

# Neurodevelopmental Service

## COMMUNITY CONNECTOR SESSION

Sarah Halliday  
Libby Williams



# Who are we?



**Pilot** project funded by the Welsh Government

**Supporting** families/carers of children aged 0-11 who are **on the waiting list** for a Neurodevelopment assessment

Signpost to **services** and **support** that can be accessed **without a formal diagnosis**

Deliver **Drop-ins** specific to your **local area**



# Our Aims



Introduce our team -  
**who we are** and our **roles**



Provide an overview of  
**Neurodevelopment** and  
the **assessment pathway**



Your **waiting list journey** -  
expectations of working  
together



Provide **information** on  
**services** and **support** that  
are available to you, whilst  
on the waiting list



Provide an opportunity for  
you to **ask questions**, **meet**  
**other parents/carers** and  
find out about **different**  
**support services**



# What is Neurodevelopment (ND)?



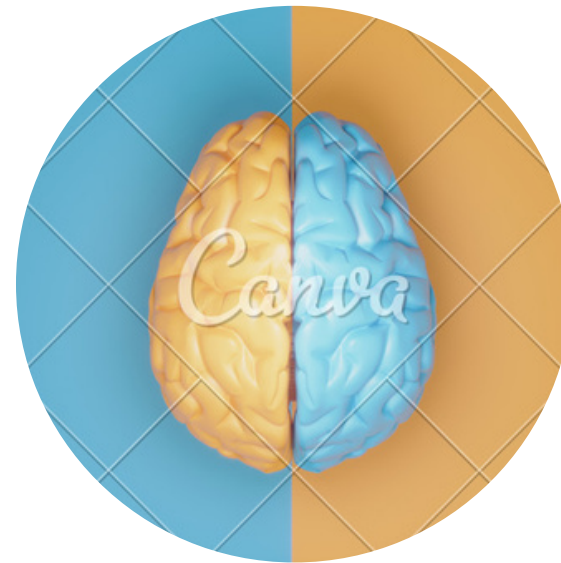
Neurodevelopment  
means brain  
development



The brain is a  
complex organ and  
brain development is  
even more complex



The brain is like a ship  
captain and controls  
our physical body,  
thoughts, emotions  
and actions.



Everyone's  
development will be  
different



<https://www.youtube.com/watch?v=xsfml3yVh1g&t=3s>



What is neurodiversity?



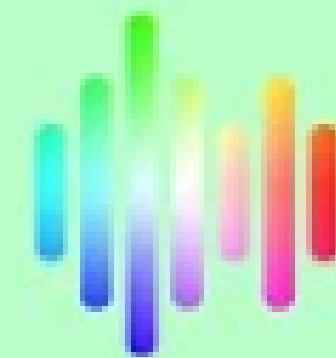
Share

# WHAT IS

# NEURODIVERSITY?




Watch on  YouTube



Differing Minds



# **The Neurodevelopmental Service and Assessment Pathway**

- 
- Currently provides a diagnostic assessment service for children and young people up to the age of 18 for Neurodevelopment conditions including Autism Spectrum Condition (ASC) and Attention Deficit Hyperactivity Disorder (ADHD)
  - Not all children will receive a diagnosis outcome; we will work with a range of partners to ensure families receive the appropriate support to meet their needs
  - If you do receive a diagnosis, the ND service might continue to support where appropriate, or might work with our partners to ensure your ongoing needs are supported
  - The service has had significant growth in demand over the last 3 years which has resulted in longer waiting times for assessment with some waiting 3 and half years



1

You have been  
referred for a  
ND assessment

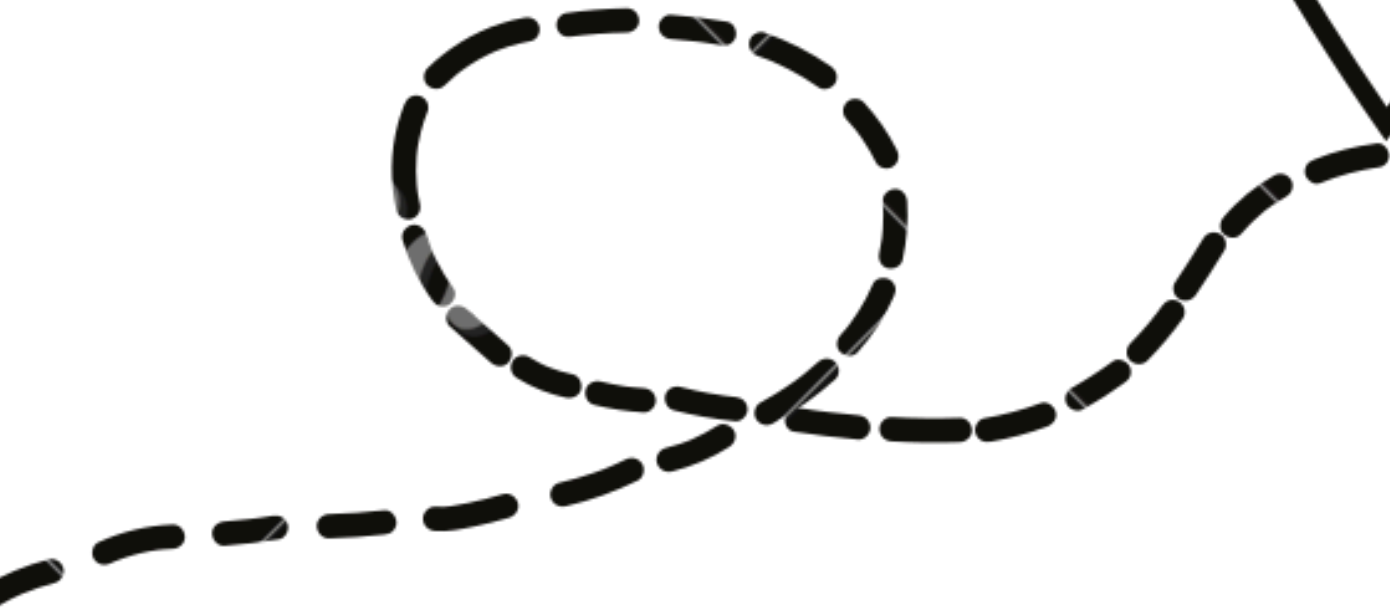
2

All  
questionnaires  
completed

3

You are waiting  
for an  
assessment

**You can access a Community Connector  
to help support and signpost with any  
challenges that you face**





# Assessment



To understand your child's strengths and needs.



There are many reasons why a child may have certain challenges.



We aim to help you understand the reasons why.



The length of assessment depends on each individual child's needs.



Information is collected from questionnaires, parent interview, observations of your child and specific assessments.



It can take longer if specialist assessments are needed from e.g. Speech and Language, Occupational Therapy, paediatricians or clinical nurse specialists.

# Possible Challenges



Education

Financial  
difficulties

Access to  
other services  
and info on  
ND journey

Sleep

Emotional  
mental health  
and wellbeing

Daily tasks  
and activities

Behaviours  
that challenge

Communication

# **Services & Support**

**CARDIFF**



Gwasanaeth **Niwroddatblygiadol**  
**Neurodevelopmental** Service

01

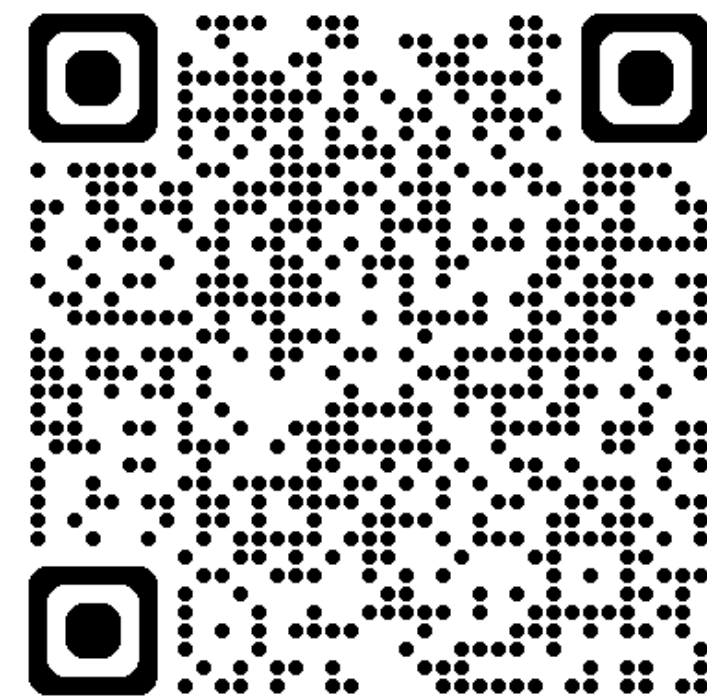
## Family Gateway

**Tel: 03000 133 133**

Can refer to many different services including, the family help disability team, parenting groups, financial help, housing, 1:1 support, stay and play groups.

