

What happens if I 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, in person or virtually. Please give at least 24 hours notice if you are unable to keep an appointment. If you are 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.

Confidentiality

We have rules about how we use information about you that make sure we keep your information safe and private. You will be asked if you are happy for us to share information about you and about our work together with other services. If we're worried about your safety then we must share that with others in order to keep you safe.

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 any appointments in your home take place in a smoke free area.

Training Students

We work with students who are training to be Speech and Language Therapists, nurses or other health professionals.

If there is a student working with us we will ask you if they can attend your session. You can always say if you would rather they were not involved and we will respect your choice.

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

Contact details

Main Office:

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

Tel: 01752 434844

Email: Livewell.childrens-sl@nhs.net
www.livewellsouthwest.co.uk



Livewell Southwest



@livewellsw

Speech and Language Service for Children and Teenagers



Providing specialist assessment
and support for children and
teenagers who may have
difficulties communicating

We support people to lead independent, healthy lives

What we do

We see children and young people up to 19 years old who have difficulties :

- Talking clearly
- Expressing themselves
- Understanding what is said to them
- Talking fluently
- Voice difficulties
- Swallowing

Speech and Language Therapists are trained to assess the problem and to give expert advice, but we want to work closely with you as you know better than anyone else what you find difficult and what help you want.

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?

- **Anyone can request help from us.** You can do so yourself or your parents, teachers or other professionals (e.g. GP) can do it for you.
- First someone needs to **phone us** to talk to us (contact details on the back of this leaflet). It could be you or someone can do it for you. Before accepting any request for help we need to speak to someone to hear what the problem is and work out with you whether we can help.
- The therapist will talk to you about why you have requested help and what it is you want to change. We will want to know what you find easy and what you find difficult. We will also want to know what affect your difficulties have on you in your daily life.
- If we do not need to see you we will explain why and offer advice about what you might do next or where you can find other information.
- If we do need to see you we will add your name to a waiting list.

What happens next?

- We will write to you to let you know that you are now on our **waiting list**.
- We try hard to see people within 18 weeks. We will contact you to arrange an **assessment appointment** when we are able to.

What happens next?

- You can be seen for assessment virtually, in a clinic, school or college or your own home. We can arrange appointment times to suit you (Monday to Friday 8 to 5).
- The appointment is likely to last up to an hour and some tests might be carried out if needed. Tests are often picture and word based. For example we might ask you to listen to sentences and then point to the correct picture. Formal testing can help us to identify specific areas where you might need help.
- With your permission we will talk to others around you such as your teachers or your family to help us get a better picture of what it is you are finding difficult.
- Assessment may take a few sessions or be completed in one meeting. Following assessment the therapist will talk to you about how we can help and if needed, we will set therapy targets with you.