

What you can expect from us

To be treated with dignity, respect and good manners by staff who have the necessary skills, qualifications and experience.

To experience effective, safe and appropriate care, treatment and support that meets your needs and protects your rights.

To have any risks or choices explained to you.

To have the opportunity to ask questions and know how to change your mind about any decisions you have previously made.

To receive safe and coordinated care, treatment and support where more than one provider is involved.

To be treated in a clean environment by staff who are trained in the prevention and control of infection.

To receive information about any medicines prescribed and for them to be administered safely.

To be protected from abuse or the risk of abuse and that your human rights are respected and upheld.

Confidentiality

You can be confident that your personal health records will be stored securely and remain confidential.

For information about accessing your health records please speak to a member of staff.

Comments, Compliments, and Complaints

We welcome your comments about our service and you can be sure that we will listen to you and act on any issues you raise.

You will not be discriminated against for making a complaint and we very much appreciate your feedback.

Please contact the Patient Advice Liaison Service (PALS) on 0161 426 5888 or email palsandcomplaints@nhsstockport.nhs.uk

A free interpreting service is available, if you need help with this information. Please telephone Stockport Interpreting Unit on 0161 477 9000. Email: eds.admin@stockport.gov.uk

如果你需要他人為你解釋這份資料的內容，我們可以提供免費的傳譯服務，請致電 0161 477 9000 史托波特傳譯部。

W przypadku gdybyś potrzebował pomocy odnośnie tej informacji, dostępne są usługi tłumaczeniowe. Prosimy dzwonić do Interpreting Unit pod numer 0161 477 9000.

यदि এই खबरगुलि सम्पर्के आपनार কোন साहाय्य दरकार हय तबे बिना खरचे आपनार जन्ना दोताबिीर बावस्था करा हते पारे। मेहेरबानी करे स्टकपोर्ट इन्टरप्रीटिंग इयुनिटे फोन करन टेलिफोन नम्बर, 0161 477 9000.

اگر آپ کو این معلومات کے بارے میں مدد کی ضرورت ہے تو مفت ترجمانی کی سروس دستیاب ہے۔ براہ مہربانی انٹرپرائزنگ یونٹ کو 0161 477 9000 پر فون کریں۔

خدمات مترجمی رایگان موجود است اگر جهت این اطلاعات احتیاج به کمک داشتید

با شماره تلفن اداره ترجمه استاکپورت تماس بگیرید 01614779000

تنوفر خدمت ترجمه شفویة اذا تطلبت مساعدة في فهم هذا المعلومات. نرجو الاتصال اربن رینیول علی رقم الهاتف: 0161 477 9000



Information for
parents & carers



What is this service?

The service is available to children with severe speech, language, communication and feeding/ swallowing difficulties. The service offers support guidance and interventions for children, parents and education staff depending on their needs.

Who is in the service?

The service is offered by a team which consists of registered Speech and Language Therapists and Assistants.

In addition, support assistants employed by the council provide speech and language therapy programmes for children with a recognised special educational need. These children will each have a named assistant.

Where is the service available?

Speech and Language Therapy is offered in a variety of settings; pre-school children tend to be seen in clinics or health centre and Children Centres, or at the child development unit. School age children tend to be seen within school, although some school aged children with stammers, cleft palate or speech sound difficulties may be asked to attend clinics.

Who is the service for?

Families, schools and children have access to the following services dependent on need:

- Discussion clinics in schools prior to referral
- Assessment of the child's needs in speech language communication or feeding
- Group interventions
- Individual interventions
- Home programmes for parents to follow
- School programmes for school staff to follow
- Parent-Child Interaction training to enhance language skills in pre-school children
- Holiday groups for intensive therapy
- Training workshops in
 - Makaton
 - Visual Social Approaches
 - Narrative
 - Speech sounds awareness
 - ELKLAN training for schools

Training is offered free to families of children on the specialist SLT caseload.

How to contact us?

Useful information can be found at;

www.stockportcypdisp.org.uk/speech_language

www.talkingpoint.org.uk

If you have concerns about your child's speech, language, social communication or feeding/ swallowing you can discuss this with your health visitor or school teacher. Discussion clinics are held in school where the teacher can gain advice from the therapist without the need for a referral in the first instance

If you need to contact the Speech and Language Therapy Team call 426 5201/5202

Students & Security

A student may work alongside the therapists. Please let us know if you do not wish a student to see your child.

Our staff do not have a uniform but they do have photographic identification badges .

Please check this before allowing someone to enter your home. All staff are CRB checked.

Other useful information

Feeling unwell? Not an emergency?

There are a range of NHS services on your doorstep:

NHS Direct: 0845 46 47

NHS UK: www.nhs.uk

Pharmacy: For advice on common illnesses and the best medicines to treat them

GP: For illnesses and injuries that will not go away

For more information visit;
www.nhsstockport.nhs.uk/choosewell.aspx

