

ISCAN (Integrated Service for Children with Additional Needs) Care Co-ordination Service

A leaflet for parents / carers



ISCAN Care Co-ordination Team

Contact Details

ISCAN Care Co-ordination South
Serennu Children's Centre
Cwrt Camlas
Rogerstone
Newport
Tel. 01633 748124
Email:
ISCAN_CCSOUTH.ABB@wales.nhs.uk

ISCAN Care Co-ordination North
Nevill Hall Children's Centre
Nevill Hall Hospital
Brecon Road
Abergavenny
NP7 7EG
Tel: 01873 733182
Email:
ISCAN_CCNorth.ABB@wales.nhs.uk

ISCAN Care Co-ordination West
Caerphilly Children's Centre
Heol Las
Energlyn
Caerphilly
CF82 2WP
Tel : 02920 867447
Email:
ISCAN_CCWest.ABB@wales.nhs.uk

I feel so supported. I had no idea of the support that we would be able to receive.

- Parent

Care co-ordination is a god send. I would not have known who to ask for advice about the services involved and upcoming appointments

- Foster Parent

Having this service is amazing after my child was given a diagnosis and not knowing who to turn to for support.

- Parent

Who we support?

Referrals are made to the ISCAN service by professionals for children aged 0-17 years with two or more developmental needs and / or a query for ASD / ADHD.

If the ISCAN panel consider that care co-ordination is required to support the family, the care co-ordinator or family support worker will be assigned to work with your child, young person and family.

Our aim is to ensure that you as a family feel empowered to co-ordinate and understand your care needs. This can include education and learning

What should I expect?

Following discussion of your child's referral at the ISCAN panel, if it is felt that care co-ordination would benefit you as a family, a care coordinator or family support worker from the ISCAN service will contact you to arrange an initial home visit to further explain care co-ordination and if the service is right for you.

What do we do?

We provide a bespoke service based on individual needs to ensure that children, young people and their families are empowered to meet their needs. This can include health appointments and support with education and learning.

We can offer

- A single point of contact for families and professionals
- Practical advice / support
- Referral to services
- Support to attend appointments
- Support with transition
- Support with transport to appointments
- Hold meetings on behalf of child / young person

Integrated Assessment Plan

If your child / young person has been referred to multiple services following discussion at the ISCAN panel, care co-ordinators can arrange an integrated assessment plan to co-ordinate multiple appointments to suit your child and you as a family.

Are you the parent / carer of a child / young person who has been referred to ISCAN?

Has your child / young person been referred on to several health professionals?

Do you feel overwhelmed with understanding the varied roles or may experience barriers to accessing appointments to meet your child's needs?

If the answer is yes, we may be able to support you.

ISCAN care co-ordination service aims to empower children and families to be at the centre of the decision-making process. ISCAN care co-ordination works in partnership with families who have a child with multi-agency complex needs and require a timely and co-ordinated approach to meet their assessment and care planning needs