

## Confidentiality

All our staff are required to abide by a strict code of conduct on confidentiality. We will only share information with those who need to know in order to provide good quality care. Occasionally there may be exceptions to this, for example to support a clinical audit or to monitor the quality of care provided. We will usually discuss this with you beforehand.

## Your opinion matters

We are committed to providing the highest standards of care, so we welcome your views on the services we provide. If you would like to comment, make a suggestion or make a complaint, please speak to the person you normally see or ask to speak to the team manager. You may also like to speak to our Patient Advice and Liaison Service (PALS) by ringing 020 8308 5449.

## How to contact us

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Child Development Centre  
Bexley Specialist Children's Services

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This leaflet is for parents and carers of children with complex needs. It introduces the Child Development Centre (CDC) team and explains the problems we can help with and the support we offer.

### Child Development Centre

The CDC is an assessment and treatment centre that provides specialist help for children with complex needs and their families. Children are referred to the CDC when parents or health and education professionals have concerns about their development. Children of all ages are seen at the CDC.

### About the team

We are an integrated team of health and education professionals who work together to provide the best possible care for your child. We work closely with clinics and other community and hospital teams so that you have a clear picture of all your child's needs from one team rather than having to attend many different appointments.

The CDC team consists of:

- paediatricians

- physiotherapists
  - speech and language therapists
  - occupational therapists
  - therapy assistants
  - children's community nurses
  - orthoptist (eye care professional)
  - advisory teachers
  - home visitors for pre-school children
  - secretaries
  - receptionist
  - children's centre staff.
- We help children with a wide range of difficulties such as:
- developmental delay
  - physical disability
  - severe coordination difficulties
  - speech, language and communication

- feeding difficulties
- autistic spectrum disorders
- learning difficulties
- vision and hearing
- attention deficit hyperactivity disorder (ADHD)
- continence.

### Assessment

When your child has been referred to the CDC, you will be invited to a specialist assessment of your child's needs with professionals in the team.

There will be a chance for you to ask questions and you may like to write them down before your appointment and keep them handy.

### What happens following your assessment

We will plan a treatment programme with you and all the professionals involved with your child's care. This may include group or individual therapy sessions which are run at the CDC, at home and other settings. We will also give you support and advice about other community activities that will benefit your child.

Your child's progress and ongoing development will be followed up regularly by the CDC team, who will coordinate treatment and liaise with your family GP and other professionals involved with your child's care.

### Appointments

Most appointments will be at the CDC at Queen Mary's Hospital, Sidcup, although some clinics will also be run from Erith District Hospital for families who find it difficult to travel to Sidcup.

### Other information

We will also provide information that may be useful to you on:

- Disabled Children's Team
- voluntary organisations
- local services
- children's centre activities
- useful websites
- information on specific conditions.

You can also request specific information from any member of the team at your appointment or by telephone.