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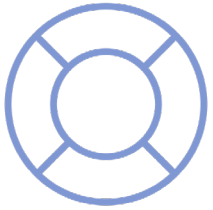
# Waiting Room

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[www.NCLwaitingroom.nhs.uk](http://www.NCLwaitingroom.nhs.uk)

June 2023 – Our Voice Enfield Deck

# Waiting Room Aims



- **Provide support** to families and referrers even before reaching CAMHS
  - Proactive prevention + promotion; enhancing clinical care before, during + after
  - Reducing stigma and inequalities



- Support greater emphasis on **personalised care**
  - Improved clinical outcomes + resource allocation through a needs-led approach
  - Ability to better cater for specific patient populations



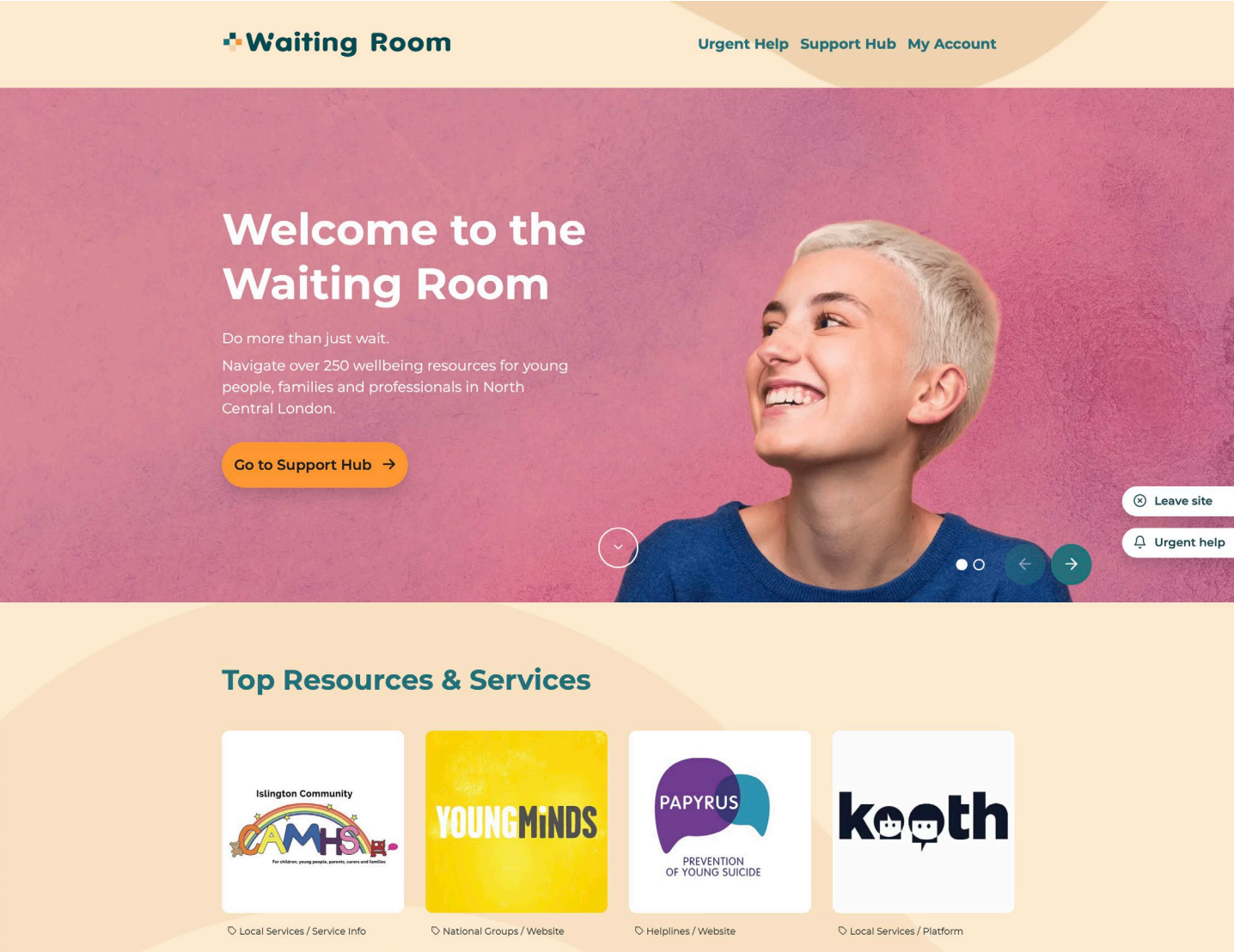
- **Facilitate sharing** of information and resources
  - Improved user experience and substantial system savings



- Enable **transformative learning** from both supplied + revealed data
  - Driving outcomes-informed continuous improvement at service + system levels
  - Partnership working and co-production throughout

Waiting Room is our new **NHS-backed website** designed to support the mental health and emotional needs of young people and families in North Central London (NCL).

The website aims to increase awareness of the **full range of options** available to families, amongst both members of the community and the professionals serving the community.



