

What happens if we can't keep an appointment?

Please give at least 24 hours notice if your child is unable to keep an appointment. If your child is unwell on the day please let the appropriate member of staff know as soon as possible. If you do not attend without leaving a message, their case may be closed. The clinic details will be on your appointment letter or you can contact the main office on 01752 434844.

Smoking Policy

Livewell Southwest has a No Smoking policy. Smoking is not permitted in our buildings or grounds. For the protection of our staff, we request that you provide a smoke free room when receiving a visit from a member of our team at your place of residence.

What if I want to comment or complain about the service?

We welcome your views about our service. If you have any comments or complaints please tell our staff or, if you prefer, you can speak to our Customer Services department.

Tel: 01752 435201

Email: customerservicespch@nhs.net

Post: First Floor, Windsor House
Tavistock Road, Plymouth, PL6 5FU

Future Health Professionals

Our service is involved in the training of Speech and Language Therapy students from University College Plymouth (St Mark & St John) and occasionally from nursing and other health professional courses.

We respectfully ask that you help us to train these future professionals by allowing them to be involved in your child's care. However, we will always inform you of their presence and seek your consent for their involvement in caring for your child. You are entitled to refuse this without it affecting the care your child receives and we will always respect your choice.

Please ask a member of staff if you would like more information.

Contact details

Main Office:

Scott Dental Suite, Scott Business Park,
Beacon Park, Plymouth, PL2 2PQ.

Tel: 01752 434844

Email: Livewell.childrens-sl@nhs.net

www.livewellsouthwest.co.uk

 Livewell Southwest

 @livewellsw

Children's Speech and Language Service



Providing specialist assessment and treatment for children and young people who may be experiencing difficulties communicating.

What we do

We see children from birth to 19 years old who for a variety of reasons are experiencing difficulties with: talking clearly, expressing themselves, understanding what is said to them, talking fluently, voice production or swallowing. Speech and Language Therapists are trained to assess the problem and to give expert advice, but we want to work closely with you, the parents and carers, as you know your child better than anyone. All Therapists are members of the Royal College of Speech & Language Therapists and registered with the Health & Care Professions Council.

How do I request help from your service?

If you have concerns about your child, you can send us a request for help as we operate an open referral system. You can download our Request for Help Form from our website or alternatively we can email you or send you one in the post. Our contact details are on the back page of this leaflet. We also accept requests for help from Consultants, GPs, Health Visitors, School Nurses, Teachers, SENCo's or other health or education professionals. We always require signed parent / carer consent before we can register a request for help.

What happens when my child is referred?

When we receive a request for help, it will be checked to see if the form is incomplete or not appropriate for our service. If this is the case we will write to you advising you on what to do next. If the form is complete and the request looks appropriate for our service, we will contact you by post asking you to phone us to book a Triage appointment.

What is a Triage appointment?

We have recently looked at ways to improve our service and specifically the time children wait to be seen for an initial assessment. Our figures show that in some cases children are waiting to see us when in fact they would benefit from referrals to other agencies before meeting a Speech and Language Therapist. Perhaps they may not require our service at all. We have therefore introduced a Triage system which is simply a meeting at which we can work together to decide the best way to help your child.

The result of this appointment will enable us to decide whether your child will remain on our waiting list for treatment. The initial Triage appointments are held at various clinics throughout the city and we will endeavour to see you at a clinic and time convenient to you.

We always let you know the result of the Triage appointment there and then, but we will also confirm this in writing.

What happens next?

If your child is not accepted after a Triage appointment, we will offer you advice on what else you should do to help your child.

If your child is accepted for our Service, they will go on to a waiting list. The date your child waits from is the date we initially received the request for help. We are trying really hard at the moment to see children within 18 weeks and will contact you when we are able to see your child for an Initial Assessment.



What will happen when my child is seen for the first time?

The Therapist will want to find out about your child by talking to you. They will also assess your child through play, if appropriate, and by carrying out child friendly tests.

If your child is in school or nursery they will also talk to their teacher to find out how they are coping and behaving in a school environment.

Once the Speech and Language Therapist has assessed your child's difficulty they will discuss the information with you and recommend the best way to help.

Children may be seen in clinics, early year's settings, schools, at home or in hospital (for feeding difficulties).