

# Therapeutic Assessment Group (TAG) (CNDS, Walkergate Park)

What I need to know



Parent and carer information



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## Welcome

We are part of the Complex Neurodevelopmental Disorders Service (CNDS) based at Walkergate Park.

The Therapeutic Assessment Group (TAG) is an assessment and therapeutic small group setting for children and their families.

Our aim is to work closely with children, their families, health and educational professionals to understand the needs of the child and family. Most children attend the Hub for several sessions.



The hub where your child will spend most of their day



## What will happen when I arrive with my child?

The CNDS team will arrange a school and home visit to prepare for your child attending the Hub. Your child will then be booked in for a series of usually about eight appointments, one per week.

They will usually attend between 9.30am and 2pm. During this time, they will have a variety of structured and play based assessments by different members of the multi-disciplinary team.

Settling in session  
Usually one hour

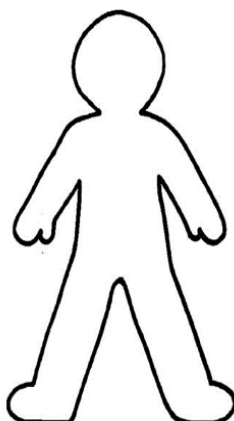
Over the next sessions, the following assessments may be carried out

Play assessment

Occupational Therapy  
assessment

Speech and Language  
assessment

Cognitive assessment

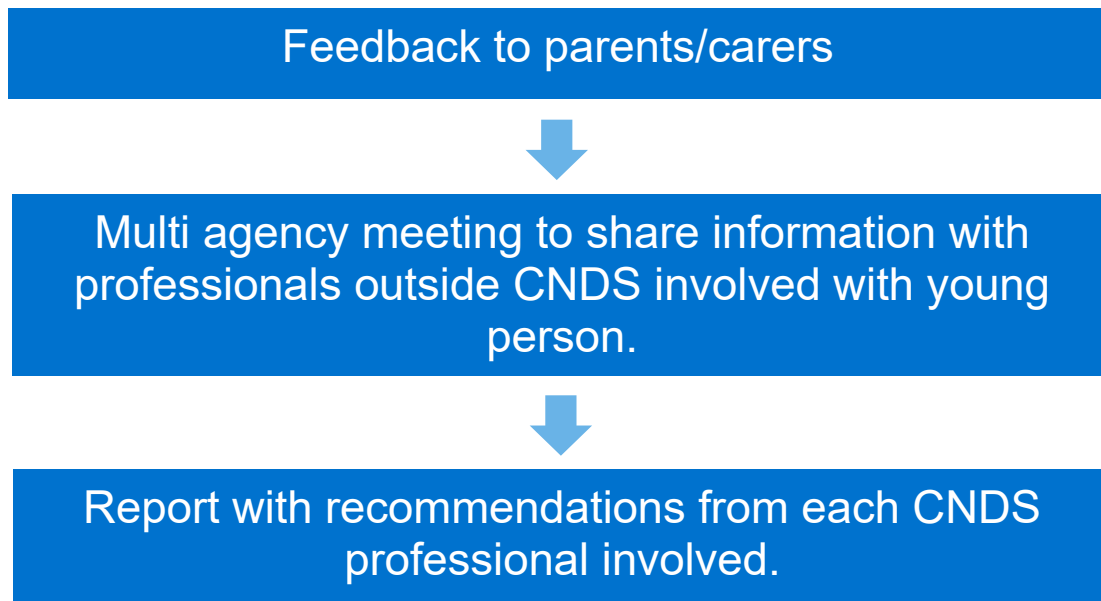


Medical Examination  
E.g. height and weight

ADOS assessment  
(Autism Diagnostic  
Observation Schedule)

