

# Derwen



Integrated Team for  
Disabled Children



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board



## What is Derwen?

An Integrated Team for Disabled Children working with children and young people between 0 - 18 years of age in Gwynedd. The Team provides information, assessment, intervention and support for disabled children and young people with continuing needs as a result of disabilities or illness. The Team aims to support families, carers and the wider community in order to promote the health and welfare of disabled children and young people in Gwynedd.

## What does Derwen offer?

- One point of contact for the Team
- Advice and information
- An assessment - dependant on need
- A care and support plan
- Regular monitoring and review
- A carer's right to a separate assessment of needs.



## **Who can refer a child / young person to Derwen?**

- The child or young person
- Parent / Carer
- Professionals with the consent of the family

## **What will happen once my child / young person has been referred to Derwen?**

- 1) A letter will be sent to you, and to the person who has referred the child / young person to Derwen, to confirm that the referral has been received.
- 2) A representative from every profession within Derwen will meet every week to discuss all the referrals, and to ensure that it is appropriate for Derwen to assess their needs.
- 3) A Derwen member of staff (usually the Customer Care and Duty Officer) will contact you to arrange a time to meet with you to explain more about Derwen, and to begin the assessment process.
- 4) After completing the assessment, if it is appropriate for Derwen to offer your child / young person a service, an Initial Planning Meeting will be arranged with you to agree on a Care and Support Plan.

# ELIGIBILITY CRITERIA FOR SERVICE



<p><b>Derwen work with disabled children / young people who have ....</b></p>	<p><b>Derwen does not offer a service to children / young people who have ....</b></p>
<p>.... a disability or significant developmental delay where mainstream services are unable to meet their specialist needs.</p> <p>Disability is defined as a physical or mental impairment that has a substantial and long term negative effect on an ability to do normal daily activities.</p>	<p>.... a disability or significant developmental delay where mainstream services are meeting their needs.</p> <p>Disability is defined as a physical or mental impairment that has a substantial and long term negative effect on an ability to do normal daily activities.</p>
<p>.... two or more significant developmental delays or a severe developmental delay in order to assess further (e.g. delays in communication, cognitive, social communication, sensory, self-help skills. One significant delay should be cognitive.</p>	<p>.... a mild general developmental delay or delay in one area of development.</p>

*continued ....*

**Derwen works with disabled children / young people who have ....**

**Derwen does not offer a service to children / young people who have ....**

.... behavioural problems in addition to significant developmental delay and or learning disability.

.... behavioural problems where there is no significant developmental delay or learning disability.

.... a degenerative/terminal illness and/or unpredictable health needs with severe and possibly life threatening impact.

.... a chronic illness but their needs can be met effectively by other specialist specific health services.

.... a significant physical and sensory impairment that impacts on the child/young person's ability to reach their full potential.

.... a physical impairment that can be dealt with successfully by other universal services/resources.



# Who works for Derwen?

Derwen is a partnership between the Betsi Cadwaladr University Health Board and Gwynedd Council's Children and Supporting Families Department. The Derwen Team includes:

- **CUSTOMER CARE AND DUTY OFFICER**

The Officer's role is to give good customer care to families and carers of children who are referred to the integrated service by:

- Responding to all the new referrals to the service
- Completing an assessment of the child / young person and his/her carers
- Providing background information to families about Derwen and other services.
- Supporting families and carers in the Initial Planning Meeting,
- Being a point of contact should families require assistance.



- **COMMUNITY NURSES**

The role of the Nurse is to empower the parent/carer to achieve the child / young person's potential. The Nurse will provide the parent/carer with advice, knowledge and the skills that are needed to assist with this. The role of the parent/carer is to carry out the advice that has been agreed by them and the nurse and report the child / your person's progress at each appointment.

## • CLINICAL PSYCHOLOGISTS

Clinical Psychologists assess and build an understanding of the child / young person's developmental difficulties, feelings and behaviour. This helps with planning what will be useful for the child / young person's development and well-being. Psychologists may work with the child / young person, family or others to bring about changes to promote development and well-being.