[www.cardiffamilies.co.uk](http://www.cardiffamilies.co.uk)

## Cardiff Family Advice and Support



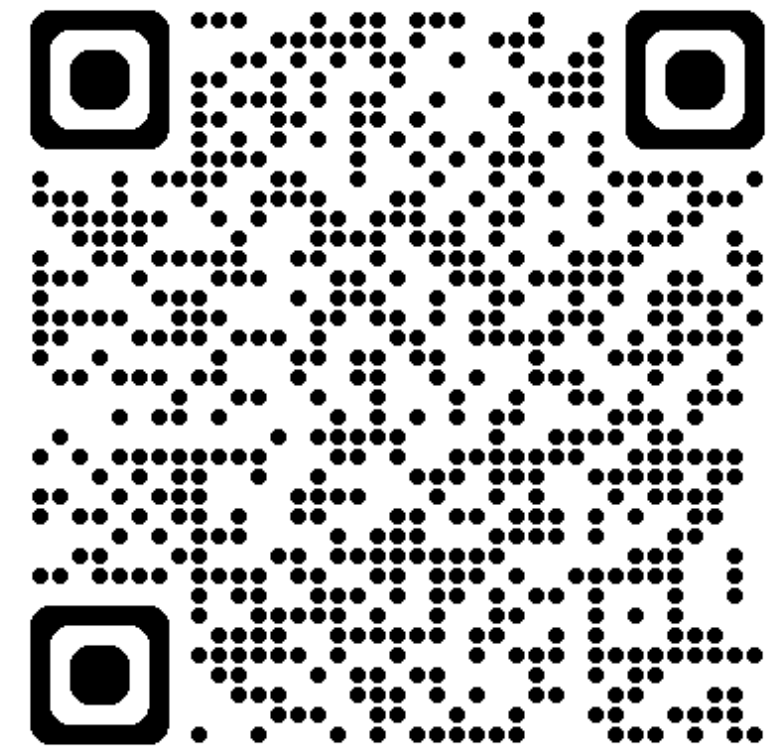


02

## The Index

Register of children and young people with additional needs and can keep families up to date with services, support and activities across Cardiff

[www.cardiffamilies.co.uk/the-index/](http://www.cardiffamilies.co.uk/the-index/)



## LOOKING FOR DISABILITY BENEFIT ADVICE?

If you have a child with a disability or are under 25 with a disability, our Families First Disability Benefit Support Team can offer a variety of specialist advice and support regarding:

- Child Disability Living Allowance
- Employment and Support Allowance
- Limited Capability for Work under Universal Credit
- Personal Independence Payment
- Carer's Allowance

We provide specialist advice and assistance with completing claim forms, Mandatory Reconsiderations and appeals, and where appropriate provide representation at Tribunal hearings.

We offer face to face appointments, telephone appointments and home visits.

For further information, email [disabilitybenefitsupport@cardiff.gov.uk](mailto:disabilitybenefitsupport@cardiff.gov.uk) or call our Advice Line on **02920 871 071**



### Money Advice Cardiff

Cardiff Money Advice can offer help and support in a number of areas such as budgeting, income maximisation and managing debt.

 Cardiff Money Advice Service

tel:02920 871 071

[www.cardiffmoneyadvice.co.uk](http://www.cardiffmoneyadvice.co.uk)

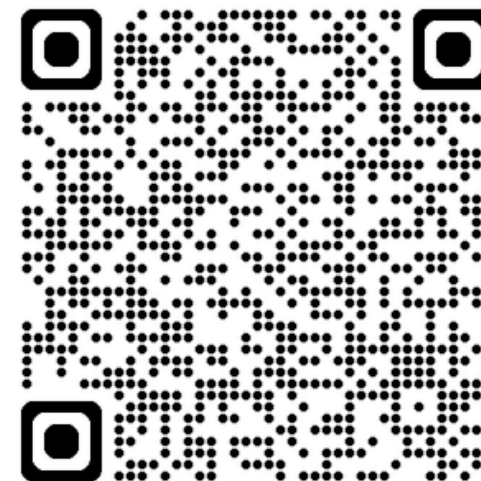






ALNHelpline@Cardiff.gov.uk  
029 2087 2731

**ALN Information,**  
**Advice & Guidance**



# Education Help/Support

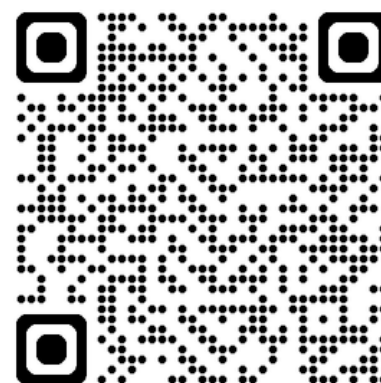


## Cardiff Independent Advocacy Service

Email:

**Cardiff.advocacy@snapcymru.org**

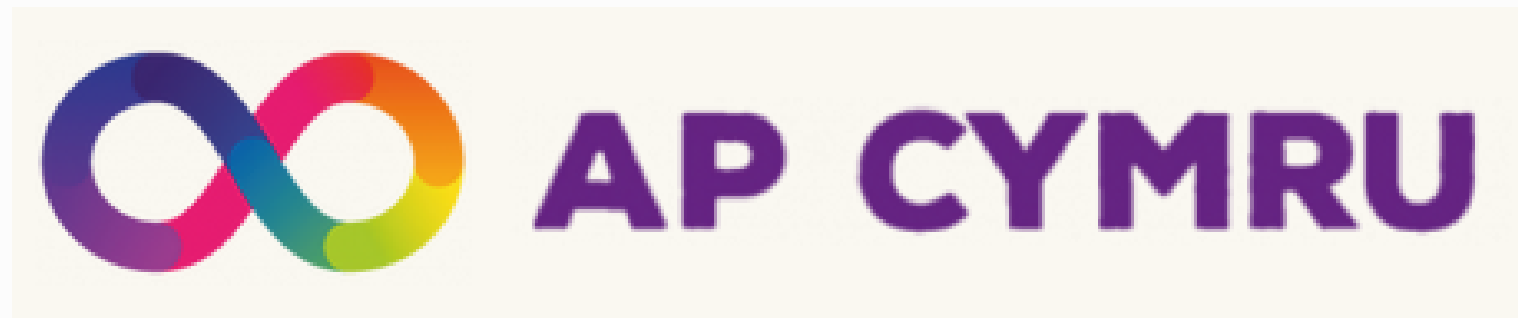
**Provide your name and contact details and a member of the team will get back to you within 5 working days.**



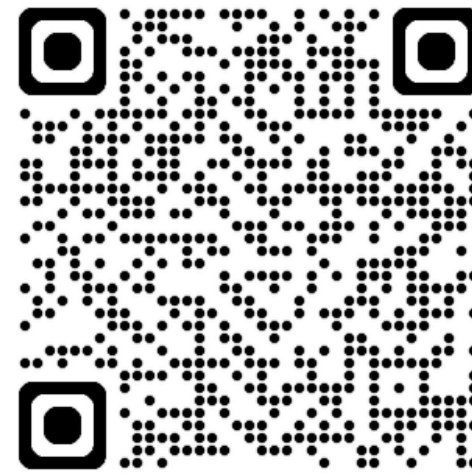
[www.snapcymru.org](http://www.snapcymru.org)



