Children and Young People’s Autism Service
Patient and Family FAQs

Who is MPFT?
Midlands Partnership NHS Foundation Trust (MPFT) is an integrated organisation that provides physical and mental health, learning disabilities and adult social care services. The majority of our services are delivered in Staffordshire, Stoke-on-Trent, Shropshire and Telford & Wrekin. Through Inclusion, part of our specialist care group, we cover much of England.

Our services are organised into four care groups, each with a managing director, clinical and care director and head of operations. Services for children and young people are managed within the Children and Families Care Group.

What will the Children and Young People’s Autism Service provide?
The service will provide assessment and intervention for autism in south Staffordshire on an interim basis whilst the Clinical Commissioning Groups (CCGs) go out to tender for a long term provider.

The service will provide assessment in line with National Institute for Health and Care Excellence (NICE) guidance, including diagnosis by a multi-disciplinary team (MDT). Intervention will be provided based on the assessment of need; this could include individual or group therapy. We will offer group-based interventions that are evidence based to support children/young people and their families in understanding and addressing the challenges associated with Autism Spectrum Disorder (ASD). We will provide a telephone advice and consultation service during working hours to other professionals (including schools) and parents/carers regarding the management of ASD.

The service will work closely with other services which deliver care and support to young people to ensure care is ‘joined up’.

Who will be working in the service?
A number of health professionals have transferred to MPFT from the previous provider. We will provide these colleagues with an induction and orientation to the organisation.

Some of the professionals who provided assessment or intervention at the previous provider were employed as associates or on a sessional basis and therefore will not be transferring. Where necessary, MPFT will contract additional experienced professionals to support the service.

In the short term MPFT will also be utilising the skills and expertise of its existing staff to support meeting the immediate needs of children and young people transferred to the service and to contribute to the multi-disciplinary team.
Will the service be provided by the existing Child and Adolescent Mental Health Service (CAMHS)?
No. The service will function as a specialist autism team within the mental health function of the Children and Families Care Group. The service will have its own Single Point of Access (see details below). However, due to the number of children with autism having additional needs, the service will work very closely with colleagues in CAMHS and other services such as Community Paediatrics, the Children’s Learning Disability Team and Speech and Language Therapy to provide an integrated service. Each of these services use the same electronic clinical record system and hold regular meetings to discuss individual cases.

Will we be able to see the same clinician we were seeing at the previous provider?
We recognise continuity of care is important. Where Midlands Psychology staff have transferred to us, where patients are happy and it continues to be clinically appropriate for care to continue with the same therapist then we will seek to maintain the same professional. Please be aware that this will not always be possible if the therapist has not transferred to us.

Where will the service be based?
We already have services in a number of buildings across south Staffordshire. We will aim to see children and young people in a community venue as local to you as possible. The service will be based at:

- The Bridge, St George's Parkway, off Crooked Bridge Road, Stafford, ST16 3WT
- Cross Street Clinic, Cross Street, Burton-on-Trent, DE14 1EG

We may also use other venues if required.

We know that the nature of the environment we operate in is of high priority to families and children with autism. We are working to ensure the premises we use are autism friendly. A review has been carried out on our existing buildings and we have made sure autism friendly rooms are in place.

I was receiving care from the previous provider – will you have my records?
Records were transferred to the service by the previous provider for all children and young people who they have identified as waiting for an assessment or intervention or who are midway through an assessment or intervention.

We wrote to all patients transferred to us to confirm they have been transferred to us and to outline next steps.

If you have not received a letter and you believe your case should have been transferred please get in touch with the service (see details below).
I was half way through an assessment with the previous provider – will the assessment have to start again?
Our priority is to ensure that all children and young people receive a thorough assessment. However, we will review each case individually and try to minimise any duplication in assessment.

How do people refer into this service?
Any professional, including education and health, can make an autism referral for a child or young person where they have concerns around the child’s social communication, interaction and rigidity of thought and behaviour.

Specific examples of how these issues manifest are required in order to process the referral. You are welcome to supply additional verifying information from school where a professional other than school is making the referral, which the referrer can attach to their referral. Any professional is welcome to contact the service should they wish to discuss a potential referral by calling 0300 303 0691 (9am-5pm, Monday to Friday) or emailing cypautismservice@mpft.nhs.uk.

The revised assessment referral form can be found on the service web page at www.mpft.nhs.uk/services/children-and-young-people-autism-service.

I received a diagnosis from the previous provider some time ago and was told I could access them if I needed any help or support, or if my situation changed. I haven’t received a letter from you, but I now think I need some help. What should I do?
We will have only received case files for patients the previous provider identified as actively in receipt of care or waiting for an assessment or intervention. Therefore, if you were last in touch with the previous provider some time ago we may not have any information about your case. If you are in this situation, please contact the service (details below) to speak to one of our colleagues. Please be aware – in order for us to be able to provide the best advice possible, without having to ask you for your story again we may ask you to complete a self-referral form/document and provide us with any written documentation you have received from the previous provider; for example a copy of your assessment and last clinic letter.

How long will I have to wait to be seen?
We are working through the details of all the children and young people transferred to us and will prioritise needs according to both clinical need and how long you have already been waiting. It is difficult to give more information on timescales as it will depend on individual circumstances, so we will contact you with the next steps. If you have not received a letter by the end of October 2019 and you believe your case should have been transferred please contact the service (details below).

What if I have an urgent need and can’t wait for you to get in touch?
If you need urgent help from the service between the hours of 9am-5pm from Monday to Friday (excluding bank holidays) you can call **0300 303 0691**.

If you need urgent help out of hours (evenings, weekends or bank holidays) please contact:

- NHS 111, who have access to on-call mental health professionals; or
- First Response Emergency Duty Team on 0345 604 2886

Should you require immediate medical attention, please go straight to A&E.

**What is the access number for the Children & Young People’s Autism Service?**
The telephone number is **0300 303 0691**.

The email address is [cypautismservice@mpft.nhs.uk](mailto:cypautismservice@mpft.nhs.uk).

The team will be available between 9am-5pm, Monday to Friday (excluding bank holidays).