## • SOCIAL WORKERS

The Social Worker role is to :

- work in partnership with children and young people and their parents/carers with the aim to assess the unique challenges that they are facing, and understand what matters to them. The Social Worker assess their needs according to The Social Service and Well-being (Wales) Act 2014.
- liaise with other organisations - including Health, Education and Support Services – in order to produce a Care and Support package that will be reviewed at regular intervals to ensure that the package continues to meet the child / young person's needs.



..... / .....

- be available to assist at professional meetings depending on need and circumstances.
- assess the needs of the carer separately from the child / young person when necessary.

The Social Worker also has a safeguarding role, and following an allegation of abuse, may be required to complete assessments under *The All Wales Child Protection Procedures* and *The Children Act 1989*. Throughout the Child Protection process, the Social Worker will continue to work with the family and support them, and the young person.

## • **OCCUPATIONAL THERAPIST**

The Occupational Therapist role is to :

- provide an assessment of the disabled child / young person's needs. This assessment will then be used to inform carers on how to assist the child / young person, in order to minimise risk and ensure the safety of the child / young person and carer.
- provide advice on daily living aids and adaptations, whether they be major adaptations, such as an extension to a child / young person's home, or rails to assist with independence and safety.





## ● **SUPPORT SERVICES**

The Support Services :

- Work with the child or young person and family to reach a positive outcome.
- Co-work with professional workers within Derwen on specific and intense schemes to benefit families.
- Develop children and young people's skills.
- Enable children and young people to take part in activities in the community with their peers.
- Offer respite to carers.
- Care for a child or young person in their own home.
- Provide overnight care in the home, where practically possible.
- Provide activities during school holidays.
- Provide support with personal care.

## **Family Support Officers**

The role of the Family Support Officers within the Support Service is to offer intense short term intervention through :

- responding to specific objectives within the individual's Care and Support Plan.



The Derwen team also works closely with  
Community Paediatricians, Educational  
Representatives, Therapists, the  
Neurodevelopmental Service, Health Visitors,  
and other relevant professions.



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## **CARERS**

The Social Services and Well-being (Wales) Act 2014 gives carers the same right to be assessed for support as the child or young person they care for.

Very often, carers of disabled children or young people prefer to have a full assessment which includes the needs of the child/young person - and the needs of the carers at the same time. However, it is possible to ask for a separate assessment for the child/young person and the carers. This should be discussed with the member of the Team who will be assessing the needs.

## **GRANTS**

Opportunities arise from time to time for DERWEN to apply for special grants which enable us to develop our services.

We always take advantage of these opportunities, and the grants can enable us to offer new services - or increase our present provision.

However, as the grants offered are usually short-term ones, some services cannot carry on at the end of the period of that particular grant.

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## **YOUR PERSONAL INFORMATION**

We will only use information about your child / young person to provide a service to you.

We will also share your information with relevant professionals and organisations either because we have a legal right to do this or with your consent.

All information will be treated in the strictest confidence and shared securely.

For more information go to the Privacy Notice on our web page on the Gwynedd Council website.

# HOW TO CONTACT DERWEN

## ARFON

Bron Hendre,  
South Road  
Caernarfon  
LL55 2HP



03000 840967

## DWYFOR

Dwyfor Area  
Office,  
Ffordd y Cob,  
Pwllheli  
LL53 5AA



01758 704425

## MEIRIONNYDD

Meirionnydd Area  
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Cae Penarlâg  
Dolgellau  
LL40 2YB



01341 424503

Or e-mail: [Derwen@gwynedd.llyw.cymru](mailto:Derwen@gwynedd.llyw.cymru)



[Facebook.com/Derwen](https://www.facebook.com/Derwen)

[www.gwynedd.llyw.cymru](http://www.gwynedd.llyw.cymru)

## HOW TO MAKE A COMMENT/COMPLAINT OR GIVE A COMPLIMENT

We want to make sure that our service is of a high quality, and your comments and suggestions are very important to us.

Please tell us if you are not happy with any service or if you feel we could do things better. If it has not been possible to resolve a problem initially then you can write to us with your comment or complaint to one of the above addresses.

We also want to know when things go well, or if you have ideas as to how we can do things differently or better.