

## How to request help from our service

If you are concerned about a child in your school or setting, you need to contact us in the first instance to discuss what your concerns are, what the impact is on the child or young person, what you have put in place so far, and how well that has worked. Schools have access to a link therapist for Request for Help discussions.

Please ensure that you have consent from the child's parent/carer to discuss the child with us.

We may make some further suggestions or signpost you to additional sources of support. We may be able to suggest some additional training to help you support the child or young person in class.

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

Further information about the Request for Help process can be found on the Livewell Speech and Language Service website:

[www.livewellsouthwest.co.uk/childrens-services/speech-and-language](http://www.livewellsouthwest.co.uk/childrens-services/speech-and-language)

## How to comment or complain about the service

We are continually trying to improve the service we offer and will ask for your feedback on the training provided.

We welcome your views about all aspects of our service. If you have any comments (positive or negative) 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: 1st Floor Crownhill Court, Tailyour Road, Crownhill, Plymouth, PL6 5DH.

## Contact details

**Children's Speech & Language Service**

**Four Greens Community Trust  
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

# Children's Speech and Language Service



**Our training offer to schools, pre-school settings and other professional groups**

*We support people to lead independent, healthy lives*

**Livewell**  
Southwest

## What we do

The Children's Speech and Language Service supports 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 or swallowing. Speech and Language Therapists are trained to assess an individual's need, give expert advice, and enable those working with children and young people to provide the most appropriate support. All our Speech and Language Therapists are members of the Royal College of Speech and Language Therapists and are registered with the Health and Care Professions Council.

## Working with you

Everybody who works with children and young people needs the appropriate skills and knowledge to support speech, language and communication. We offer a range of training packages to help you develop your awareness of speech, language and communication needs, what you can do to help, and when you need to request further additional help from other agencies.

**You can book a training package by calling 01752 434844.**

## Training Packages

- Attention Builders
- Blank Levels
- BLAST / BLAST Refresher
- Colourful Semantics
- Information Carrying Words
- Introduction to Speech, Language and Communication (available for Preschool, Primary & Secondary age)
- Selective Mutism
- Speech and Cued Articulation
- Setting up a Speech Sound Group
- Stammering (available for Preschool & Primary age or Secondary Age)
- Top Tips for Keyworkers
- Total Communication
- Using Signing to Support Speech, Language and Communication
- Vocabulary and Word Finding

## Specialist Training Packages

- AAC
- Developmental Language Disorder \*
- Dysphagia
- Intensive Interaction
- Social Communication and Pragmatic Difficulties

\* Note: Setting must complete the 'Introduction to Speech, Language and Communication' package first.

## Training

We run most of our training packages on a regular rolling programme for professionals to book on to. Please call us on 01752 434844 for more information and rolling programme dates.

Alternatively, we can arrange individual training sessions for a whole setting. Specialist packages and twilight sessions can also be arranged on request.

Training is also available for parents/carers as part of our Early Help offer.

All of the Livewell training packages are currently provided free of charge.

For further training, you may wish to explore the ELKLAN or Speech & Language UK courses. You can access these at: [www.elklan.co.uk](http://www.elklan.co.uk)  
[www.speechandlanguage.org.uk](http://www.speechandlanguage.org.uk).

## The Speech Language and Communication Framework (SLCF)

The SLCF is a national, online tool which you can use to audit your knowledge and skills at a Universal, Targeted or Specialist level. You can find this at: [www.slcframework.org.uk](http://www.slcframework.org.uk).

Your school or setting can register with the SLCF as a group. In this way, the SLCF can help you to identify what type of training your school or setting requires, and provide you with evidence of developing competence.