

Solihull Community Children's Services

Name of service	Paediatric Speech & Language Therapy	
Service manager	Sarah Jones	
Contact details	Paediatric Speech & Language Therapy Heart of England Foundation NHS Trust Meadow Centre 36 Faulkner Road Solihull B92 8SY	Tel: 0121 722 8069 Fax: 0121 424 5916 Email:
Hours of operation	Monday to Friday, 8:30-5:00	

What do Paediatric Speech & Language Therapists (SLTs) do?

Paediatric Speech and Language Therapists provide assessment advice and treatment to people who have communication impairment and/or a feeding and swallowing difficulty. This includes difficulties with speech and language, voice, fluency and social communication. SLTs adopt a patient centred approach respecting the individual's needs and opinions. The active role of families and carers is an essential element of the therapists work. Multi-disciplinary and multi-agency team-working is core.

There are very close links with Social Services, Education and voluntary agencies.

SLTs work in clinics, pre-school settings, nurseries, mainstream schools, special schools and families' homes.

In addition there are SLTs and assistants who are professionally managed by the department and who work in Children's Centres and the Meadow Centre.

The paediatric service will:

- Assess any child registered with a Solihull GP referred for communication and/or feeding/drinking difficulties
- Provide therapeutic intervention for any child requiring intervention to develop their communication and/or feeding/drinking difficulties. This is offered according to clinical need, and may consist of advice and guidance, individual/group sessions, programmes of work established within home/education settings. The SLT service is commissioned to provide advice, targets and strategies only for school-aged children whose communication difficulties can be supported by their educational setting.
- Prioritise the individual needs of children and families (e.g. level of risk, culture, ethnicity, language and disability), and offer SLT intervention accordingly.

- Inform all relevant parties of the aims and nature of the SLT intervention, with parental consent.
- Work with the Adult SLT service to facilitate transition from one service to another.
- Discharge children in consultation with families and in line with current departmental guidelines.
- Work in partnership with children, families, and staff from voluntary education and health professionals in order to develop good communicative environments for children.
- Operate in smaller defined teams in order to deliver SLT services to a designated client group (e.g. Pre-School, School-Aged)
- Provide training, both as a department and in conjunction with other partners, in order to skill parents and professionals in relation to communication and/or eating/drinking difficulties.
- Work with the Adult SLT service in order to implement cross-department strategies (e.g. Total Communication training).

Community Clinics and Mainstream Schools:

- There is an open referral for Solihull GP registrants (aged 0 – 18 years, 19 years where significant learning difficulties are present) for communication and swallowing problems.
- The SLT department also accepts referrals for children attending a Solihull LA school, where clinical needs are best met in the education environment.

The main aims of the Paediatric SLT Service are:

- Enable children and young people to reach their optimum communication potential
- Maximise function and independence
- Promote normal communication
- Improve quality of life

Assessments will always be carried out by a Qualified SLT. Any therapies, training, education or support will be carried out by a Qualified SLT or if appropriate a Paediatric SLT Assistant.