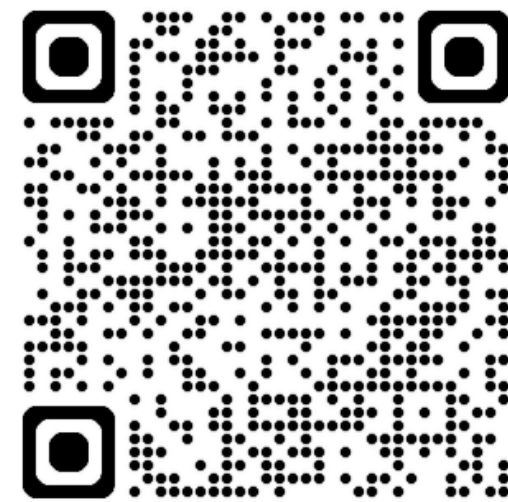
# Community Groups



[www.apcymru.org.uk](http://www.apcymru.org.uk)

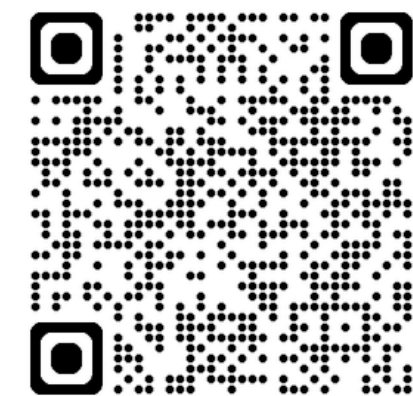


[valueinthevale.com/  
charities/life/](http://valueinthevale.com/charities/life/)



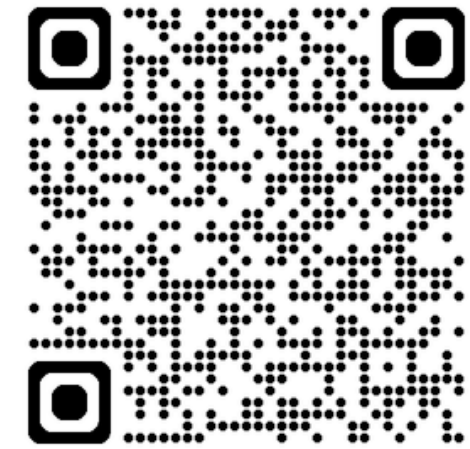
[https://www.thrivecardiff.org/  
index.php](https://www.thrivecardiff.org/index.php)

[Rewild Play](#)



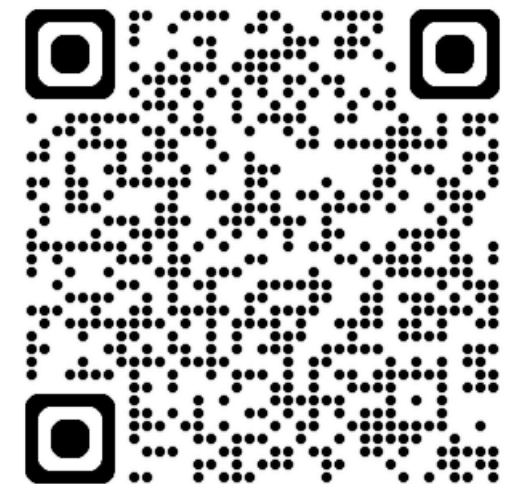
# Behaviour that Challenges Help/Support

Understanding Behaviour That Challenges Webinar




**Behaviour  
Support Hub**

[behavioursupporthub.org.uk](http://behavioursupporthub.org.uk)




# Communication Help/Support

Children's Speech and Language Therapy



**Keeping Me Well**  
Cardiff and Vale University Health Board

[keepingmewell.com/childrens-support-services/childrens-speech-and-language-therapy/](https://keepingmewell.com/childrens-support-services/childrens-speech-and-language-therapy/)



[www.afasic.org.uk/slcn/](https://www.afasic.org.uk/slcn/)



**Speech and Language UK**  
Changing young lives.

[speechandlanguage.org.uk/help-for-families/](https://speechandlanguage.org.uk/help-for-families/)

# Occupational Therapy



[keepingmewell.com/childrens-support-services/occupational-therapy-for-children-and-young-people/](https://keepingmewell.com/childrens-support-services/occupational-therapy-for-children-and-young-people/)

We have developed resources to empower families with ideas and advice and also have produced two 30 minute video workshops:

Understanding How Children Develop Occupations

Understanding How Children Use Their Senses To Regulate For Learning And Play

Please scan this QR code to find out more about the service.



Occupational Therapy for Children & Young People  
Therapi Galwedigaethol i Blant a Phobl Ifanc

# Advice Line

**Tel: 02921 836888**



**Who can access the Advice Line:** Parents, teachers, health or social care professionals of children and young people who live in Cardiff and Vale and who want to find out how to support participation in, and development of occupational skills.

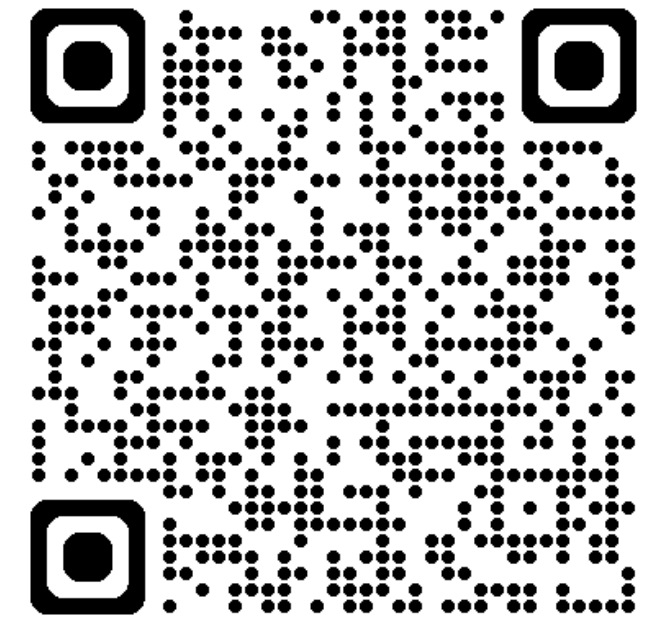
**What can I expect:** You will talk with an occupational therapist who will aim to provide you with practical advice, strategies, signposting and support which will enable you and your child to progress daily living skills.



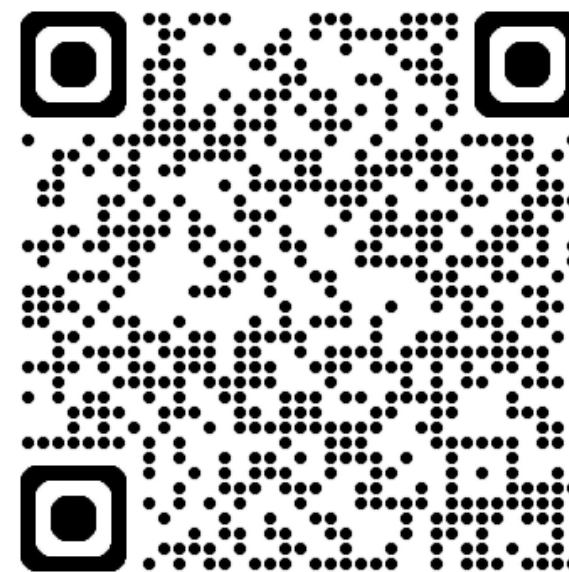
Before you call, scan the QR code to find out more about occupational therapy for children and young people and to access our online resources.

