

# Camden **MOSAIC**

integrated service for disabled children





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# 1

## Welcome to Camden MOSAIC

**Camden MOSAIC is the integrated service for the borough's disabled children, young people and their families.**

**All services have been brought together at Kentish Town Health Centre.**

**Camden MOSAIC has high aspirations for children and young people with severe disabilities and complex needs, including sensory impairments. We aim to help them join in with all aspects of school, leisure and community activities, and support their independence and involvement in all decisions that affect them, preparing them for adult life.**



## Our aims and beliefs

The overall aim of Camden MOSAIC is to enable families to help their children with complex needs to participate in family and community life.

We believe this can be achieved by:

- Working with families to develop a greater understanding of their child's needs and to agree a family support plan that is reviewed over time.
- Making sure that relevant services are available to all children, young people and families, based on their individual needs.
- Listening to and learning from the experiences of children, young people and families who use the service.
- Being a community resource that shares specialist knowledge and skills with families, other organisations and the wider community.

## Who can apply for help from MOSAIC?

The family of any child or young person aged up to 18 who lives in Camden and is eligible to be included on Camden's register of disabled children and young people can apply for help (see section 7, page 12).

## How do I apply for help?

A referral needs to be made to MOSAIC by someone who knows your child's special needs well, such as your GP, school or another health professional.

## What services does MOSAIC offer?

MOSAIC provides the skills and professionals needed to support the needs of disabled children and young people. The following is a list of the different professionals who work in MOSAIC and how they can help your child.



## Speech and language therapist

Works to develop effective verbal and non-verbal communication. Also works with children who have difficulties eating and swallowing.

## Occupational therapist

Works to develop day-to-day skills, such as eating, sitting and toileting, providing specialist equipment when necessary as well as addressing sensory needs.

## Physiotherapist

Works to develop physical skills and movement, providing equipment when necessary.

## Child psychotherapist

Explores feelings and beliefs, to promote family relationships and wellbeing.

## Clinical psychologist

Assesses intellectual development and supports emotional development, behaviour and learning.



## Specialist health visitor

Meets with families to discuss their needs and the needs of their child. Provides information about local and national services, including provision of nappies and continence pads as well as advice on access to special needs dental care.

## Paediatric dietician

Provides advice about food and special diets.

## Paediatrician

Provides medical and developmental assessment.

## Family therapist

Helps to improve relationships between the disabled child, family members and professionals; meets with family members, including siblings, to reflect upon the impact of living with disability.

## Child psychiatrist

A doctor who assesses and treats the mental health of children and young people.

## Social workers

Work with children, families and professionals to ensure the child or young person's needs are being met and to minimise any risk to them.

## Family support worker

Works with children and families to address behavioural, social or emotional issues.

For more information on how MOSAIC professionals support your child's emotional and behavioural needs, see page nine.

## Which other services does MOSAIC work and share information with?

Our staff follow NHS and local authority policies about confidentiality. This means details of what you discuss with us are kept private. However, with your permission we share information with other services so we can provide comprehensive care and support. Partner services include:

- Health professionals based in hospitals
- The Lifeforce Team for children with complex medical needs
- Other health professionals based in the community
- Leisure services
- School nurses
- Social care professionals
- Special educational needs service
- Educational psychology service
- Voluntary services and community organisations
- Nurseries, schools and colleges.



## A high quality service

You will be treated with courtesy and respect at all times by staff working for MOSAIC. We will always take your views into account when planning or reviewing services.

We will invite you to take part in meetings held to discuss any matters relating to your child and your family.

If you wish, you may bring a friend or adviser to the meetings to help you say what you think clearly. If English is not your first language, we will arrange for an interpreter to help us communicate with one another.

We will meet you to make sure the services we have arranged are still suitable, and to check whether your need for services has changed.

You have a right to see records, including health records, which relate to your family.



## What we expect from you

You should give MOSAIC staff accurate information to help them make an assessment, and tell them if your personal circumstances change.

You must treat our staff with respect, regardless of their race, sexuality, sex, disability or religion.

You must make every effort to keep appointments, attend meetings and follow suggested programmes that have been planned.

You should tell us if you cannot keep an appointment.

# 2

## Assessing your child's needs

**MOSAIC provides support from 0 through to 19 years. If your child is not yet known to MOSAIC we begin with a multi-disciplinary assessment led by a keyworker.**

**This will involve a series of appointments, usually two or three, with different members of the team. These take place either at MOSAIC, at home, at nursery or at school within 12 weeks of referral.**

### Your views

We want to work with you throughout the assessment and include your views in our report.

We can also arrange for an interpreter to help you to give comments which we will record on the assessment form. You do not have to pay for this.

Once the assessment is complete, a family support plan is written and a copy is given to you to record the services we have agreed to arrange.

### Reviews

As children grow up, their needs change. Changes in your family can also affect their needs. We therefore like to keep up to date with you and your family. Every so often, at a time agreed with you, we will meet you to check the services we have provided are working well. If your child's needs have changed, your keyworker will do a review to show where we need to make changes to the services you receive.

