

Patient Information Leaflet

Speech and Language Support Service

Produced by:
Speech and Language Therapy

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If you are unable to read this leaflet because English is not your first language, please ask someone who speaks English to telephone PALS on 01983 534850 for further information and help.

Polish:

Jeśli nie jesteś w stanie przeczytać tej ulotki bo angielski nie jest pierwszym językiem, poproś kogoś, kto mówi po angielsku, o kontakt telefoniczny z (PALS 01983 534850) aby uzyskać więcej informacji i pomoc

Russian:

Если вы не можете прочитать этот буклет на английском языке потому что не является первым языке, пожалуйста, попросите кого-нибудь, кто говорит на английском языке для телефонного (PALS 01983 534850) для получения дополнительной информации и помощи

Turkish:

Eğer İngilizce ana diliniz değilse, çünkü bu broşürü okumak için yapamıyorsanız, daha fazla bilgi için 01983 534850 üzerinde PALS telefon İngilizce bilen birine sormak ve yardım lütfen

Bulgarian:

Ако не сте в състояние да прочетете тази листовка, тъй като английският не е първи език, попитайте някой, който говори английски, за да телефонирам (PALS на 01983 534850) за повече информация и помощ

Czech:

Pokud nejste schopni přečíst tuto příbalovou informaci, protože angličtina není vaším rodným jazykem, zeptejte se někoho, kdo mluví anglicky na telefonní PALS na 01983 534850 pro další informace a pomoc

Bengali:

আপনি ইংরেজি আপনার প্রথম ভাষা না থাকার কারণে এই লফিলটে পড়তে অক্ষম হন, তাহলে আরও তথ্যের জন্য 01983 534850 নভেগিশেন PALS টেলিফোনে ইংরেজি কথা কতে জিজ্ঞাসা করুন এবং সাহায্য করুন

Who we are

The Children's Speech and Language Support Service is dedicated to helping improve the speech, language and communication skills of all children aged 0–19 years on the Isle of Wight.

We work together with parents/carers to support children who have a difficulty with:

- understanding what is said to them
- expressing themselves
- talking clearly and fluently
- swallowing (eating and drinking)

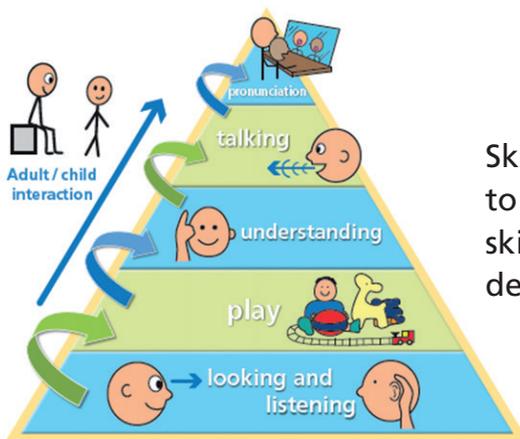
The **NHS Speech and Language Support Service** has a particular responsibility for babies, toddlers, preschoolers and children in Reception at school who have been identified as having speech, language or communication needs or eating and drinking difficulties.

The vast majority of children transfer to the Local Authority Speech and Language Support Service at the end of Reception, however some children may still be supported by the NHS; this can include children with complex learning difficulties, cleft palate, selective mutism, stammering, autism, hearing impairment, voice disorders and physical difficulties.

What we do – Communicating Together

We work in partnership with parents, carers and settings; to develop their skills to support the child in their everyday life, because evidence shows us that this is the best way to help the child make progress; for example, demonstrating to a parent how to practise at home with their child or with a support assistant about implementing the activities recommended by the Therapist.

Our approach is centred on individual needs, based on research evidence (www.thecommunicationtrust.org.uk/whatworks); and follows the communication development pyramid.



Skills at the bottom have to be in place before the skills above them can be developed.

We offer a range of services including:

- **Assessment and diagnosis** of speech, language and communication needs.
- **Advice, training and support** for parents, carers and pre/school staff to facilitate development of the child's speech, language and communication skills and eating and drinking difficulties.

- **Review** appointments to monitor the child's progress, either face to face or by phone.
- **Direct Therapy** – 1:1 or group
- **Referral** onto other agencies e.g. Audiology, Early Years Team, etc.

Referral

We have an **open referral system**, and welcome referrals from parents/carers. We also receive referrals from GPs, early years and school practitioners, Health Visitors and other professionals always only with **parental consent**.

To request a referral form, please telephone: **01983–521948**, or email: slcn.cyp@iow.nhs.uk

We use the information on the referral form to decide if an appointment is needed, and the best method of support, based on the impact of the speech, language and communication need or eating and drinking difficulty.

Not all children referred need a face to face appointment with a Speech & Language Therapist; some referrals will receive a **telephone consultation**, they may be signposted to another service, or attendance at a **training course** may be recommended. Sometimes you may receive a **pack of activities** to complete with your child, and/or advice to support your child.

If your child needs a face to face appointment, we aim to offer this **within 12 weeks** from the date the referral was received. If you are not able to attend an appointment offered to you this may mean that you will have to wait longer.

What to expect

After your first appointment, the Speech & Language Therapist will agree with you the next steps to support you and your child to develop their communication skills. This could be further assessment, advice and activities for you and your child's educational setting to carry out, training, group or 1:1 therapy. This will depend on your child's level of speech, language and communication need, or eating and drinking difficulty, and will be tailored to meet your child's individual needs.

For some children one or two sessions to **offer advice** and/or **demonstrate activities** or strategies are all that is needed.

Sometimes as part of therapy we will **offer training** to all those supporting the child; some preschools and schools may have already received training that will benefit the child.

For most children direct therapy is not needed on a weekly basis because to achieve the best progress the support needs to happen in a child's daily life.

This is why we value the important role that parents / carers play, and aim to empower you to support your child at all times.

Sometimes it might not be the right time for you (or your child) to commit to speech and language therapy for your own personal reasons. Please be honest about this, so we can support you. Please be aware that **if you do not attend appointments without letting us know, we will assume that you do not need our service and you will be discharged.** Thank you for your support with this.

Please contact us on **521948** or **slcn.cyp@iow.nhs.uk** if you would like any further information about the service.

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If you have any queries or concerns about the content of this leaflet please call (01983) 524081 and ask to speak to the relevant department.

Valuables should not be brought into the hospital. If patients have to bring in valuable items they should ask a nurse to store them safely and request a receipt for the items. You may not be able to have the valuable items returned if the time of discharge from hospital is out of hours.

We are sorry but the Trust cannot accept responsibility for loss or damage to items not given for safe keeping.

You can get further information on all sorts of health issues online at: www.nhs.uk

For Health advice and out of hours GP service please call the NHS 111 service on: **111**

We Value Your Views On Our Service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the PALS Team. If you wish to contact them directly, telephone on **01983 534850**.

Alternatively you may prefer to write to:

Chief Executive
Isle Of Wight NHS Trust
St Mary's Hospital
Newport
Isle of Wight
PO30 5TG

You can also share any concerns you have about our services with the Care Quality Commission (CQC) on **03000 61 61 61** or at enquiries@cqc.org.uk

All NHS sites are no smoking areas.

If you would like help and advice to stop smoking please call: Freephone 0800 169 0 169 to talk to the NHS Smoking Helpline.