**When is the Advice Line available:** Tuesday and Thursday between 12.00 and 2.00pm

# Sleep Help/Support

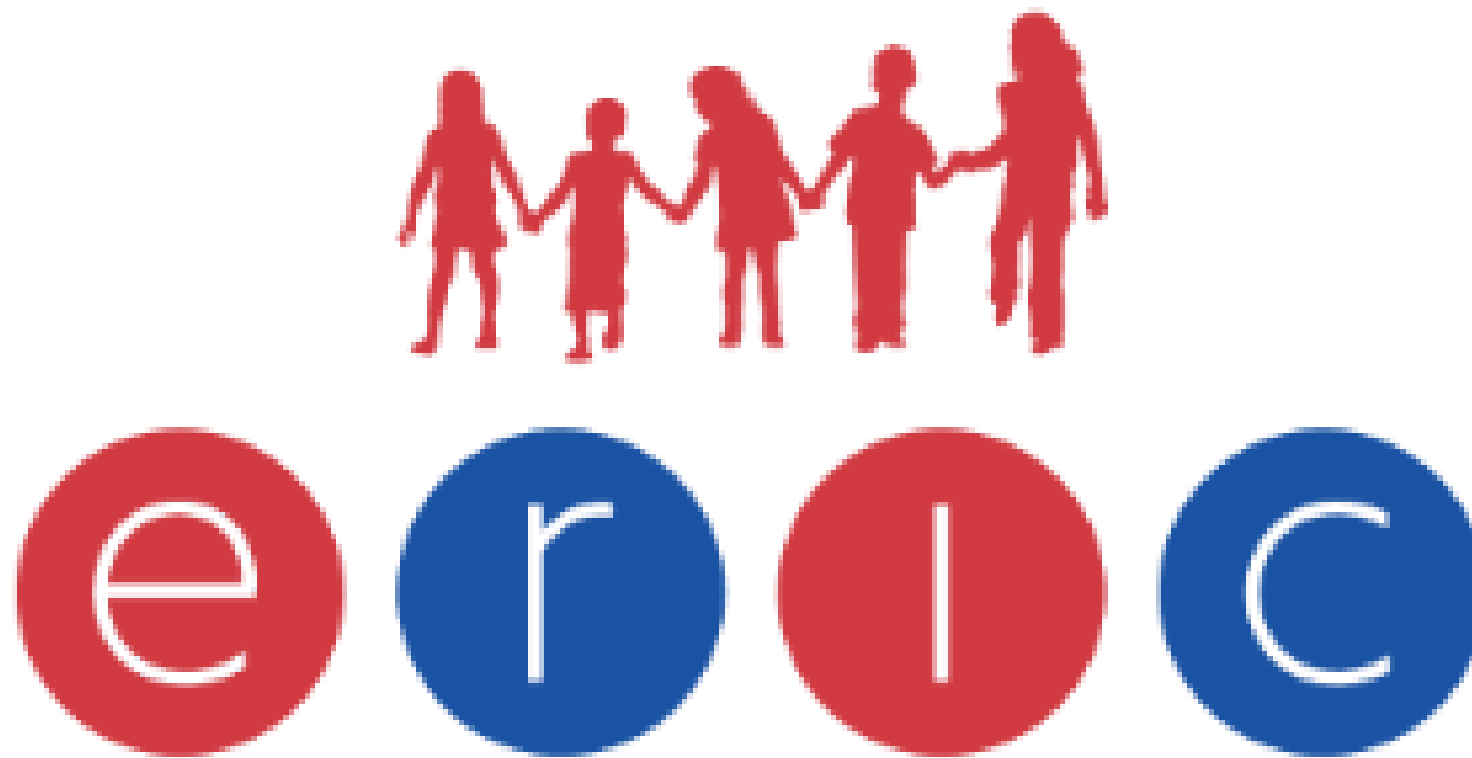
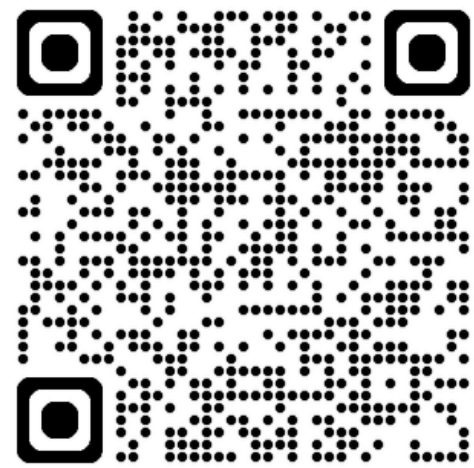


[cerebra.org.uk/get-advice-support/sleep-advice-service/](https://cerebra.org.uk/get-advice-support/sleep-advice-service/)



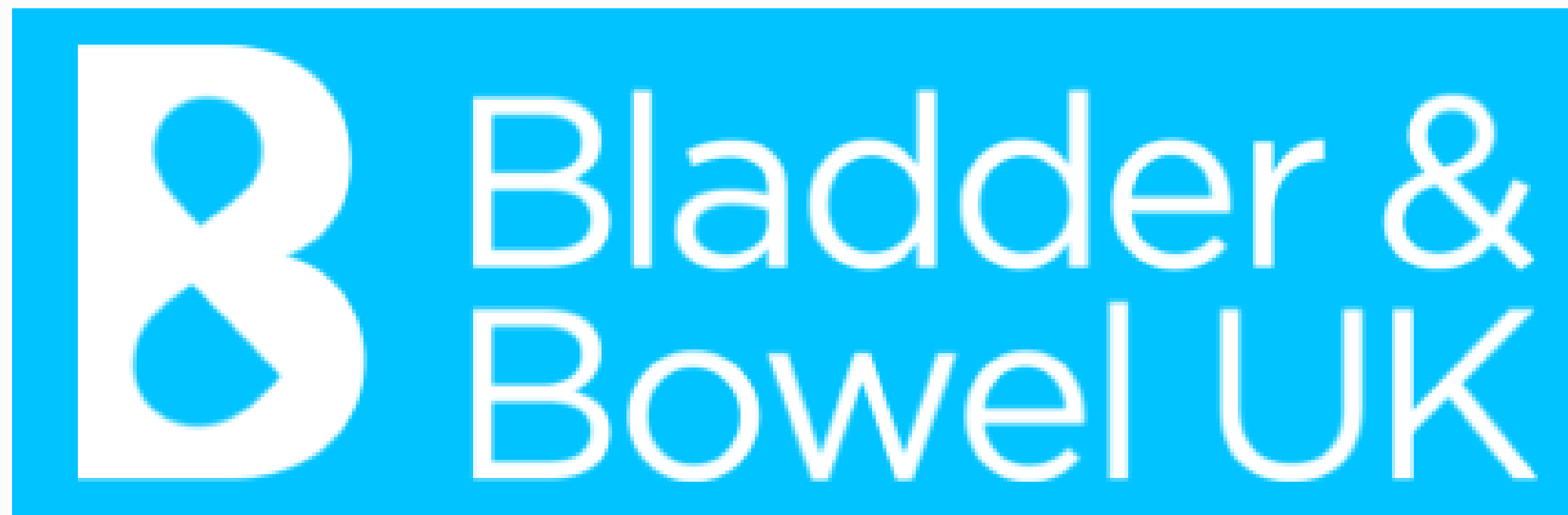
[thesleepcharity.org.uk/information-support/children/](https://thesleepcharity.org.uk/information-support/children/)

# Toileting Help/Support



The Children's Bowel & Bladder Charity

[eric.org.uk/children-with-additional-needs/](http://eric.org.uk/children-with-additional-needs/)



[www.bbuk.org.uk/children-young-people/](http://www.bbuk.org.uk/children-young-people/)





# parent line

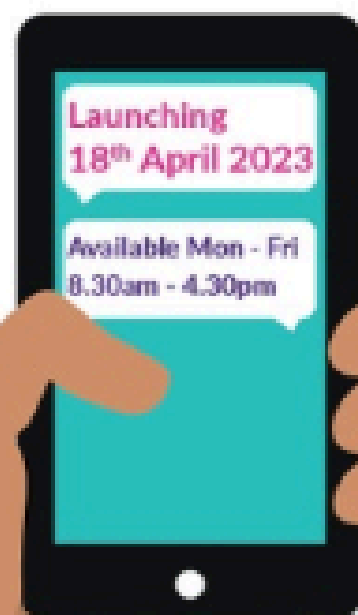
If you're a parent or carer of a 5-11 Year Old

Text your school nurse on

**07312 263178**

For confidential advice and support

This will be a text in service for parent to access their school nurse to help with a wide range of health problems. This won't be a diagnostic service but we can give advice on....



emotional wellbeing  
soiling day and  
healthy night time  
eating behaviour wetting  
continence  
relationships



We might inform someone if we were concerned about your safety, but we would usually speak to you first. Your messages are stored and can be seen by other healthcare staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate message back to confirm we received your text. Texts will not be seen outside normal working hours. If you need help before you hear back from us, contact your GP, nearest walk in centre or dial 111. Our text number does not receive voice calls or MMS picture messages. We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). To prevent the health professional from sending messages to you, text STOP to our number. Messages are charged at your usual rates.