If your child has difficulties with communication, imagination, relationships and flexibility, he or she may be seen by us for a SCAS (social communication assessment service) assessment. One outcome of this assessment may be that your child is found to have an autism spectrum disorder. If so we will give you and your child information and support and liaise with other professionals who know your child.

After any period of assessment in MOSAIC, we meet you to discuss feedback, listen to your views and agree a family support plan for your child's needs. We will continue to meet regularly to review your child's progress and plan if necessary.

# 3

## Social and communication assessment service (SCAS)



# 4

## Emotional and behavioural support

The CAMHS (child and adolescent mental health) service of MOSAIC includes psychiatrists, psychologists, child psychotherapists and family therapists who help disabled children with emotional or behavioural difficulties. For simple explanations of the roles of the various professionals, see page 5.

We carry out specialist assessments to support parents' understanding of their child's strengths and difficulties and offer ways of helping with difficult behaviour and upset feelings which may affect all family members.

We work with our MOSAIC colleagues but also respect your right to speak to us confidentially, where appropriate.



# 5

## Social care

The disabled children's team is the social care service of MOSAIC.

We can organise a range of services to help disabled children and young people and their families. These may be arranged following the multi-disciplinary assessment. We will sometimes carry out a further initial or social work assessment including a carer's assessment, if needed, but will do our best not to ask you to repeat information.

The support and services could be any of the following:

- Short breaks. These enable a range of activities and experiences to be provided for disabled children and young people.

For example, short breaks in the home, activities outside the home, including the use of direct payments, and arranging links with other families.

For more information about the range of short break services for disabled children and their families contact us on 020 3317 2226.

- Helping you make contact with voluntary groups and other organisations that may be able to offer advice or support. These may include schools, health services, housing services, benefit agencies or other local authorities to make sure you are getting the support you need.

Where we have safeguarding concerns about a child, and think that they may be at risk of harm, we have a legal duty to carry out enquiries to assess the child's wellbeing.

If you are not eligible to apply for social care services from the disabled children's team, you may be eligible to apply for other social care services from the Council. Call 020 7974 6666, weekdays 9am to 5pm for details.

# 6

## Family information and support

We work closely with KIDS, which is a charity providing home learning for children under five and key workers to support families.

The family information service can provide information and advice on services for disabled children and their families. Tel: 020 7974 1679 or email [fis@camden.gov.uk](mailto:fis@camden.gov.uk)

# 7

## Special Parents Forum and MOSAIC inTouch magazine

We support the Special Parents Forum (pictured right) and carers in Camden to socialise, share stories and support each other. We also publish MOSAIC inTouch, a free quarterly magazine containing stories, news and other relevant information for forum members.



For more details about the forum or to join the forum or mailing list please contact the parent participation worker on 07528 057 381.

# 8

## The register of disabled children and young people in Camden

### What is the register?

Local authorities need to keep a register of disabled children and young people in their area. This register is a database of information that tells us about the population and the different needs of disabled children in Camden. In Camden, we use the register to help plan the services we provide for you and, most importantly, we can send information to you about activities and events if we have your details.

### Who can join?

To be on the register children and young people must have a permanent and substantial disability in one or more of the following categories:

- learning disabilities
- physical disability
- visual impairment
- hearing impairment
- speech and language impairment
- chronic ill-health
- autism spectrum disorder.

Emotional and behavioural conditions are not included.

They must also be under 18 years old and have a home address in the borough. Your health visitor or school nurse will advise you on whether or not it is likely your child would be eligible.

### Why join?

- We send out a regular MOSAIC InTouch newsletter. It has information about services and new developments, and articles from other young people, their parents and carers.
- If we know how many disabled children and young people we have in Camden, this will help us plan services to meet everyone's needs – it helps us to help you.
- We can send you information that might be interesting or useful to you. This might be about events or new activities.
- We have a card that says that a child or young person is on the database. This will not guarantee access to services, but may be helpful to identify a young person as disabled if they need to prove this, for example to be able to use concessionary leisure activities.



## What information do we keep?

The register holds information about disabled children and young people and the services they need. For example it will have:

- their name
- their date of birth
- their address
- their ethnic origin
- details of their disability or impairment.

We make sure that all the information we have is kept confidential.

From time to time, we send everyone on the register a copy of the information we have about them. This means that families can check that our information is correct and let us know if anything has changed.

## How to join

We will only register a child or young person if they, or their parents or carers, have given us permission to. If you want to apply to be registered, **fill in and return the form at the back of this booklet.** This gives MOSAIC permission to ask for basic information about the child and their disability from your NHS trust.

## What happens next?

We will then look at this information and decide whether or not your child should be on the register. We will write to tell you what we have decided. We will also ask for more information about the services this young person receives.

Even if a young person is on the register, they are not automatically entitled to services. We look at requests individually. Whether you register your child or not is up to you. It does not affect your right to apply for services from us.