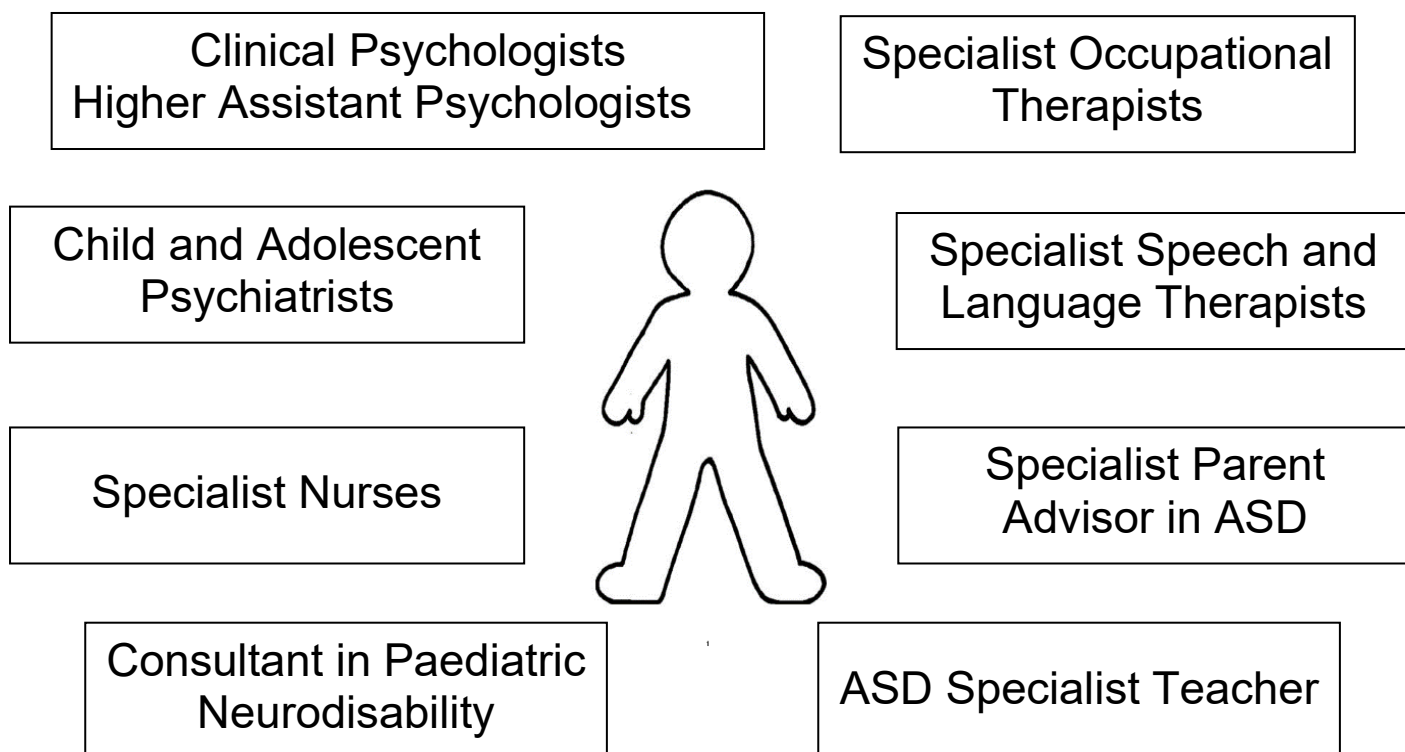
Once all your appointments are completed the members of the CNDS team who have met your child will meet to think about your child's individual profile (e.g. What are their strengths? What things do they find more difficult?), what might be causing any difficulties (e.g. Do they have ASD?) and what support/treatment might help.

After the sessions are completed, the following process is followed.



Your child's assessment is individual to them, some children will attend in small groups and some attend alone. Sessions run from 9.30am to 2pm.

## Who might be working with my child?



There will be at least two members of our specialist team working in the Hub at all times. We may also have trainees and students as we are a teaching department.

## What will my child be doing?

Within the Hub, every opportunity is used to help us gain a full understanding of your child's profile. We do this by targeting the child's individual needs to create a bespoke assessment and therapeutic plan using a mix of formal and observational assessments.

We use mainly play assessment for our informal assessments to create a relaxed, fun environment. Using semi-structured activities and conversations gives us many opportunities to observe the behaviours, strengths and difficulties in social communication, interaction and play that are important for diagnosis.

You will have plenty of opportunities to meet with team members to talk about your child and discuss ways of helping your child to make progress. There is a visitors room and café where you can wait while your child attends their session.

## Where will my child be spending their time?

We have different spaces that your child might visit during their appointments. There are pictures of these spaces below.



The Hub



The garden





Room 3

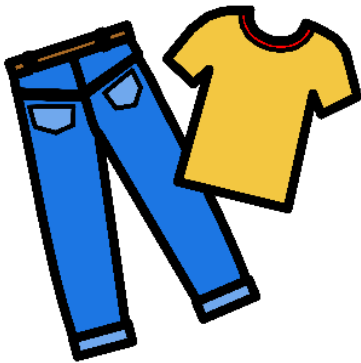
## What will my child need to bring?



Any prescribed medications needed to take during the day.



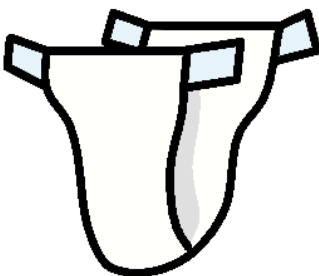
These must be in the original packaging and labelled with your child's name, dose and time.



