For my investigation I have decided to focus on young children aged 0-5

**Task 1(a)**

Services to meet the needs of this target group include:

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| **Service** | **Local and/or national** | **Healthcare**  **Social care or Childcare** | **Statutory**  **Private or**  **Voluntary** | **Main Role in meeting needs of Children aged 0-5** | **Regulation** | **Sources**  **of**  **info** |
| Flying Start | **Local**: Sirhowy Hub  Cefn Golau Hub  **National**:  available throughout Wales | Health care  Social Care  and Childcare | Statutory: Gov Initiative | To provide intensive support services for children aged 0-3 years old and their families for those who are most in need, such as:   * free part-time childcare for two to three-year-olds. * an enhanced health visiting service. * access to parenting support. * access to early language development support | * Care Inspectorate Wales (CIW) * Flying Start – Quality Childcare Guidance * National Minimum standards for regulated childcare * Quality Assurance systems | 1  2  3 |
| Day care | **Local**:  Butterflies  Tiggywinkles  Flying Start  childminders  **National**:  Day nurseries and childminders available throughout Wales | Childcare | Private | This includes day nurseries, crèches and childminders. Their role is to provide day care for children who are too young to go to school, the children can be left all day while their parents are at work. The hours are flexible and the parents can select the times and days the children attend.  Some day care services offer wrap around care for school children, this means they will take or pick up children from school and look after them until their parents finish work. Parents have to pay for this service but can also use the 30 hours free childcare offer to pay for part of the care or all of the care for 3 year olds depending how much time they need. | * National Minimum standards for regulated childcare * Quality Assurance systems * CIW – registration and monitoring | 4 |

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| **Service** | **Local and/or national** | **Healthcare**  **Social care or Childcare** | **Statutory**  **Private or**  **Voluntary** | **Main Role in meeting needs of Children aged 2-5** | **Regulation** | **Sources**  **of**  **info** |
| Nursery and Primary schools | **Local**: primary schools:  Glanhowy  Deighton  Bryn Bach  Georgetown  St Josephs  **National**:  available throughout Wales | Childcare | Statutory | To provide three year old children a minimum of 10 hours per week of funded, part‑time, Foundation Phase education they are entitled to.The child would start Foundation Phase nursery from the term following their third birthday. The Foundation Phase takes place both indoors and outdoors and allows children to learn through play.  To provide compulsory full-time education for children after their fourth birthday children. They have to teach children many different subjects and life skills such as learning to read and write; mathematical, creative, welsh language, personal and social development. | * ESTYN | 5 |
| Playgroups/  mother and Toddler groups | **Local**   * Bethel Baptist Chapel * Central * Baptist chapel * Dizzy Kids playcentre   **National**:  available throughout Wales | Childcare | Voluntary  Private | To allow children to socialise, have fun and play, and for parents and carers to meet each other and share tips and ideas. Most are usually run by, and used by, parents and carers and a small fee is charged for each session to cover refreshments and running costs. They are usually held once or twice a week. |  |  |

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| **Service** | **Local and/or national** | **Healthcare**  **Social care or Childcare** | **Statutory**  **Private or**  **Voluntary** | **Main Role in meeting needs of Children aged 2-5** | **Regulation** | **Source**  **of**  **info** |
| Hospitals | **National**:  Noah’s Ark is a specialist children’s hospital for all of South Wales  **Local area:**  Nevill Hall Hospital  Prince Charles Hospital  Ebbw Vale hospital minor injuries unit | Healthcare | Statutory NHS Services Noah’s hospital is also supported by the Noah Arks charity (voluntary) | Secondary care. Noah’s Ark role is to provide treatment for children a range of conditions and has facilities for parents to stay with their children who are inpatients. The children’s outpatient department has speciality services such as Ear, Nose and Throat ophthalmology, audiology and orthopaedics, as well as a hydrotherapy pool. Noah’s Ark is joined to The University Hospital of Wales in Cardiff.  The other hospitals have Children’s wards as well as  Outpatients Paediatric services and an A&E Department which treats children as well as all other age groups. | * Healthcare Inspectorate Wales (HIW) * Nursing and Midwifery Council (NMC) * General Medical Council (GMC) | 6 |
| Health Centres | **National**:  available throughout Wales  **Local**:  Glan yr Afon Health Centre  Tredegar Health Centre | Health care | Statutory  NHS  service | These provide primary care for all age groups not just children and are usually the first point of contact for health care, which provides:   * GP services: diagnosis and treatment of illnesses and health issues * Child health clinics: monitoring children’s development and well-being * Practice nurse: treatment of minor injuries, ear syringing, injections * A range of other services such as podiatry, ante natal care | * Healthcare Inspectorate Wales * Nursing and Midwifery Council (NMC) * General Medical Council (GMC) |  |
| Dentists | **National**:  available throughout Wales  **Local Dentists**:  Castle Street  James Hull  BUPA  **Local Opticians**:  Gwynns  Darlingtons | Health care | Statutory/  Private  Most dentists and opticians are private but have contracts to provide NHS treatment | Dentists and opticians provide primary care for all age groups not just children.  **Dentists** provide treatment advice and support for all dental issues. NHS dental care for children is free. A child should be taken  to the dentist when their first milk teeth appear and should go  for regular dental check-ups as advised by the dentist.  **Opticians** will provide eye tests and glasses if necessary. These are free for children on the NHS. | * Healthcare Inspectorate Wales | 7 |