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Neurodevelopmental Service



# Wellbeing, parent/carer support



Family Wellbeing Service Cardiff | Barnardo's



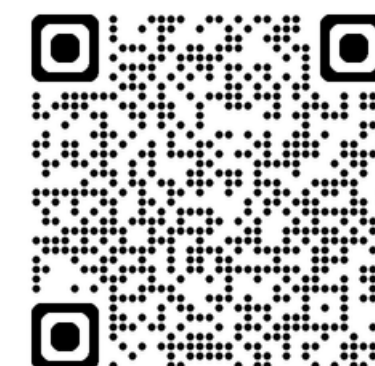
<https://parents.actionforchildren.org.uk/about/parent-talk-cymru/>



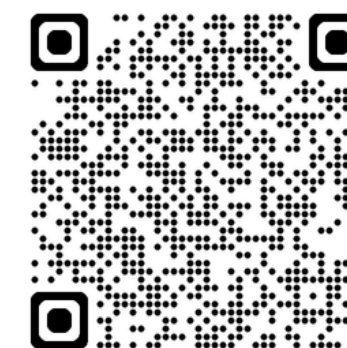
Home-Start Cymru | Because childhood can't wait  
<http://homestartcymru.org.uk>



[www.affinityhub.uk/1/Welcome.html](http://www.affinityhub.uk/1/Welcome.html)



Caerdydd a'r Fro  
Cardiff and Vale  
**Coleg Adfer a Lles**  
**Recovery & Wellbeing College**



<https://cavuhb.nhs.wales/recovery-college>



# contact

For families  
with disabled children



## Contact Cymru

Helpline 0808 808 3555

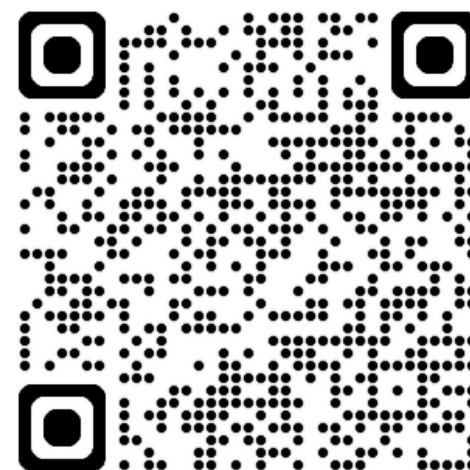
Eventbrite Page



Parent/carer free Workshops

[www.eventbrite.co.uk/cc/contact-cymru-3039619](http://www.eventbrite.co.uk/cc/contact-cymru-3039619)

Listening Ear Service  
Parent/carer emotional  
Support



ARE YOU A STRUGGLING PARENT CARER?

**Our FREE Building Resilience service is here for you!**

We provide emotional support, advice and ideas to help you cope.  
Appointments are free, confidential and over the phone or online with one of  
our friendly family support advisers.

**Emotional support | Signposting to local services**  
**Build resilience | Get motivated!**

Our parent advisers are all parents of children and young people with  
disabilities, plus they have a huge wealth of professional experience.

To find out more, please contact

 [sophie.barker@contact.org.uk](mailto:sophie.barker@contact.org.uk)  07990 234 440



contact For families with disabled children  
I deuluoedd gyda phlant anabl

Contact is a trading name of Contact a Family. Charity registered in England and Wales (284912) and Scotland (SC039169).



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Neurodevelopmental Service





## Self-Referral Form

**Do you need support with  
your child's emotional  
and mental health?**



**We offer support and  
a listening ear to help  
you navigate your  
family's wellbeing  
and mental health.**

**We provide:**

- Free confidential one to one support from a trained parent volunteer over 6 to 8 weeks
- Advice, guidance and signposting as well as access to online services and group support

**For more information about this service, please email  
[CharlotteW@familylives.org.uk](mailto:CharlotteW@familylives.org.uk) or call on 07739 788115**

**We build better family lives together**

**[www.familylives.org.uk](http://www.familylives.org.uk)**

 **@familylives**



**GIG  
CYMRU  
NHS  
WALES**  
Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

**CYPF PPIT**



**Emotional Wellbeing  
& Mental Health  
Lles Emosïynol ac  
Iechyd Meddal**

Family Lives is registered as a company limited by guarantee in England and Wales No. 3817762. Registered charity No.1077722.  
Registered address: The Annex York House, Salisbury Square, Hatfield, Hertfordshire, AL9 5AD



**Gwasanaeth Niwroddatblygiadol  
Neurodevelopmental Service**



Llywodraeth Cymru  
Welsh Government

C.A.L.L.



## **Cymorth Niwroamrywiol drwy Linell Gymorth C.A.L.L. Cymru**

### **Neurodivergence support via the C.A.L.L. Helpline Wales**

Os oes gennych ofidiau neu bryderon yn ymwneud â Niwrowahaniaeth, mae'r tîm CALL yma i gynnig cefnogaeth emosiynol drwy'r Llinell gymorth.

Mae C.A.L.L. yn cynnig cefnogaeth emosiynol, clust i wrando, ac fe all eich cyfeirio at wasanaethau ledled Cymru, gwasanaethau lleol, ac anfon llenyddiaeth atoch.

P'un a ydych yn ffonio ar ran eich hun, ffrind neu aelod o'r teulu, mae CALL yno i wrando.

If you have worries or concerns relating to Neurodivergence, the team at CALL are here to offer emotional support via the Helpline.

C.A.L.L. Offers emotional support, listening support, can signpost to Wales wide services, local services, and can send out literature.

Whether you are calling on behalf of yourself, a friend or family member, CALL are there to listen.



**Text/Testun:** Help a / Help to: **81066**



**0800 132 737**



**callhelpline.org.uk**

OGL © Howffrant y Goron / © Crown copyright 2023. Llywodraeth Cymru, Welsh Government, WG46854

