



Update for children, young people and their families on services provided at the Lighthouse Child Development Centre in Southend.

October 2021

Local NHS organisations are continuing to work together on a plan for improving families' experiences of using the Lighthouse Centre.

These discussions are about service developments that will benefit families in the longer term as well as some more urgent changes in response to feedback from families.

We hope that families are now finding it easier to contact the Lighthouse. More staff are now available to answer calls, and email addresses have been put in place for families to use. You can find these below.

Work on improving waiting times for families with children who have been assessed as having the most urgent clinical need has also been underway. We are continuing to monitor waiting times closely. We appreciate that many families are still experiencing long waiting times and this is something we are continuing to work on.

Plans for longer term service development and improvement are still being worked through and we hope to be able to share more about these plans in the near future.

We will continue to work closely with Southend Send Independent Forum and Essex Family Forum to understand parent and carers concerns over this period and to keep you updated.

We will also work together with staff, children, young people and families to co-produce services over the longer term.

Below are some questions raised by families, Southend Send Independent Forum and Essex Family Forum.

How do I contact the Lighthouse about my child's referral or ongoing care?

You should continue to contact the Lighthouse using the normal number 01702 508180. There are additional members of staff in place to deal with enquiries from parents and carers.

You can also use the existing email addresses which are checked daily and enquiries prioritised for response.

For prescriptions: mse.lighthouse.prescriptions@nhs.net

For appointments: mse.lighthouse.appts@nhs.net

For providing feedback: mse.lighthouse.feedback@nhs.net

Are there any plans to close the Lighthouse Centre?

There are no plans to close the Lighthouse Centre.

How will this affect my child or young person's care?

Services will continue to be delivered at the Lighthouse Centre and there will be no interruption to your child's ongoing care or treatment.

My child or young person has just been referred and is now on the waiting list, what will happen?

All children referred to the Lighthouse will continue to be managed in the usual way.

I want to ask for a referral – do I need to wait?

If your child's GP feels that a referral to the Lighthouse Centre is appropriate then that referral should continue in the normal way.

If you have any concerns about your child's health then you should ask a health professional such as your GP, health visitor or school nurse for advice. You could also speak to someone in your child's school or educational setting.

If you have an urgent medical concern you can call NHS 111 for help and advice. For an urgent mental health concern contact the EWMHS service on 0300 300 1600 or 0300 555 1201 for crisis support out of office hours.

What are the plans to improve families' experiences of using the Lighthouse Centre?

Our first priority is to address the main problems that parents have told us they are experiencing. These include long waiting times and communication.

This will include services such as community paediatricians, occupational therapy and physiotherapy.

In the longer term we want to work together with families to develop and improve all community children and young people's services.

What areas does the Lighthouse Centre cover?

The community children and young people's services provided at the Lighthouse Centre cover the areas that fall under Southend and Castle Point and Rochford.