be used to undertake assessments (which may require more than one appointment in a range of settings), and to deliver therapeutic interventions.
- Therapeutic programmes must be goal-oriented. All family and professionals involved in a child or young person's care should understand the objective of the intervention. Interventions must be time-limited, following a thorough assessment of need.
- The provider will ensure that parents and carers of children and young people in receipt of a targeted OT programme have a central point of contact, so that progress can be tracked or concerns can be raised.
- Provide support and training for professionals in the delivery of targeted interventions.
- Provide support and training for children, young people and their parents and carers to facilitate self- management whenever possible.
- Co-run interventions with school and other setting based staff and deliver both formal and informal training and coaching to build skills and confidence.

- Write clear programmes for targeted intervention which indicate who is responsible for delivery.
- Specialist Service
 - Assess children and young people referred for specialist support within agreed timescales, including meeting deadlines for statutory advice under the Children and Families Act 2014 and in line with the Code of Practice 2014, ensuring timely discharge from hospital or other inpatient facility where appropriate.
 - Provide support and training for children, young people and their parents and carers to facilitate self- management whenever possible.
 - Ensure that interventions are evidence based and that appropriate outcome measures are agreed at the outset.
 - Contribute to multi-agency planning and progress reviews, as required.
 - Ensure that timely and appropriate feedback is provided to children and young people and their family as well as others involved in providing support so all involved can support the intervention and evaluation of progress.
 - Where required, according to the specific needs of a child or young person, a therapist leading a case will draw on the support of a highly specialised therapist to advise on therapeutic interventions, for example sensory processing or sensory diet.
 - Provide information, advice, training and coaching, as required, to enable others to support specialist interventions.