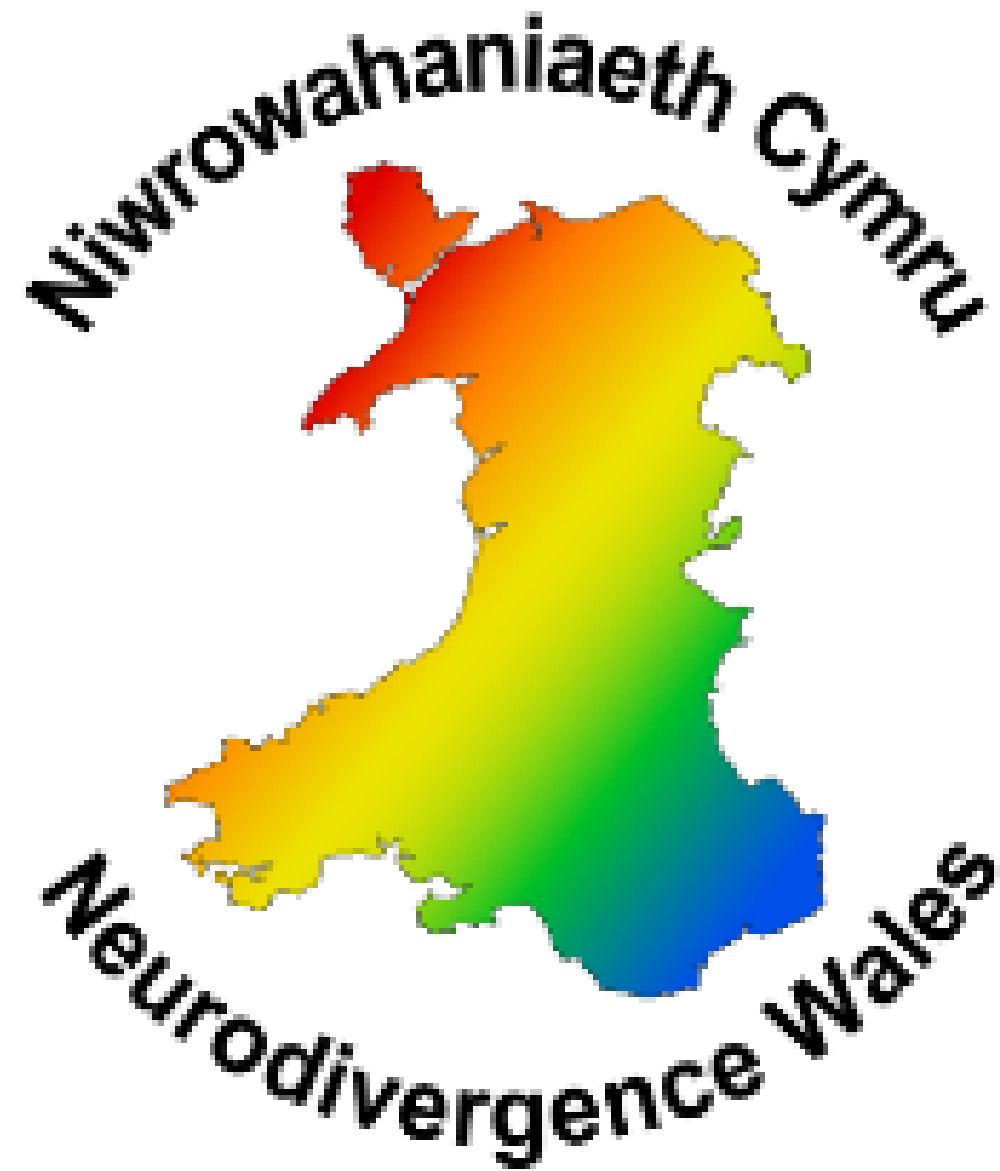
## **Who will you speak to when your call is answered?**

You will speak to a trained Helpline Operator. The Helpline Operator is trained to be able to help by listening, advising, signposting, or sending you literature (usually self-help booklets or service information booklets)

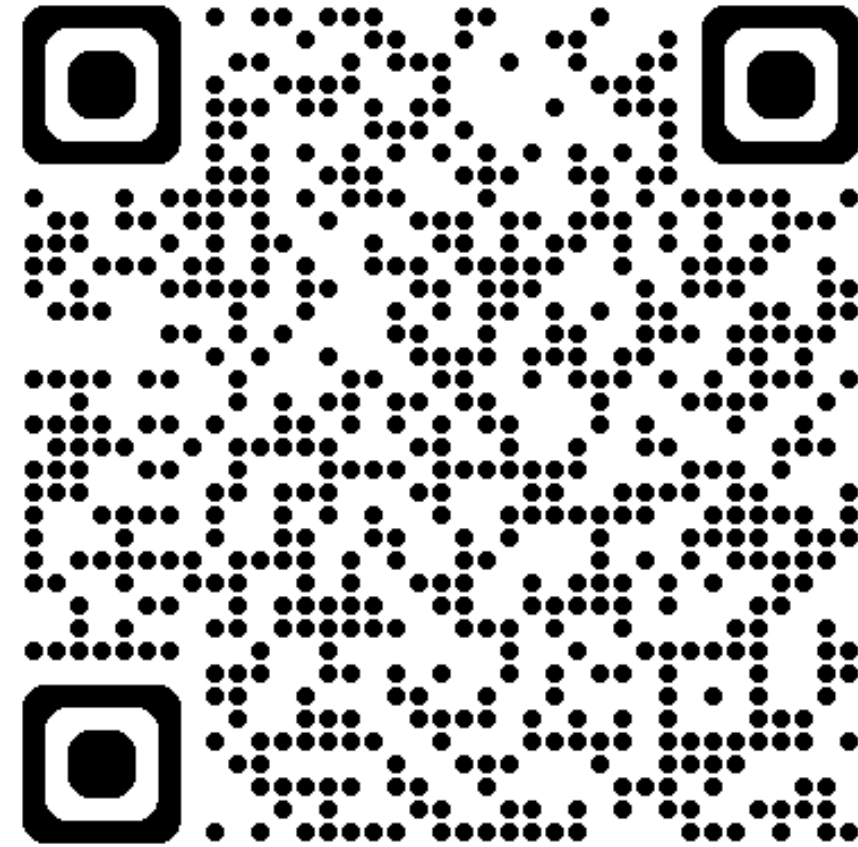
Subjects that Helpline Operators have had training in include:-

- Drugs and Alcohol.
- Mental Health First Aid.
- Mental health.
- Neurodiversity awareness.
- Suicide
- Dementia

