

## What happens if we can't keep an appointment?

Missed appointments result in longer waits for our service so please let us know as soon as possible if you can't attend, virtually or in person. 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 us know as soon as possible. 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 home.

## 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](mailto:customerservicespch@nhs.net)

**Post:** First Floor, Windsor house, Tavistock Road, Plymouth, PL6 5UF

## 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. 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:

Four Greens Community Trust Building,  
Whitleigh Green, Plymouth, PL5 4DD

**Tel:** 01752 434844

**Email:** [Livewell.childrens-sl@nhs.net](mailto:Livewell.childrens-sl@nhs.net)

**[www.livewellsouthwest.co.uk](http://www.livewellsouthwest.co.uk)**



Livewell Southwest



@livewellsw

## Speech and Language Service (0-19)



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

*We support people to lead independent, healthy lives*

## What we do

We see children and young people 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 or somebody who knows your child well, such as their teacher or nursey keyworker, need to contact us in the first instance to discuss your concerns and the impact on your child. We will ask what you or their setting have put in place so far, and how well that has worked. We may make some further suggestions or signpost you to other sources of support.

We may be able to suggest some additional training to help a setting support your child.

If we feel that some direct assessment or support from the service is required we will add your child to our waiting list for an assessment.

## What happens next?

If we think we need to meet your child for an assessment they will go onto a waiting list. We will write to you to let you know that they are on our waiting list. We try to see children and young people within 18 weeks and will contact you again when we are able to see your child for an initial assessment.

During the 'Request for Help' discussion we may suggest that the child or young person is discussed at the Access Multi-Disciplinary Team Meeting. Representatives from Plymouth City Council, University Hospitals Plymouth NHS Trust, Livewell Southwest and the CCG work together to review requests for support and recommend the most appropriate response.

This may mean that your child's immediate needs are best met by an alternative service. We will always let you know the outcome from these meetings.



## The first appointment

We will first want to find out about your child by talking to you. At the first appointment we will ask you to sign a consent form, agreeing for us to assess your child and share information with other people working with them.

Children may be seen virtually via video conferencing, in clinics, early year's settings, schools, at home, or in hospital (for feeding difficulties). Your child will be assessed through play, if appropriate, and by carrying out child friendly tests.

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

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