We hope that as many people as possible will register to help us plan better services for disabled children and young people in Camden. For further information, please contact:

**The registration officer**  
**Camden MOSAIC**  
**Kentish Town**  
**Health Centre**  
**2 Bartholomew Road**  
**London, NW5 2BX.**

## Data protection and information sharing notice

The Council does share information with our staff and other organisations we work with. However, we only do this where the law allows us to, and if this helps us improve the service you get from us and develop other services. You can ask us not to pass certain information we have about you, your child and your family to other people at the Council, if you want to.

# 9

## Disability Living Allowance

### What is Disability Living Allowance (DLA)?

DLA is a government benefit paid to adults and children who have care needs or problems walking out of doors because of special needs, illness or disability. Although all children need some level of care and attention, DLA can be paid for children who need more help or care than other children of their age.

### Who can get it?

Many parents think they can't get DLA because their child isn't 'disabled', but children may be able to qualify if, for example, they have:

- developmental delay
- learning difficulties
- problems with their communication, speech, sight or hearing
- poor co-ordination or problems with movement
- behavioural or emotional problems
- asthma
- diabetes
- fits or blackouts

- hyperactivity
- any diagnosed condition that means they need more care or supervision.

For further advice, see the Disability Living Allowance leaflet. A worker from MOSAIC can refer you for help and advice in applying for DLA.

Alternatively, call a welfare rights adviser on 020 7974 5820 / 7163, or write to:

**Welfare rights team,  
Children, school and families,  
Integrated early years service,  
FREEPOST LON  
12403,  
London  
NW1 4YD**



**Thanks to the children and young people for their artwork in this brochure.**

# 10

## Comments and complaints

We want to make sure our services are of high quality, and

your comments and suggestions are very important.

Please tell us if you are unhappy with any service or if you feel we could do things better.

If it has not been possible to resolve a problem initially then

you can write to us with your comment or complaint to:

Camden MOSAIC  
2 Bartholomew Road  
London  
NW5 2BX

You can also phone us on 020 3317 2200.



# Contact details, directions and map

Buses: 214, 134, 46 and C2

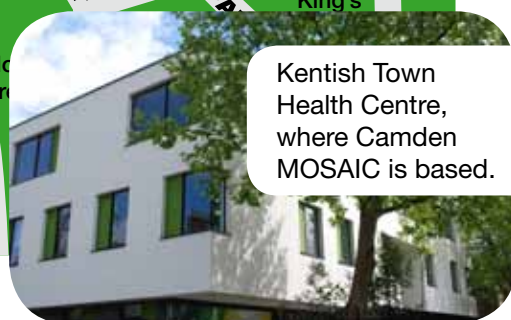
Rail: Kentish Town West (overground),  
Kentish Town (overground and tube)

Parking: limited disabled parking  
outside building or by appointment in  
health centre carpark.

Camden MOSAIC  
Kentish Town Health Centre  
2 Bartholomew Road  
London  
NW5 2BX.

Tel: 020 3317 2200

Website:  
[camden.gov.uk/disabledchildren](http://camden.gov.uk/disabledchildren)



Kentish Town Health Centre, where Camden MOSAIC is based.











# The register of disabled children and young people in Camden

I agree for Camden Council to contact my NHS trust to seek relevant information about the child or young person named below and their disability.

I understand that he or she will then be considered for inclusion on Camden's register of disabled children and young people.

**Name of child or young person** .....

**Date of birth** .....

**Name and address of parent, carer or young person authorising this**  
.....

**Signature** ..... **Date** .....

**Relationship to child or young person** .....

You do not need to use a stamp.







The Children with Disabilities Registration Officer  
Freepost RSCU-EZXX-YJRY  
London Borough of Camden  
Mosaic  
2 Bartholomew Road  
London  
NW5 2BX



**Camden Council keeps a register of all disabled children and young people in Camden, to help plan better services for them and their families.**

**Please telephone 020 3317 2200 if you would like further information.**

**Albanian**

Ju lus të ma dërgoni një kopje të këtij dokumenti në Shqip

**Spanish**

Por favor envíeme una copia en Español de este folleto

**Bengali**

আপনি যদি বাংলায় এই তথ্যের একটি কপি চান তাহলে দয়া করে এখানে টিক চিহ্ন দিন এক  
কপি পূরণ সেবা প্রিন্সিপাল কেয়ার পরিসর।

**Somali**

Xogaysigaan oo af Soomaali Ku qoran ayaa la helaa.

**Arabic**

تتوفر هذه النشرة باللغة العربية

**French**

Veillez m'envoyer un exemplaire de cette brochure en Français

Please send me this information in another language  
(say which language)

Please send me this information in Braille  on audiotape  in large print

I would like to talk to someone about information in this leaflet and need a sign  
language interpreter.

Name .....

Address .....

**Please return this coupon to the address in red (opposite) You do not need to use a stamp.**

If you would like extra copies of this booklet or would like it in large print, Braille, audio or in another language, please call **020 7974 6649** or write to:

Communications  
2nd Floor, Crowndale Centre  
Children, schools and families  
218 Eversholt Street  
London NW1 1BD

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