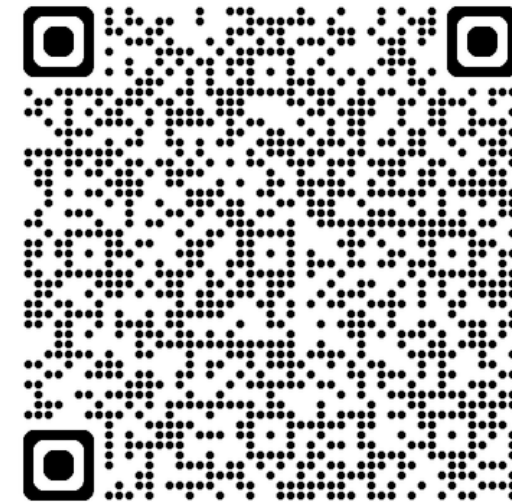


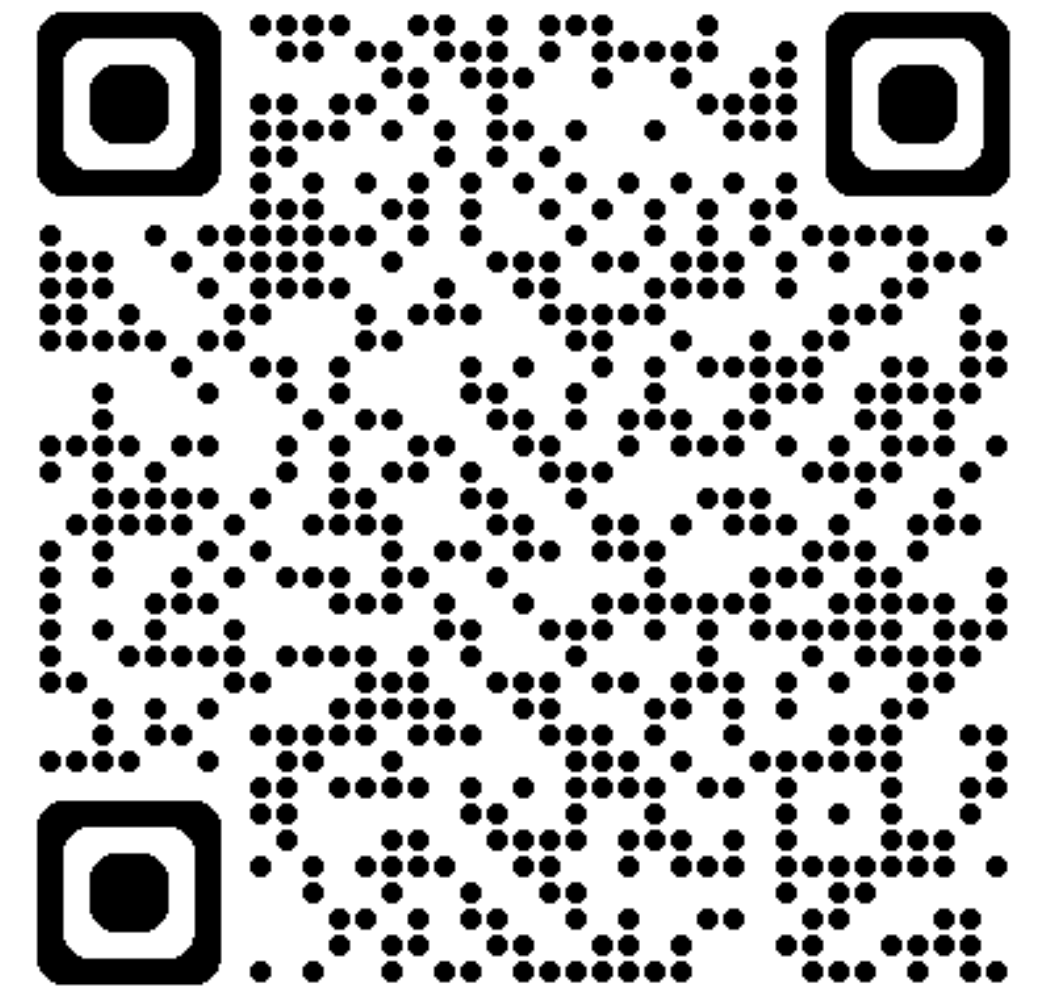


[neurodivergencewales.org/en/](https://neurodivergencewales.org/en/)



Parent & carer virtual  
advice sessions

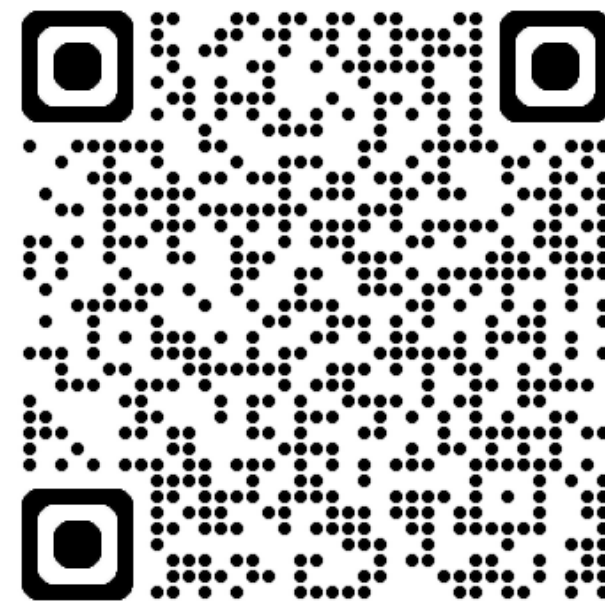




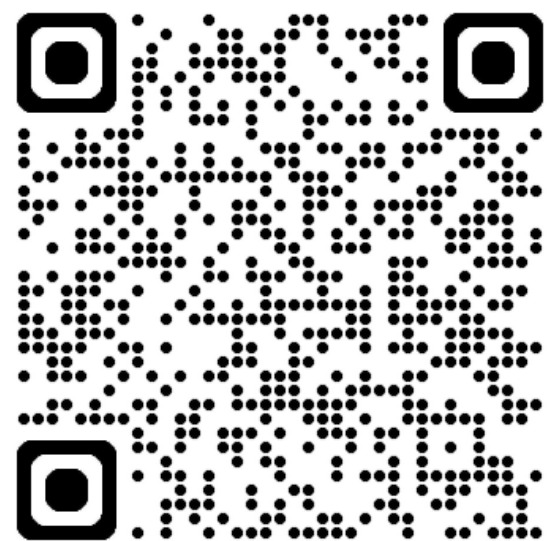
<https://www.adhdfoundation.org.uk/>



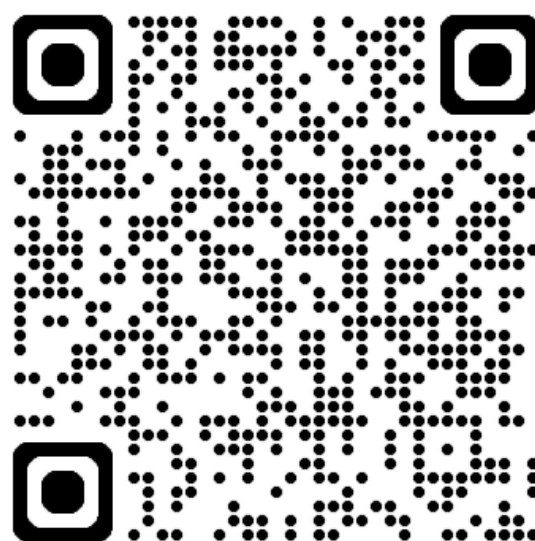
National  
Autistic  
Society



<https://www.autism.org.uk/>



[Diagnosis Advice  
& Guidance](#)



[Cardiff and Vale Branch](#)



[cardiffvale.branch@nas.org.uk](mailto:cardiffvale.branch@nas.org.uk)



[Facebook group CAVNAS](#)  
[Request to join private group link](#)



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Neurodevelopmental Service





Autism Globe

ACCEPT UNDERSTAND LOVE

Autism Globe is run by parents of autistic children. We welcome anyone who is looking for advice and support.

## OUR SERVICES:



### COFFEE MORNINGS

Meet other parent carers and share your experiences with each other.



### DROP-IN SESSIONS

Face to face advice and support for parent carers.



### PHONE SERVICE

An anonymous hotline for parent carers who prefer advice and support over the phone.



### WORKSHOPS

Gain new skills and knowledge.



### CHILDREN PLAY SESSIONS

Autism friendly play sessions exclusively for children with autism.

Date and times to be confirmed.

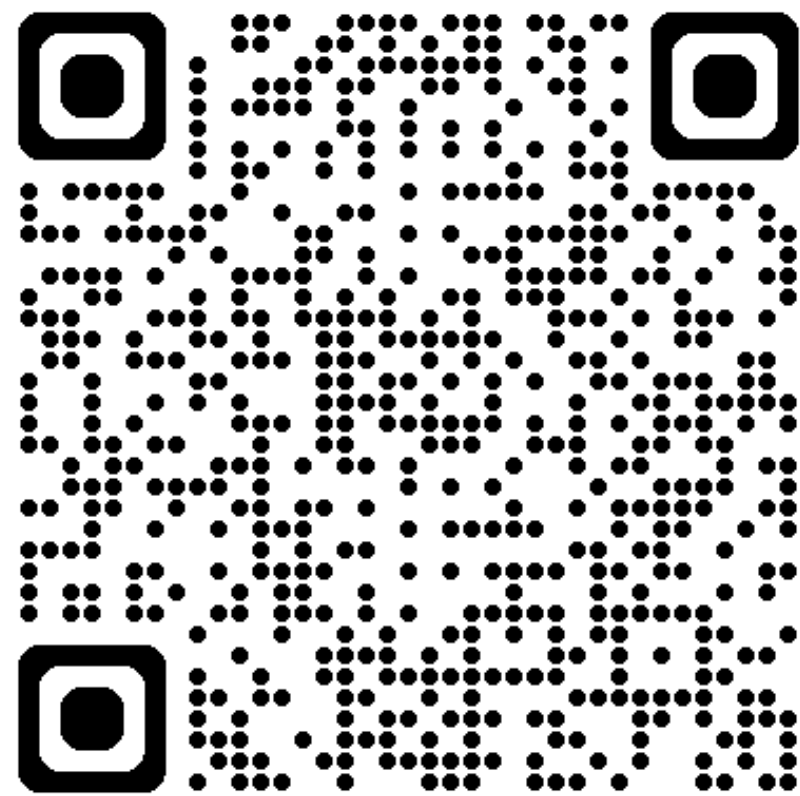
For further information please follow us on:



Autism Globe



autism.globe



A symbol for non-visible disabilities ([hdsunflower.com](https://hdsunflower.com))

**Radar Key**

**Blue Badge**

# Children Under 5



**One Group Grŵp Un**

Are you the parent or carer of a child, birth to five, with an additional need? If so, join us at one of our groups to meet new people and have a cuppa and a chat.