**Options for support** include Child and Adolescent Mental Health Services (CAMHS), Voluntary and Community Sector Enterprises (VCSE), national charities, helplines, books, apps, videos and games to name a few of our support options.

This collection of resources is **easily navigable** using our search and filter options including, topic, audience and accessibility

The screenshot shows a web application titled "Find Support" with a search bar containing "example: school issues" and a "Search" button. On the left, there are filter panels for "Current filters" (SEND), "Topic" (SEND (21), Addiction (14), ADHD (6), Adoption (8), Advice (35)), "Audience", "Accessibility", and "Categories". The main content area displays three "Local Offer" cards: "Camden Local Offer", "Haringey Local Offer", and "Brent Local Offer". Each card includes a description of services for young people with SEND, their parents and carers, and aims to improve wellbeing and independence. The cards also feature logos for Camden's LOCAL OFFER, Haringey LONDON, and Brent.

All visitors are able to explore whichever resources they wish however we are also developing **audience-specific pages** to bring together available services and resources into a single page for even easier discovery.

Here we have an example page dedicated to promoting our various SEND related services and resources.

**Waiting Room** Urgent Help Support Hub My Account

[← Back](#)

## NCL Waiting Room: SEND Resources

[Share](#)

Wellbeing Tools / Service Info

0 Likes

- Resources for learning difficulties or disabilities.
- Specialised support for children, families & professionals.
- Includes local offers, services, national groups & self-management.

### Here's more detail

**Published: 09/06/23**

A child or young person has special educational needs and disabilities if they have a learning difficulty and/or a disability that means they need special health and education support, we shorten this to SEND.

In this nest you will find resources for young people, parents or carers and professionals that offer support for special educational needs and, in some cases, mental health difficulties.

These resources include:

- Local offers (e.g., Camden Local Offer)
- Local services (e.g., Autism and Learning Disabilities Team)
- National groups and charities (e.g., Special Needs Jungle, Communication Matters)
- Self-management resources (e.g., BBC Bitesize Parents' Toolkit: SEND, Twinkl Visual Communication Cards)

We now seek to better understand the needs of this portion of our community so as to better shape the **resources** we recommend and the ways in which we **communicate** about our services and partners.

## Recommended by NCL Waiting Room: SEND Resources



Wellbeing Tools / Website

### BBC Bitesize Parents' Toolkit: SEND

A website with activities, advice and personal stories about parenting and special educational needs and disabilities to help you support your family.



Wellbeing Tools / Website

### Family Action: SEND information for parents and carers

A website with useful national information for parents or carers on key topics related to SEND.



Wellbeing Tools / Website

### Early Years SEN toolkit - Social, emotional and mental health needs

A website with activities and resources to support children with social, emotional and mental health needs (SEMH).



National Groups / Website

### Communication Matters

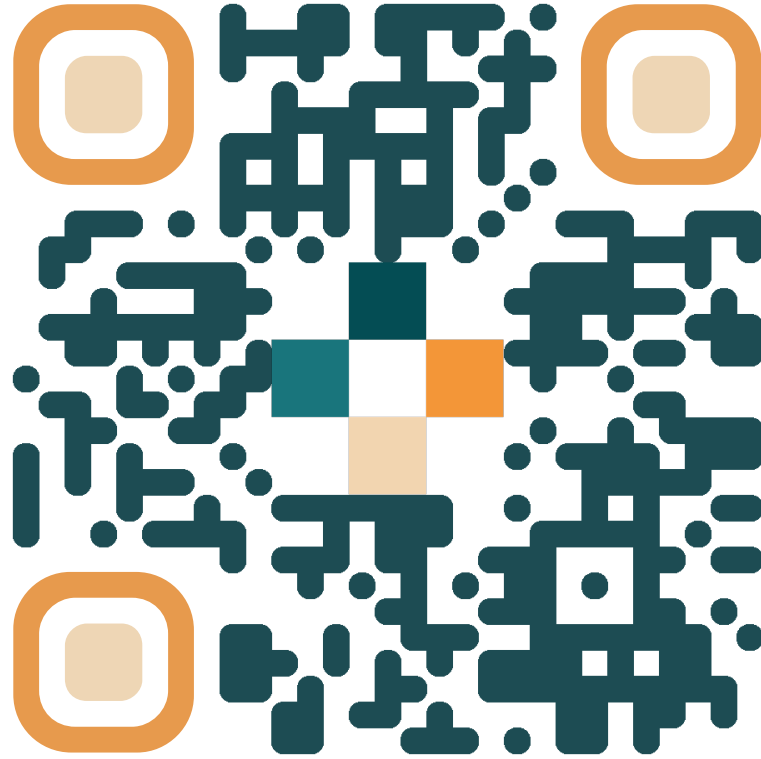
An organisation that supports people who use Augmentative and Alternative Communication (AAC) in their basic human right to communicate, be included and heard in an equitable society.



Did you find this resource useful?



Please share your feedback below.



[NCLwaitingroom.nhs.uk](https://ncl.waitingroom.nhs.uk)

[waitingroom@tavi-port.nhs.uk](mailto:waitingroom@tavi-port.nhs.uk)



# Waiting Room

*Where you can do more than just wait*