

News from Serennu

November– Cylchlyt 2023



Great Work, Congratulations Bethan!

Family Liaison Service and Aneurin Bevan University Health Board's Care Coordination service.

The evaluation of the Family Liaison Service, which found the accessibility of the service to be key to providing effective, holistic support for families, was published in *Tizard Learning Disability Review* on 22nd June. The evaluation of Care Coordination found the service increases engagement in healthcare, reduces missed appointments, and empowers families to take control of their child's care; this was published in *Child: Care, Health and Development* on 15th August. Both evaluations showed that these services improve outcomes for children, young people and families, and reduce pressure on health and social care professionals – the services being delivered by individuals who are not 'clinical' professionals was also found to be a positive aspect.

If you access Sparkle services, you will very likely have been asked at some point to take part in an evaluation by Sparkle's Research and Development Officer. Not only do these evaluations help us provide the best possible services for your child, and ensure we can secure funding for those services, but by publishing the findings in these journals we are enabling other organisations to learn from and adopt these innovative services for children with disabilities and their families. Already we have been contacted by another health board in Wales interested in delivering similar services in their area, which means our work will help support even more families.

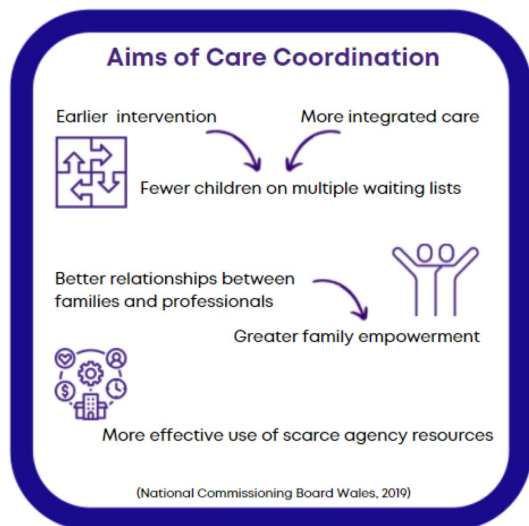
We're very proud to be able to shine a spotlight on these unique services developed by Sparkle and ABUHB, and the fantastic work happening here in Gwent.

Family Liaison Service paper: [What can a Family Liaison Service offer families of children with disabilities and/or developmental difficulties? | Emerald Insight](#)

Care Coordination paper: [Care coordination for children with a disability or developmental difficulty: Empowers families and reduces the burden on staff supporting them - Myers - Child: Care, Health and Development - Wiley Online Library](#)

Care Coordination video abstract: <https://youtu.be/1SrXInd035c?feature=shared>

If you would like to find out more about Sparkle's research activities, please visit www.sparkleappeal.org/research or email research@sparkleappeal.org



Sparkle
Evaluation of the
Family Liaison Service

March 2023

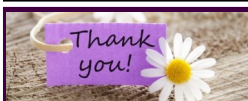
Bethan Collins MSc
Sparkle Research and Development Officer

GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Aneurin Bevan University Health Board

sparkle
helpu plant arbennig i ddisgleirio
helping special children shine

Executive Summary

- ★ Based at three Children's Centres in Gwent, the Family Liaison Service offers holistic support for families with a child with, or undergoing, a diagnosis of a disability and/or developmental difficulty.
It has been such a huge comfort and a truly valued service to us a family. It is so reassuring to know that there is someone you can call when you are feeling at a loss on how best to support your child.
- ★ Families accessing the service between June and December 2022 were invited to participate in an evaluation.
- ★ **99** family members participated
- ★ The most common age group and diagnosis among participants' children was 5-11 years and neurodevelopmental diagnoses.
- ★ The majority of participants received more than one type of support from the Family Liaison Service; the most common sources of support:
 - ☎ telephone conversations
 - 📄 weekly bulletins
 - 📰 monthly newsletters
- ★ The Family Liaison Officers were described as kind, caring and genuine by participants; they listened to problems and participants were 'extremely satisfied' with the support offered.
- ★ Few suggestions for improvement were made: it is recommended that the service maximise opportunities to provide support outside of core hours, for example at evening and weekend support groups and Sparkle's family events.
- ★ **99%** would recommend the service to another family
- ★ It was found that the service provides families with 'somewhere to turn' and 'equips families with information and services'.



Serennu Children's Centre and Sparkle are extremely lucky to have regular volunteers who are happy to offer their time to support us. They work in many different roles including administrative duties, helping in play sessions with children and young people, serving in the Serennu snack bar and supporting in swim lessons. We are very grateful to everyone who kindly donates their time and would like to say a big **Thank You** from the children, young people, families and staff attending Serennu Children's Centre and Sparkle. If you would like to support us by offering your help at Serennu, please visit the Sparkle website to view all volunteer opportunities, www.sparkleappeal.org or if you have any questions please contact our Family Liaison Officers on family.liaison.ABB@wales.nhs.uk or 01633 748013.



If you would like to be kept up to date with activities, events, forums and support groups being held at Serennu and in the local area please email: Family.Liaison.ABB@wales.nhs.uk or call: 01633 748013 to be included on the contact mailing list.



Sign of the Month Arwydd y Mis

@Signalong

Fireworks – Tân gwyllt

Closed pinched hands (palms up, pointing forward) sharply move up and down alternately while fingers and thumbs open and close.

For more signs, information and resources, please see www.signalong.org.uk or talk to your speech and language therapist.

Helping Hands Outreach Virtual Workshop

'Exploring Behaviours that can Challenge'

Tuesday 17th November
10am-12pm

We will be sharing ideas behind behaviour support and help you to understand and respond to behaviours that can often challenge

To book to attend this workshop please scan the QR code below or email:

ABB.HelpingHandsTeam@wales.nhs.uk



Future Dates at Serennu

No November meeting due to Half Term from school

Newport Autism Support Group
Support group for families/carers and those living/supporting people with autism

Wednesday 8th November

National Youth Advocacy Drop In Session
NYAS can provide independent professional advocacy for children and young people involved with children's services.
10am-12pm

Friday 10th November

Sparkle Coffee Morning
A chance to relax and chat to other parents and carers.
Children welcome.
10am-12pm

Saturday 11th November

Serennu Dad's Group for parents/grandparents/male carers to get together for a chat and a coffee
10am-12pm

Thursday 16th November

ADHD Parent Support Group
For parents/carers affected by ADHD
10am-12pm

Tuesday 21st November

SNAP Cymru
Appointment Only
10am-12.20pm

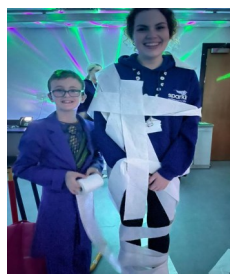
Monday 27th November

ADHD Parent Support Group
For parents/carers affected by ADHD
5.30pm-7.30pm

Our young people in Sparkle leisure clubs have been very busy lately. The Independent Living Skills group went on a bus trip to Newport to enjoy a McDonalds meal. Everyone had a good time and we were very proud of our young people displaying their independence.



Tuesday Afterschool Club were keen to prepare Halloween costumes for all the fun they were having. We loved seeing what they designed and created, they sure were works of art.



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EXTRAORDINARY



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