

A new provider for services at the Lighthouse Child Development Centre in Southend

December 2021

Local NHS organisations have been working together on a plan for improving families' experiences of using The Lighthouse Centre. These discussions have been about service developments that will benefit families in the longer term as well as some more urgent changes in response to feedback from families.

Most of the services at The Lighthouse are currently provided by Mid and South Essex Foundation NHS Trust (MSEFT). This is the NHS organisation that manages the three acute hospitals in mid and south Essex – Southend, Basildon and Broomfield in Chelmsford.

Essex Partnership University NHS Trust (EPUT) is working with the hospital trust to see how it could take over the management of these services. As EPUT already provides many community health services, including children's services, across Southend, Castle Point and Rochford this change will help develop more joined-up services between The Lighthouse Centre and those being delivered in other community settings.

EPUT will host the service on behalf of the Mid and South Essex Community Collaborative which is a partnership between Essex Partnership University NHS Foundation Trust (EPUT), North East London NHS Foundation Trust (NELFT) and Provide Community Interest Company (Provide CIC).

It is expected that services at The Lighthouse will transfer to the new provider early next year. In the meantime there is no change to current service arrangements.

With the involvement of Southend Send Independent Forum and Essex Family Forum, work is taking place to understand parent and carers concerns over this period and to keep you updated.

Staff, children, young people and families will also be encouraged to get involved in how improvements to the services can be made 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 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.