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| **Service** | **Local and/or national** | **Healthcare**  **Social care or Childcare** | **Statutory**  **Private or**  **Voluntary** | **Main Role in meeting needs of Children aged 2-5** | **Regulation** | **Sources**  **of**  **info** |
| Children’s Social Services | **National** but provided by individual **Local** authorities | Social care | Statutory | All children’s social services (SS) support children and family members who have additional needs beyond what health, education or community services can help with. They have a duty to safeguard children who may be at risk of harm. Child protection is a major part of their role.  Blaenau Gwent Social Services have a legal duty to provide a range of services to children and young people in need of support and/or protection.  They aim for a child to live with their family by working with families and other agencies to provide advice, guidance and support.  The SS Department has a duty to provide services for children who are in need.  This can include:   * children with disabilities * children and families who need support * children who are looked after by the local Council * children in need of protection * children who offend or are at risk of offending * children who have been adopted   If children are unable to stay with their parents SS try to place the child with another family member.  but if this is not possible a child may be placed with foster carers or in a residential placement.  SS departments are also adoption and adoption agencies. | Care Inspectorate Wales (CIW) | 12  13 |
| **Service** | **Local and/or national** | **Healthcare**  **Social care or Childcare** | **Statutory**  **Private or**  **Voluntary** | **Main Role in meeting needs of Children aged 2-5** | **Regulation** | **Sources**  **of**  **info** |
| Support groups | **National and local:**  **LATCH** supports children and their families who are being treated by the Oncology Unit at the Children’s Hospital of Wales from Chepstow in the South to Aberystwyth in the North.  **Barnardos** work with vulnerable children, young people, families and communities across Wales | Social care | Voluntary | The **LATCH** Social Work Team provides practical, emotional and financial support. It provides a range of financial Support through Grants – this can be for travel, food, even rent in some cases. Emotional Support for Parents is offered such as counselling and alternative therapies. They run various support groups for the parents to help their children as well as one to one sessions. LATCH also offers holiday grants.  **Barnardos**, help build a better future. They aim to reach out to the most disadvantaged children in the country to ensure that every child has the best possible start in life and can reach their full potential and have a happy and healthy childhood, no matter who they are or what they have been through. Provide fostering services, protection and support. | Care Inspectorate Wales (CIW) | 5  6 |
| Families First | **National and local:**  Integrated Children’s Centre | Social care | Statutory | Families First is all about providing support to the whole family. Families First is the Welsh Government’s programme for improving outcomes from children, young people and families, with an emphasis on early intervention and multi-agency working. | Care Inspectorate Wales (CIW) | 10 |

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| **Service** | **Local and/or national** | **Healthcare**  **Social care or Childcare** | **Statutory**  **Private or**  **Voluntary** | **Main Role in meeting needs of Children aged 2-5** | **Regulation** | **Sources**  **of**  **info** |
| Family Information Service | **National and local:**  Integrated Children’s Centre | Social care | Statutory | This service provides information, advice and support which includes:   * Information which is accurate, up-to-date and impartial about childcare, health, recreation and learning opportunities, choices, information about funding and where to find help and advice and how to access this. The provision of advice that empowers parents to make decisions on support or services for their own situation. * The provision of signposting and referral service to more appropriate or specialist support for example the Financial Services Authority to help parents meet their family’s needs. | Care Inspectorate Wales (CIW) | 11 |
| Integrated Children’s Centre | **Local:**  The Heart of the Valleys Integrated Children’s Centre  **National:** usually provided in each local authority area | Social care  Childcare | Statutory | **Integrated children’s centres aim to provide integrated services to secure good outcomes for children and their parents to try to ensure a good start in life. Centre’s may provide**   * Open Access Play * Early Years Education * High Quality Childcare * Community Training * Other vital family support services   Base for the:  Families First team  **Blaenau Gwent Family Information Service** | Care Inspectorate Wales (CIW) | 10 |

