

Improving services at The Lighthouse Child Development Centre

Essex Partnership University NHS Foundation Trust (EPUT) took over the management of children's services at The Lighthouse Child Development Centre in Southend from Mid and South Essex NHS Foundation Trust in March 2022.

EPUT host the services at The Lighthouse on behalf of the Mid and South Essex Community Collaborative, a partnership between a number of NHS organisations who work together and provide services in the community for children and young people.

Updated contact information

The updated contact number for general queries for The Lighthouse is **0344 257 3952**.

If we are experiencing a high number of calls, you may be put through to our Contact Centre. The Lighthouse team will return your call within three to five working days.

Alternatively, you can email epunft.lighthouse.reception@nhs.net.

If you have an issue or concern about your child's care that you would like someone to help you with, please contact our Patient Advice and Liaison Service (PALS) by emailing epunft.pals@nhs.net or calling 0800 0857 935.

Service developments

We have been working with local partners, including commissioners, councils, schools, GPs, parent carer forums, and families to improve services at The Lighthouse.

We have set up a new nurse-led ADHD service, which provides Qb test screening. This is a computer-based screening which gives a good initial indication of whether a child has ADHD. The clinic also provides further diagnostic assessments for children with suspected ADHD, and treatment.

We now have more doctors working with us, and we are recruiting additional administrative staff to answer phones more quickly, and to support with referrals and booking appointments.

Services are also looking at how they can introduce improved ways of working. This includes our Children's Physiotherapy and Occupational Therapy Service, which provides support for children with their physical abilities, development, and wellbeing, and Speech and Language Therapy, which provides services to help children with their communication skills.

We hope these changes will give families a better experience with The Lighthouse and will begin to reduce waiting times which is a priority for our services.

Help us to keep improving

We are using a new website for families to provide feedback. Please share your views through the **I Want Great Care** website using [this link](#), or by visiting <http://eput.iwgc.net/> and searching the service code 5082. There is also an iPad at The Lighthouse to complete the survey.

We also work with local parent carer forums who you can provide feedback to:

- Essex Family Forum www.essexfamilyforum.org
- Southend SEND Independent Forum
www.southendsendindependentforum.co.uk

In the future, we plan to involve families currently accessing services from The Lighthouse, as well as wider stakeholders, in how we develop our services.

Other local support

Information about support available locally for children and young people with special educational needs or disabilities and their families can be found on local offer websites for:

- [Southend](#)
- [Essex](#)

Local parent carer forums also have helpful information and guides including:

- [Resources for families](#) from Essex Family Forum
- ['Southend's guide to your neurodevelopmental journey'](#) from Southend SEND Independent Forum