No diagnosis or referral needed!

It's fun, friendly and free!

These groups provide an opportunity to meet other parents and children and get advice from Health, Education, Social Care and more.

Groups are run **school term time only**

**029 20 872717**

<https://www.cardiff.gov.uk/ALN>

Find us on Facebook **Grwp 1 Group**

Find us on Instagram **Grwp1Group**

Cymraeg

Logos: Cardiff Council, GIG Cymru NHS Wales, Makaton

## E-PAtS - Early Positive Approaches to Support

8-week programme for families raising a young child (5 years and under) where developmental delay has been suggested.

Contact Health Visitor.



Cardiff and Vale University Health Board, Children's Speech and Language Therapy team know that parents and carers are the best people to support children's speech and language skills.

**If you would like some tips on ways to help your child's communication skills, you can contact our advice line.**

The Families First Speech and Language Therapist will be able to give helpful information about how talking develops and suggest activities which you can do to encourage play skills, understanding of language, using words and general communication.

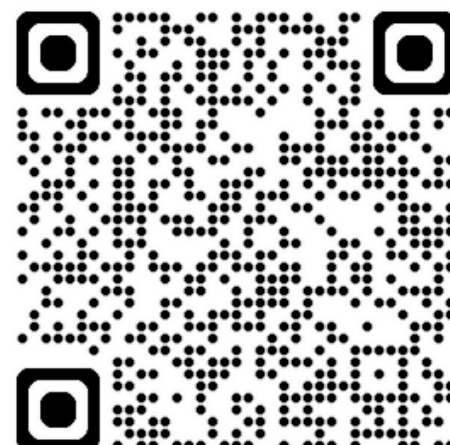
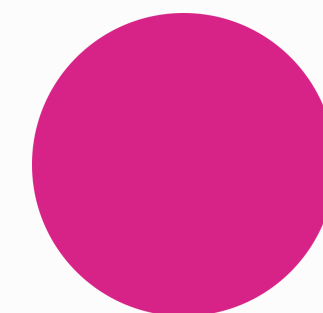
Give us a ring on **02921 836 585** so we can get communicating together

Logos: GIG Cymru NHS Wales, Cardiff and Vale University Health Board

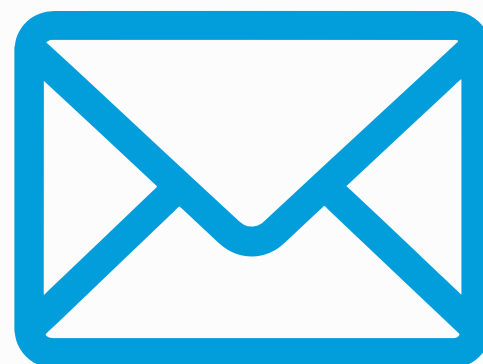




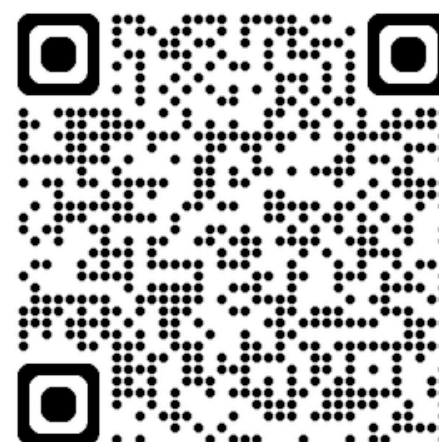
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[cavyoungneurodevelopment.wales](https://cavyoungneurodevelopment.wales)



[Contact Form](#)

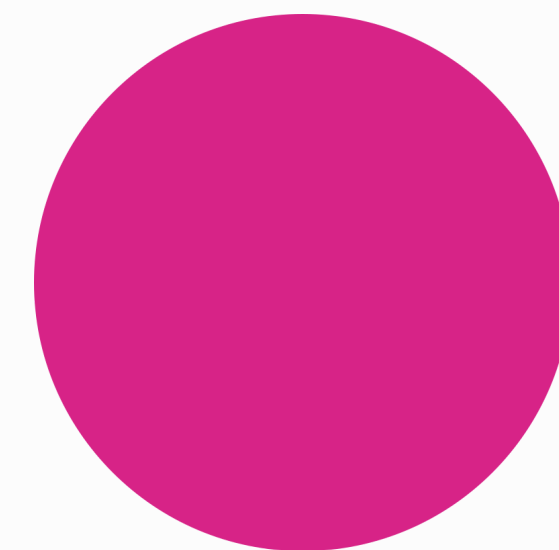
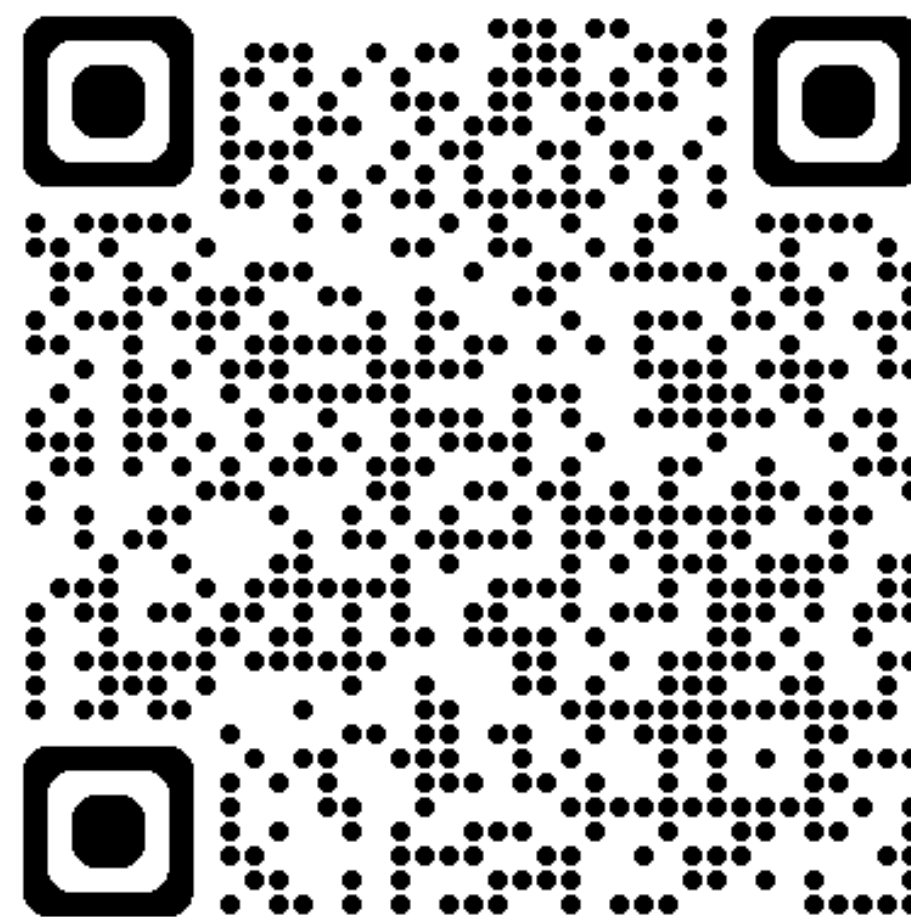


[Frequently Asked Questions](#)



# Gwasanaeth Niwroddatblygiadol Neurodevelopmental Service

Community Connectors 



Email:

[nd.communityconnections.cav@wales.nhs.uk](mailto:nd.communityconnections.cav@wales.nhs.uk)





Gwasanaeth **Niwroddatblygiadol**  
**Neurodevelopmental** Service

# Summary

There is support available whilst you are on the waiting list.

Your child does not need to have a diagnosis to access this support.

# Thank You!

Community Connectors -  
Neurodevelopmental Drop-in Post  
Session Survey 2024