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| Sources of Information | | |
| 1 | Welsh Assembly | <https://www.assembly.wales/en/newhome/pages/newsitem.aspx?itemid=1824> |
| 2 | Flying Start – Quality childcare guidance | <https://gov.wales/sites/default/files/publications/2019-07/flying-start-childcare-guidance.pdf> |
| 3 | Blaenau Gwent Flying Start | <https://www.blaenau-gwent.gov.uk/en/resident/health-wellbeing-social-care/support-for-children-families/flying-start/> |
| 4 | Day nursery definition | <https://www.collinsdictionary.com/dictionary/english/day-nursery>  Adverting leaflets for local day care |
| 5 | Foundation phase guide for parents and carers | <https://gov.wales/sites/default/files/publications/2019-03/foundation-phase-nursery-guide-for-parents-and-carers.pdf> |
| 6 | Wales online | <https://www.walesonline.co.uk/news/local-news/noahs-ark-childrens-hospital-wales-11334602>  Primary research: Interview with family about local hospitals |
| 7 | Dental care for children | <https://www.nhs.uk/live-well/healthy-body/taking-care-of-childrens-teeth/> |
| 8 | LATCH | <https://www.latchwales.org/what-we-do/about-us/> |
| 9 | Barnardos | <https://www.barnardos.org.uk/wales> |
| 10 | Families First | <https://www.blaenau-gwent.gov.uk/en/resident/health-wellbeing-social-care/support-for-children-families/families-first/> |
| 11 | Blaenau Gwent FIS | <https://www.blaenau-gwent.gov.uk/fileadmin/documents/Resident/Health_and_Social_Care/FIS_ServicesForParentsCarersYoungPeople.pdf> |
| 12 | Blaenau Gwent social services | <https://www.blaenau-gwent.gov.uk/en/resident/health-wellbeing-social-care/childrens-services/what-support-is-available/>  Primary research: interview with Auntie (family support worker) |
| 13 | ICC | <https://www.nantcelynprimary.co.uk/integrated-childrens-centre/> |

**Task 1(b)**

I have chosen to focus this section on the hospital and I am going to look at the Paediatrician and Speech and language therapist.

**Paediatrician**

The role of the Paediatrician

A paediatrician is a doctor who diagnoses and treats the injuries and illnesses of babies, children, and teenagers. They work with children 0 – 5 years if they have an illness, an injury or there is worry about their development.

They can prescribe medication, surgery or therapies and refer children to specialist consultants for tests, such as speech and language, audiology.

They will advise and work with the children’s families to teach them about their child’s condition to help the parents look after their children.

They have to keep accurate records of all their diagnoses and treatments this is so they can monitor the children’s progress and be able to give information to other professionals.

Personal skills and qualities:

A Peadiatrician must:

* be good with children and families and have patience and a sense of humour.
* have excellent communication skills are very important because they will have to be able to explain in detail and sometimes simply what is wrong with the child so must have a clear speaking voice and not mumble. They will need to be able to write or type accurately to be make sure the records can be read by other people.
* have strong active listening skills to be able to pick up on what is wrong with the child and understand what the parents are concerned about. They must listen to the child as well as the parents.
* have excellent problem-solving and investigative skills to find out what is wrong with the child and find out why this may be happening.
* have compassion to be able to reassure or comfort children and parents who may be upset
* be able to work as part of a team, this is important as they will not be able to provide all the care and support a child needs and will need to be able to get on with others and be approachable.

MDT working: Paediatricians work with other professionals such as paediatric nurses, nursing assistants, speech and language therapists, radiographers, social workers, and GPs. They will need to work as a team with the nurses so they will know how to treat the children, they will need to work with speech and language therapists to be able to refer children to them.

Career opportunities: Paediatricians work mainly in hospitals, they can be general paediatricians or they can specialise in neonatal, cardiology or community paediatrics.

Sources of Information:

<https://www.healthcareers.nhs.uk/explore-roles/doctors/roles-doctors/paediatrics>

<https://www.monster.co.uk/advertise-a-job/hr-resources/hr-strategies/job-descriptions/paediatrician-job-description/>

<https://job-descriptions.careerplanner.com/Pediatricians-General.cfm>

**Speech Therapist**

The role of the speech and language therapist

Speech and language therapists provide treatment, support and care for children who may have physical or psychological issues and have problems speaking and communicating. They deal with children whose speech is slow to develop. They also treat children who have difficulty with eating or swallowing. They help children with:

* speech and language delay
* learning difficulties communicate with others
* stammering
* cleft lip and palate
* autism/social interaction difficulties

Speech and language therapists may visit the child at home or in their early years setting to see their language and communication difficulties in their daily life. They will talk to parents and key workers to discuss the problems the child may have, set targets and suggest ways to help the child achieve the targets. They plan and carry out activities with individual children to encourage speech and language development.

