» About Care Co-ordination

Many families need additional support and services to meet their children's needs. Sometimes a lot of support is needed but this may get less, as things change. Care Co-ordination is one of a range of co-ordinated approaches designed to support families who need additional support and services to meet their children's needs.

Care Co-ordination puts families at the centre of care planning. It brings together workers from health, education and social care services to improve the ways they support those families.

Care Co-ordination provides a high level of co-ordinated support for children and young people aged from 0 to 25 years who have **significant** and **complex** additional needs or disabilities.

Their needs may be **complex** due to the number of different practitioners providing services and support or because of the intensity of the support needed. In Care Co-ordination there is a **SINGLE Multi-disciplinary Plan, which is reviewed** regularly so everyone is clear what is happening.

» How Care Co-ordination can help

An important part of care co-ordination is Key Working. Key working helps you, your child and your family by:

- bringing together and organising the different care and support services your child gets and helping you to understand what everybody does
- acting as a single point of contact between you and the people working with your child
- giving you more say and control over services and helping you and your child to make choices about those services
- helping you and your child to explore, plan and use services in the best way
- helping services to work together to find the best way of supporting your child, without you having to tell your story again and again
- making sure you and your child get the information and support you need, when you need it
- helping workers to learn more about, your child and the things they like and do not like, and what is important TO and FOR you, your child and your family, both now and in the future

» Getting started with Care Co-ordination

If you think that care co-ordination would help, talk about it with a practitioner working with your child. They will help you look at how care co-ordination might help you and your child and make the application to the Care Co-ordination Panel.

The practitioner will be invited to the Care Co-ordination panel to discuss your application. The panel will agree in the most appropriate co-ordinated response to support you and your child. If they decide that Care Co-ordination is not needed they will advise on how you can be supported by other co-ordinated approaches.

HARTLEPOOL
BOROUGH COUNCIL

Once your application has been accepted by the Care Co-ordination Panel
The Care Co-ordinator-Development Officer will arrange to visit you alongside the practitioner who has helped make the application to Care Co-ordination. They will talk to you about:

- the support and services available to you
- what you think is working, and what could be better

They will help you work out what is most important to your child and to your family.
The care co-ordinator will work with you to plan your first Care Co-ordination Family Meeting. This meeting brings together the people working with your child in one place. Everyone will provide information and agree on a plan which will best meet your child's and your family's needs.

What if I say "No, not yet"
That's fine. If you choose to try Care Co-ordination later on just talk to any practitioner involved in your child's care.

» Contacting the Care Co-ordination Service

@   **Email:**   **disability-team-0-25@hartlepool.gcsx.gov.uk**

☎   **Telephone:**   01429 523521

✉   **Post:**   Disability Team (0-25)
                  Centre for Excellence in Teaching and Learning
                  Brierton Lane
                  Hartlepool
                  TS25 4BY

» About this factsheet

This factsheet gives more information about care co-ordination. We updated this factsheet in January 2019. We will check that it is up to date in January 2020.

You can download all of our factsheets and booklets from our website
www.hartlepool.gov,uk/childrensfactsheets