










## SLT advice line

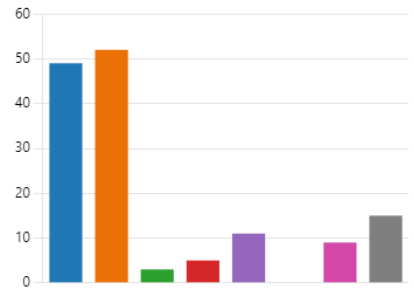
### An Early Language and Communication Improvement Story Board from Fife

 <h3>The issue</h3>	 <h3>The team</h3>	 <h3>Our idea</h3>												
<p>Parents and Carers who were concerned about their child's speech, language and communication needs only had one option to seek support, i.e. to raise a request for assistance. This had the potential to escalate an issue when an alternative form of support could meet needs. It also meant that there could often be a delay in accessing information and/or support.</p>	<p>A small team of experienced Speech and Language Therapists and Support Practitioners.</p> <p>Our colleagues in health and education have been key partners in sharing and promoting the line with parents/carers.</p>	<p>In line with GIRFEC principles we would offer support in the form of advice, signposting and reassurance. We would deliver this at the right time, at the appropriate level, to meet the child's well-being needs via a phone line for parents and carers. This would strengthen our service's universal offering, alongside social media pages and online parent information sessions.</p>												
 <h3>Tools &amp; resources we used.</h3>	 <h3>What we did</h3>	 <h3>The impact</h3>												
<p>A phone line, staff, signposting, resources and advice sheets.</p> <p>Data to track progress.</p>	<p>We launched our phone line in April 2020 and it continues to be a key part of our service delivery.</p> <p>A core group of SLTs meet regularly to track the progress of the line and support SLTs when they join the team.</p> <p>We regularly review our practice to ensure that the line is an effective and equitable resource.</p> <p>We shared our learning with AHP colleagues who have joined the line. The Neurodevelopmental Team will also be joining soon.</p>	<p>Parents and carers can phone and speak with a therapist in a timely manner and are supported to self manage their child's communication development.</p> <p>Our SLT service data shows a reduction in the number of RfAs which are closed after 1 appointment after only requiring reassurance, signposting or advice.</p> <p>The data from the advice line helps us to tailor our social media messages, i.e. areas of speech, language and/or communication where we receive the highest number of calls to ensure we are providing relevant content.</p>												
 <h3>Our learning &amp; next steps</h3>	<p>1. Age of child?</p> <p><a href="#">More Details</a> <a href="#">Insights</a></p> <table border="0"> <tr><td>● 0-2 years</td><td>45</td></tr> <tr><td>● 3-5 years</td><td>53</td></tr> <tr><td>● 6-11 years</td><td>29</td></tr> <tr><td>● 12+ years</td><td>3</td></tr> </table>  <p>2. Currently known or not to SLT?</p> <p><a href="#">More Details</a> <a href="#">Insights</a></p> <table border="0"> <tr><td>● Known</td><td>18</td></tr> <tr><td>● Not known</td><td>112</td></tr> </table> 		● 0-2 years	45	● 3-5 years	53	● 6-11 years	29	● 12+ years	3	● Known	18	● Not known	112
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### 3. What is call about?

[More Details](#)

Speech	49
Early Language	52
Comprehension	3
Expressive Language	5
Interaction	11
Voice	0
Fluency	9
Other	15



### 6. Is this a return caller?

[More Details](#)

[Insights](#)

Yes	31
No	99



We are also learning about where parents and carers are being directed to the line from.

Our next steps are to get quality feedback from the users of the line, and the impact this has made for children, young people and their families.



**Find out more**

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