Can your child receive support from the service?	<p>The Paediatric SLT Service is open to Solihull GP registrants (aged 0 – 18 years; up to 19 years where significant learning difficulties are present) for communication and swallowing problems.</p> <p>Exclusion Criteria:</p> <ul style="list-style-type: none"> - Young people over the age of 19 years unless where significant learning difficulties are present - Child Young person is not registered with a Solihull G.P (Although children from outside the Borough who attend a Solihull LA school and who present with appropriate clinical needs, are offered intervention in school)
How is a child referred?	<p>Children and young people must be under 19 and registered with a Solihull GP. The Speech and Language Therapy service operates an open referral system. Professionals outside HoEFT must obtain parent /carers written permission.</p> <p>Referral route:</p> <ul style="list-style-type: none"> - Any adult who knows the child and who has concerns about communication or swallowing may make a referral to the service - Referrals may be made using standard forms - Verbal referrals are accepted from parents/carers
How are Referrals Dealt With	<p>Referrals are screened by admin staff and accepted/declined/given to clinical staff for further screening. The referrer and parents/carers will receive a letter to acknowledge the referral and state whether it has been accepted or not. All accepted referrals will be offered a initial assessment appointment (we aim to do this within 18 weeks of referral). Following screening and full assessment appointments, written feedback is sent to parents and referrers about the on-going management plans for the child.</p>
Time and location of appointments	<p>Initial appointments are usually offered in a clinic setting, and further appointments are offered in a range of settings, dependent on the child's communication need:</p> <ul style="list-style-type: none"> - Community health clinics - Education settings - Patient's home - Childcare settings - Children's Centres <p>The Paediatric SLT service offer appointments on a Monday-Friday between 9-4pm. Some elements of the service operate within specific timescales (e.g. Special Schools team operates term-time-only).</p>
How to complain about anything related to the service you receive	<p>The Paediatric SLT Service welcomes feedback about your views and experience of the service. Any concerns should be raised directly with the SLT, or with the Head of Service. Parents/carers are invited to provide additional feedback using the Satisfaction Survey. Heart of England NHS Foundation Trust has a formal complaints procedure.</p>

	Universal <i>This is the support from the service that is available to ALL children in Solihull</i>	Targeted <i>This is the support that is provided by Paediatric SLTs for individuals or small groups</i>	Specialist <i>This means the specialist assessment and advice offered to children referred to the SLT service.</i>
Support for families This means the support available to your family in addition to being involved in planning meetings etc.	The SLT service has a range of communication advice available to families and professionals, to enable them to create the best communicative environment for their children.	Paediatric SLTs are available to provide information and support by telephone from Monday to Friday 8:30-5pm. We can signpost families to appropriate local and national support groups and other community based services. All families can contact the service for advice and support. The SLT service is commissioned to provide communication support for children on a 2-year funded nursery placement at risk of communication delay (in designated settings) within the setting.	The SLT team routinely offers parent workshop sessions for parents of PreSchool children with communication delay (once identified through assessment). Following assessment the SLT will discuss with the parents/carers and child/young person the findings of the assessment, provide advice to support any identified difficulties, and discuss future management plans. SLTs will be involved in meetings around the child/young person's care and provide information for reports (for example to inform the EHC plan).
Learning/curriculum support This is the support from the service available for teachers and other staff members to adapt the curriculum and environment to make sure your child makes the best possible progress in school	The SLT has a range of communication leaflets aimed at educational staff to enable them to create the best communicative environment for their children. The SLT service actively supports educational initiatives (e.g. Language Link, Language For Learning) which enable educational staff to make	The SLT service is commissioned to provide communication support for children on a 2-year funded nursery placement at risk of communication delay (within designated geographical area) within the setting. This enables practitioners to make adjustments as necessary for individual children.	SLT assessments are offered to young people who meet the referral criteria, whether or not they have a Statement of Educational Needs or an EHC plan. The SLT will carry out an individualised assessment which is followed by a written report. The report includes specific recommendations for home and school which take account of the young person's interests, strengths and difficulties and their home and school environments.

	adaptations within the classroom to support communication development.		
Physical and emotional well-being			We aim to promote the physical and emotional well-being of young people with communication difficulties by helping others to better understand them and the resources/strategies/environments that will support them.
School-based training This is the training support available for school staff and others involved in supporting your child	The SLT department offers training to support specific initiatives run jointly with Specialist Inclusion Support Services (e.g. Language For Learning) when requested by individual schools.	The SLT 2-year funded team train Early Years staff in using strategies to develop communication skills for children in their settings.	Specialist training can be provided for school staff and others to help meet the needs of individual children.
Therapeutic Approaches These are the approaches adopted by the SLT service			Therapy is offered according to level of need identified through assessment. The SLT department uses a prioritisation system to identify high/medium/low level of need. This can include a range of interventions with the aim of <ul style="list-style-type: none"> - Enabling children and young people to reach their optimum communication potential - Maximising function and independence - Promoting normal communication - Improving quality of life Therapy is only effective if advice & activities are supported on a regular basis at home and in educational settings.