

Somerset's SEND Local Offer

Improving accessibility of information

Somerset's
SEND
Local Offer



www.somerset.gov.uk/local-offer



0300 123 2224



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Content

Get information, advice and guidance



[Working together on our local offer](#)

Understanding what the Local Offer is and how we maintain it



[Talking to people and finding support](#)

Talking to people who can help, finding support and early help



[Education](#)

Information on early years, schools and post 16 education and what they do



[Childcare and short breaks](#)

Find information about childcare options including early years, wraparound and short breaks



[Preparing for adult life](#)

Information for young people on the journey to adult life



[Money, benefits and housing](#)

Advice about money, benefits and housing options



[Health](#)

Choices about your family's health and lifestyle



[Social care](#)

Information about what help and support you can get



[Leisure](#)

Ideas about things to do for you or your family

Paediatric Continence

Support for children and young people's bladder and bowel care

information pages

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Page contents

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Related pages

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- [The role of a health visitor](#)
- [School nurses](#)
- [Your doctor](#)
- [Sensory processing](#)
- [Reusable personal care](#)

Other information

- [ERIC - helping disabled children achieve continence podcast](#) [↗](#)
- [ERIC - how to get kids to drink more water](#) [↗](#)
- [ERIC - healthy bowels](#) [↗](#)
- [Somerset Foundation Trust - Paediatric Continence Service](#) [↗](#)
- [Somerset Foundation Trust - Continence Service \(adults\)](#) [↗](#)

Introduction

Important

If you are a parent or carer of a child with a continence problem, in the first instance, you should make an appointment with your doctor to exclude infection or underlying pathology.

The Paediatric Continence Service in Somerset supports children aged between 0 to 18 years to help achieve and manage continence and to ensure all children and young people have the correct support and advice with regard to their bladder and bowel care problems. Children and young people will be assessed in a sensitive manner by an appropriately skilled healthcare professional with clinical expertise, and this assessment in conjunction with care pathways and guidelines will lead to high quality management of an individual's continence needs.

The aim is to help children and young people to achieve continence where possible, to support them to achieve a good quality of life and to avoid unnecessary admissions to hospitals. Where full continence is unlikely to be achieved, we aim to support children and families to manage their condition by promoting a healthy bladder and bowel and providing continence containment products, where necessary.

Bladder and bowel problems in children

Bladder and bowel problems in children can include:

- Bedwetting
- Daytime wetting
- Urgent and frequent passing of urine during the day (n)
- Constipation or faecal soiling
- Delayed toilet training

What help is available

There are 3 levels of service available:

Level 1: Health Visitor or School Nurse

▼ Show

ChatHealth 5-19 (School Nurses)

Description

A text service for parent and carers to confidentially ask for help about a range of issues from a school nurse. From parent advice and support to emotional health, school transitioning to emotional health. The service is staffed by qualified school nurses who have a wealth of experience of working with children and young people and parents.

Disclaimer: this is not an emergency service; it operates Monday to Friday between 9am and 5pm and is only available by using a UK mobile phone. All messages are stored on our secure system and can be seen by the School Nursing Team who run our ChatHealth Service. Although this is a confidential service, in the event of a safeguarding issue the School Nurse has a duty of care to act on this and may escalate the concern.

See also other services available [from school nurses](#).

Type of provision

Universal - This is for everyone, including people with special educational needs and disabilities

Opening times

^ Hide

Monday to Friday, 9am - 5pm

Contact details

Telephone

07480635515

service
records

events

Lets Talk SEND and Inclusion

Engagement opportunity

Support groups

Talk or presentation

We are delighted that our Let's Talk SEND & Inclusion roadshow, is heading to Minehead this September. This event is a fantastic opportunity for families to meet with professionals and share their experiences.

Address

Event date

Organiser

Portage Stay and Play – Yeovil

↻ Recurring

Advice Surgeries

Children

Leisure

Fortnightly small group parent/carers and child sessions with opportunities to share ideas, resources, and questions with a Portage Worker and with other families. Carousel of free play activities. Help, support...

Address

Mudford Road, Yeovil, UK

Next event date

To be confirmed

When does this event reoccur

Every 2 weeks on a Tuesday

Making information more accessible



Web Content Accessibility Guidelines (WCAG) 2.2 AA standard



Reducing reading age



Subheadings and pathways



Videos, animations or easy read guides



Acronym tool



Navigation by ages



Signpost to people to talk to

[Updated pages to walk through demo]

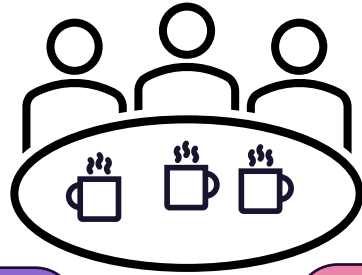
START: www.somerset.gov.uk – select Children, families and education then Somerset's SEND Local Offer and view homepage

- [Working together on our Local Offer](#) > You said, we are listening > [Changes in medical advice form](#)
- [Talking to people and finding support](#) > Talking to people > [Looking after yourself as a parent carer](#) -> point out new content and link to new page on [parent carer's emotional wellbeing](#)
- [Health](#) > [Autism and ADHD Pathway](#) -> point out support early on and to keep checking. FASD. And SENCO Discussion Group right to choose.
- [Health](#) > Targeted > [Sensory Processing](#) > [Position statement on sensory processing](#) -> point out easy read version
- [Health](#) > Specialist > [Dynamic Support Register for children and young people in Somerset](#) -> point out videos
- [Preparing for adult life](#) > Staying safe and healthy > [Smoking and vaping](#) -> point out video and easy read guide
- [Preparing for adult life](#) > Staying safe and healthy > [Moving between children's and adults healthcare](#) -> point out videos
- [Search SEND Services](#) > use filter "Social emotional and mental health" -> point out variety of services and mention will be able to view if Council or NHS commissioned.
- [Search events](#) > type "pantomime" -> view on map

Upcoming work

- [Diet and eating](#)
- Education Health and Care plans
- Co-production
- Neurodevelopmental pathway
 - Understanding learning difficulties and disabilities
 - ADHD medication

Parent carer voice routes in

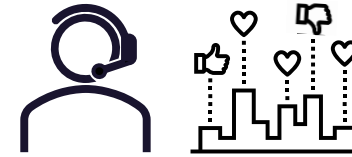


SPCF Chill and
Chat coffee
morning

Weekly catch-ups

Support Group
Forum

Termly catch-ups



SENDIAS,
Healthwatch,
Contact Centre &
SEND Navigators

Monthly catch-ups

Continue to tell us what you think

- 'Is this page useful?'

Last updated: April 29, 2025

Next review due: October 29, 2025

[↑ Back to top](#)

Is this page useful?

Yes

No

[Report a problem with this page](#)

SEND Somerset's
Local Offer

Signposting to the Local Offer



- Giant jenga
- Giant dominoes
- Banners
- Colouring and activity sheets

Find and book for events at
www.somerset.gov.uk/local-offer-resources



Make sure your information is up to date!



services.somerset.gov.uk/local-offer-update-form



services.somerset.gov.uk/add-event