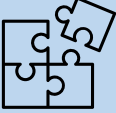









- Families
- Environment
- Workforce
- Identification
- Intervention
- Universal
- Targeted

 The issue	 The team	 Our idea
<p>Request for Assistance (RfA) being received by SLT department from professionals such as education staff and Health Visitors (HVs) rather than parents/carers</p> <p>Important information from the person closest to the child was being missed</p>	<p>Parents/Carers</p> <p>Health Visitors</p> <p>Speech and Language Therapists</p>	<p>HVs discussing concerns re Speech, Language and Communication with families would offer a card with helpline and drop-in details and ask families to make contact with SLT department to discuss their concerns directly. This would allow for concerns to be discussed, reassurance to be offered and advice and strategies to be given. An RfA could also be taken during the helpline / drop-in call, if appropriate</p>
 Tools & resources we used.	 What we did	 The impact
<p>'Business cards' created and given to HV staff to share with families</p> <p>Advertisement of helpline and virtual drop-in services widely shared through use of posters in community and social media</p>	<p>SLT attended 3 x Health Visitor locality meetings to discuss this test of change with HV staff</p> <p>Increase in number of virtual drop-in slots available</p> <p>Rota for helpline and drop-in established</p>	<p>There was an immediate shift in the percentage of RfAs coming directly from parents/carers</p> <p>12.5 % November 2020</p> <p>73% January 2021</p> <p>85% February 2021</p> <p>The number of RfAs received remained constant with typical pattern across the year observed</p> <p>Quality information was obtained from parent/carer via call</p> <p>Relationship established with family from their very first contact</p>

 <p>Our learning & next steps</p>	<p>Positive feedback for HVs 'The HVs have really loved this approach and families are feeling more in control to call for that support and advice – great team work'</p> <p>Virtual drop-in sessions were launched at a time when families were confident with use of video calls so timing was good</p> <p>Removed the requirement for 'triage'</p> <p>Helpline and virtual drop-in slots continue to be offered weekly</p> <p>Face to face drop-in sessions have been introduced within education establishments</p> <p>Next steps...current focus is on reducing waiting times...when waiting times have improved, we hope to offer Hanen interventions straight from helpline / virtual drop-in as a step before RfA, where appropriate</p>
 <p>Find out more</p>	<p>Fiona Brown, Clinical Team Leader, SLT, 01292 571236</p>