Personal skills and qualities:

A Speech and language therapist will need:

* excellent communication and listening skills, to relate to the children and gain their trust because they may be uncooperative because they're frightened or frustrated
* a lot of patience because the child’s progress may be slow and they may have to keep repeating exercises help the children who could have problems remembering information
* creative and problem-solving skills, so they can devise programmes for different learning styles and communication issues
* to be able to work in a team as they will need to interact with other professionals as well as the child and parents.
* to be organised and flexible as they will be dealing with children with different needs in different settings
* to have qualities such as empathy, assertiveness, tact, a sense of humour and physical and mental stamina.

Career opportunities: Speech and language therapists work in a range of settings such as NHS hospitals, health centres and in the children’s homes. Some speech and language therapists set up their own practice and treat children as private patients or they may treat children privately as well as working in an NHS hospital. To progress in their career speech and language therapists can become in charge of a team or set up on their own.

MDT Working: They work with parents, carers and other professionals, such as teachers, nurses, educational psychologists, occupational therapists and doctors. It is important to work as part of a team to make sure everyone is doing the same to help the child meet the targets they have set.

Sources of Information:

<https://www.earlyyearscareers.com/eyc/send-support/speech-therapists-early-years/>

<https://www.rcslt.org/speech-and-language-therapy> Royal College of Speech and language therapy

<https://www.prospects.ac.uk/job-profiles/speech-and-language-therapist>

Interview with neighbour

**Task 1(c)**

Availability of services and key professionals

There is a lot of health, social care and childcare services in Tredegar, Blaenau Gwent to meet the needs of the children aged 0-5. Nearly all of these services are available in each of the towns in Blaenau Gwent but some services have only one in Blaenau Gwent, such as the Integrated Children’s Centre which is in Blaina and the Social Services offices which are in Ebbw Vale.

Most people can get to the services in the towns. They can walk to them or get a bus if they haven’t got a car. Services which are not in the every town such as the Integrated Children’s Centre the Social Services offices and the hospitals are more difficult to get to if you haven’t got a car, the buses don’t run very often and take a long time to get there and parents will have to pay for their tickets but the children will be able to go on them for free.

To access some of the services you need to make an appointment, e.g. GPs, dentists and opticians, some you have to be referred to by a professional e.g. speech therapy, some you have to be eligible for, e.g. live in a certain area e.g. Flying start, or be the right age Rising 3s and primary school, and there are some you can just go to, e.g. playgroups.

To make appointments for the health centre you have to phone in the morning and it is sometimes hard to get through because other people are phoning as well, but you can usually get an appointment on that day. Hospital appointments are usually slower because of waiting lists and you are given a date that you have to go on. To make dentists and opticians appointments you can go in there or phone but unless it is an emergency you might not get an appointment for a few weeks.

For children in the 0-5 age group all of the services are free. Parents pay for playgroups but they don’t cost much and the money is used for drinks and snacks for the children and parents and to pay for craft activities.

Meeting the needs of the target group

The services in Blaenau Gwent aim to meet all the needs of children aged 0-5. There are health care services to meet the physical needs there are two health centres with at least three GPs, practice nurses, child health clinics, health visitors in both of them. The GPs treat the children if they have illnesses or injuries and aim to prevent illness by giving injections and health visitors giving advice to parents on how to look after the children in the child health clinics.

There are many social and childcare services which look after the physical, intellectual, emotional and social care needs of the children, such as Flying Start, Family Information Service, Families First. As well as providing a place for children to go with trained childcare workers, the health visitors and family support workers help and support parents to be able to look after their children properly. At the Flying Start centres they provide free childcare for two and a half hours a day for children under three where they have healthy snacks and many educational activities to support all PIES needs. They have other activities for children under one such as ‘Tiny Talkers’, baby massage, etc.

There are four primary schools which also look after the physical, intellectual, emotional and social care needs of the children, two of these are green category schools which means they are providing the very best support for them. The schools have breakfast clubs and provide school dinners which some children can have free, so this supports their physical needs. The nurseries and schools have outdoor play areas and the schools have after-school clubs and activities which meets their physical and social needs. The lessons in the schools support their intellectual needs

Social Services act on referrals to protect children and support the parents to act in the child’s bests interests to meet all their needs e.g. if there is not enough food they will help with Food Bank vouchers, if a child is at risk they may need to place the child in a safe place away from parents.

There are services in place in this area to meet the all needs of young children, but not all parents know about them and not all parents who know about the services use them.