Spare clothes

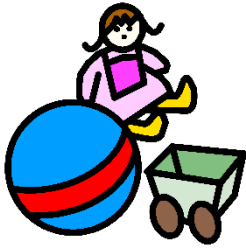


Coat

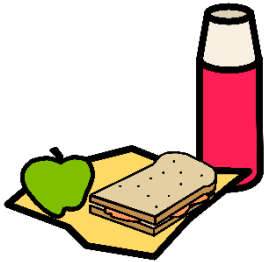


Nappies and wipes if used

## Some children might want:



A special toy or item to help them settle

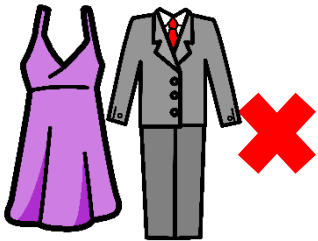


Packed lunch (if they have a very restricted diet)  
Snacks, drinks and a hot meal are provided

## They do not need:



Money



'good clothes' your child will be doing 'messy play'

Widgit Symbols © Widgit Software 2002-2022 [www.widgit.com](http://www.widgit.com)

## What happens at mealtimes?

Snacks are provided throughout the day and a hot meal will be provided free of charge at lunchtime.

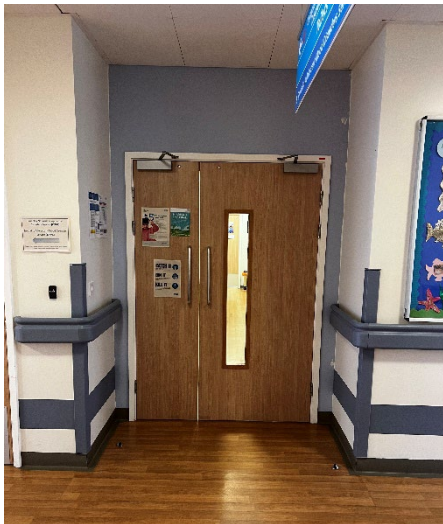
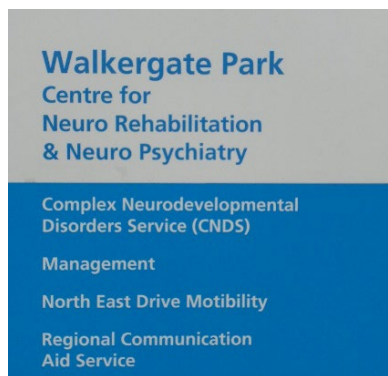
It is important that you make staff aware of any specific dietary requirements, restrictions or allergies.

## Is there anything else I need to know?

During your child's settling in session, you will be expected to stay on site. There will be some paperwork for you to complete.

If you need any help during your assessment, for example a low stimulus environment, easy read format information, or an interpreter, please let us know so we can arrange this prior to your appointment.

Our entrance is at the rear of the Walkergate Park building which you can drive to or walk to; but you can reach us through the main entrance of the hospital and follow the signs to Complex Neurodevelopmental Disorders Service.



We have a door buzzer entry system located just inside the back door.

You may be entitled to help with travel costs (excluding taxi fares) if you are in receipt of benefits. Staff will discuss this with you.



## Car parking

Parking is available. It is pay and display, however parking permit passes are available. **If you require a parking permit please contact the Admin team with your car registration before your appointment.** There are some disabled parking spaces located beside our back door which is the closest to our department.

## Travel information

Contact Traveline: 0871 200 22 33

Website: [www.traveline.info](http://www.traveline.info)

## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.cntw.nhs.uk/contact/complaints/](http://www.cntw.nhs.uk/contact/complaints/)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention. You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/yourvoice](http://www.cntw.nhs.uk/yourvoice)
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience [www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback)

## **Patient Advice and Liaison Service (PALS)**

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

### **North of Tyne**

Tel: 0800 032 0202

Email: [pals@nhct.nhs.uk](mailto:pals@nhct.nhs.uk)

Post: FREEPOST PALS

### **South of Tyne**

Tel: 0800 328 4397

Text: 07825 061 035

Email: [pals@cntw.nhs.uk](mailto:pals@cntw.nhs.uk)

Post: Patient Advice and Liaison Service, Garden Lodge,  
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

## Contact details

Complex Neurodevelopmental Disorder Service (CNDS)  
Walkergate Park  
Benfield Road  
Newcastle upon Tyne  
NE6 4QD

Telephone: 0191 287 5260

Email: [CNDSAdmin@cntw.nhs.uk](mailto:CNDSAdmin@cntw.nhs.uk)

Website: [www.cntw.nhs.uk](http://www.cntw.nhs.uk)



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

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