Comments or complaints

We value your feedback on PALMS. Patient Advice and Liaison Service (PALS) ensures that Hertfordshire Community NHS Trust listens to children, young people their relatives, carers and friends, and answers their questions and resolves their concerns as quickly as possible. If you have any comments or complaints then please contact them via:

Patient Advice and Liaison Service (PALS)
Tel: 0800 011 6113
Web: www.hertschs.nhs.uk
PALMS works across the county providing a specialist multi-disciplinary approach to children and young people aged 0-19 who have a global learning disability and/or autistic spectrum disorder and their families.

PALMS clinicians comprise a ‘virtual team’ delivering a consistent service in a variety of community settings.

PALMS aims to keep children and young people with their families within Hertfordshire thereby improving outcomes for all family members.

What does PALMS offer?

The multi-disciplinary team provides individually tailored support to help manage a number of concerns experienced at home.

PALMS provides intervention where necessary and intensive support to families reaching crisis with a step up and step down approach throughout their care journey.

The range of interventions PALMS offer includes:
- workshops
- groups
- therapeutic work with children and young people, parents, carers and siblings
- second opinions.
Reasonable adjustments in mainstream services

Broad indicators that reasonable adjustments can be made for children with autistic spectrum disorder (ASD) and/or a global learning disability include:

- the child/young person has a mild learning disability
- the child/young person has a diagnosis of high functioning autism or Asperger’s syndrome
- the child/young person attends mainstream school (attending a SEN school does not automatically exclude)
- the child/young person is able to express what happens when they experience strong emotions and/or they are able to identify what happens to their body and/or they are able to identify their thoughts
- the child/young person is able to express themselves through verbal and/or non-verbal communication.

Who is in the team?

The PALMS team includes professionals from:
- Clinical Psychology
- Learning Disability Nursing
- Media Therapy
- Occupational Therapy
- Positive Behaviour
- Psychiatry
- Speech and Language Therapy
- Systemic Therapy
- Administration

Who can refer to PALMS?

GPs, Health Care professionals, Social Care professionals, SENCOS and School Nurses can all refer to the service.

Eligibility criteria for PALMS

A child or young person meets PALMS criteria if they:

- are aged 0-19 and are a resident in Hertfordshire and registered with a Hertfordshire GP
- have a diagnosis of autistic spectrum disorder (ASD) and/or a global learning disability, or are waiting for a diagnosis

and

- show additional behavioural difficulties, including challenging behaviour towards self, others and environment and sleeping, feeding and toileting difficulties which have not improved following standard community and paediatric interventions and advice

and/or

- show an emotional or mental health need that cannot be met by mainstream services including local CAMHS clinics with reasonable adjustments.
Essential information required for referral

The referral must specify the following information to ensure it can be processed:

a) how the child/young person meets our essential criteria
b) that consent has been obtained from the family and young person (if appropriate) for the referral
c) the needs of the child/young person for which you are referring (e.g. toileting, feeding, sleeping, challenging behaviour and/or mental health difficulties)
d) how each need identified above presents at home, school, and in other settings
e) how long the above difficulties have been identified (example: in weeks, months or years)
f) the impact of these needs on the child and family

If there is insufficient information, we will be unable to accept the referral.

How to refer to PALMS

A referral can be made via a number of options, including:

- via Electronic SystmOne referral within Hertfordshire Community Trust
- via Hertfordshire Partnership NHS Trust Single Point of Access Service
- by PALMS Referral Form (which can be found on our website) or letter sent to:

**PALMS**
Referral Coordinator
St Albans Children’s Centre
Church Crescent
St Albans
AL3 5JB

Where can I find out more or have my queries about PALMS answered?

If you have any questions about PALMS, please contact the team on 01727 891151.

Web: [www.hertschs.nhs.uk/services/children/PALMS/](http://www.hertschs.nhs.uk/services/children/PALMS/)