Welcome to the latest update from the Children and Young People’s Autism Service in South Staffordshire.

We remain committed to continuing to provide as full a service as possible during Covid-19 and would ask that you continue to follow national guidance in relation to staying alert and practicing social distancing. You can find out more at www.nhs.uk/coronavirus.

A duty professional remains available via the service contact number on 0300 303 0691 Monday-Friday, 9am-5pm to offer help and support to families.

New additions to service page on MPFT website
We’re excited with the changes we’ve made to the service web page – www.mpft.nhs.uk/services/children-and-young-people-autism-service – which have recently included:

- New ‘Meet the team’ section providing more information about the various roles within the service
- New ‘What is Autism?’ workbook for young people in the ‘Resources’ section, developed by the team and based on questions and feedback we’ve received from families

Since the last update we have also added the following to the ‘Service videos’ section:

- A Sensory Processing Introductory video that complements the Sensory Processing workshop
- The first in a new ‘Meet the team’ series of videos featuring different members of the service talking about how their role supports young people and their families; with a video featuring Rebecca Borhara, Speech and Language Therapist

The team are in the process of producing a range of information leaflets that will support families from referral into the service through to the outcome of an assessment and details of ongoing support that will be available from the service where a diagnosis has been given. More videos are also on the way!

Assessments
The autism team continue to work closely with Psicon and Caudwell to offer additional appointments to families to ensure they can commence their assessment in a timely manner.
We continue to experience a number of first appointments to commence an assessment having been cancelled at short notice, or not having attended. We would reiterate our request that anyone who is unable to attend an appointment please contact the team as soon as possible to ensure this can be offered to another family.

Any family currently awaiting an assessment appointment for **new assessments only** and are happy to receive a late notification are asked to email the team at **cypautismservice@mpft.nhs.uk** with their details so that we can get in touch should an appointment become available at short notice.

**Your feedback**

There are a number of ways you can provide feedback on your experiences relating to the service:

1. Families are provided with a feedback form following completion of their assessment, intervention or when attending a workshop. We would be grateful if these could be returned as your comments and ideas provide valuable knowledge of what we are doing well and where we can review or improve.
2. An online feedback form, which is available at [http://surveys.mpft.nhs.uk/Survey486/Create?channel=15181](http://surveys.mpft.nhs.uk/Survey486/Create?channel=15181)
3. The Trust’s Customer Services Team is happy to receive any comments and suggestions you may have to improve the Autism service, or any other service provided by the Trust. You can find out more at [www.mpft.nhs.uk/service-users-carers/complaints-concerns-and-compliments](http://www.mpft.nhs.uk/service-users-carers/complaints-concerns-and-compliments). The team is open 8am-6pm, Monday-Friday and can be contacted by:
   - Email: palsandexperience@mpft.nhs.uk
   - Freephone: 0800 783 2865
   - A website form is also available via the website link above

**Workshops**

We held our latest **Sleep workshop** last week – with 12 families attending, receiving specific advice around sleep and strategies that can be implemented in the home environment.

We had 15 families that had booked places but did not attend, which meant we were unable to offer any of these places to those families who were on the waiting list for this fully booked workshop.

Both our upcoming **Sensory Processing** and **Managing Behaviours that Challenge** workshops are currently fully booked, so we would reiterate our request for any families who are unable to attend a workshop they have booked on for to email us at **cypautismservice@mpft.nhs.uk** as this will enable us to offer your place to another family.
The sessions are hosted on Microsoft Teams. Once you have called the team to book your place, you will receive a web link to access the appropriate session (NB: You do not need to have Microsoft Teams installed on your computer to join this meeting. Click ‘watch on the web instead’ to view via your web browser).

**Contacting the service**

- **Telephone**: 0300 303 0691 (9am-5pm, Monday to Friday; excluding Bank Holidays)
- **Email**: cypautismservice@mpft.nhs.uk

More information about the service can be found via MPFT’s website at www.mpft.nhs.uk/services/children-and-young-people-autism-service, which features:

- Referral information (NB: Referrals into the service can only be made by a professional who has met with the child and family)
- Frequently asked questions
- Information should urgent help be required
- Contact details for a number of other useful services and organisations
- Workshop information
- Previous service updates
- Voice for Change session feedback
- Resources
- Videos

If you need urgent help between the hours of 9am-5pm from Monday to Friday, you can contact the Single Point of Access directly on 0300 303 0691, or call First Response (social care and health) on 0800 1313 126.

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 the
- First Response Emergency Duty Team on 0345 604 2886
- In the event of a medical emergency please go straight to A&E.

The Trust’s 24/7 urgent NHS mental health service provides telephone support, advice and triage for all ages. The Freephone number to call for people living in South Staffordshire is 0808 196 3002 (NB: this telephone line cannot provide advice on Coronavirus symptoms).

Should a parent/carer have a specific question relating to the care of their child, we ask that they email cypautismservice@mpft.nhs.uk.