

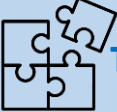


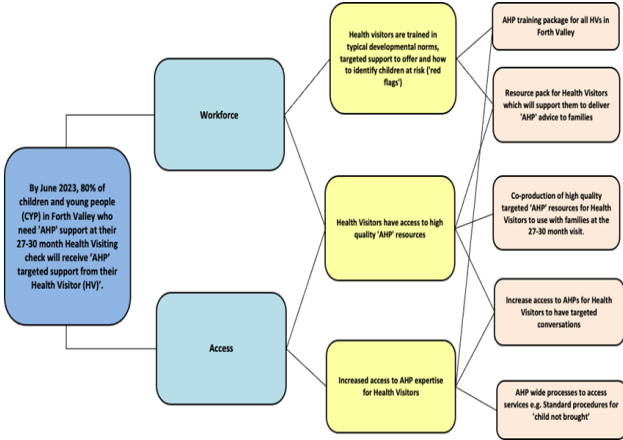
# Early Language and Communication Project

## Collaborative Health Visitor Training Package




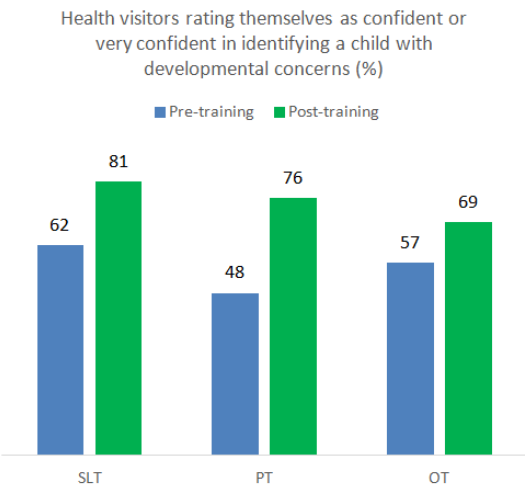
### An Early Language and Communication Improvement Story Board from NHS Forth Valley

**Storyboard at a Glance...**

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

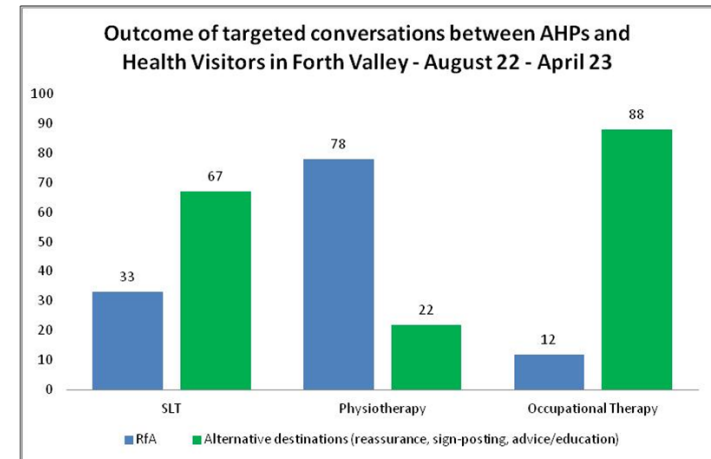
 <b>The issue</b>	 <b>The team</b>	 <b>Our idea</b>
<p>Gap in Health Visiting services with missed opportunity to deliver key universal messages to families.</p> <p>Large numbers of Requests for Assistance to SLT for preschool children.</p> <p>Services need to redouble efforts to tackle inequalities.</p> <p>High staff turnover of Health Visitors resulting in need for baseline training to support changing workforce.</p>	<p>SLT CYP Co-ordinator</p> <p>Physiotherapy CYP Co-ordinator</p> <p>Occupational Therapy CYP Co-ordinator</p> <p>Health Visitor Team Lead</p> <p>AHP manager</p> <p>Project Lead (SLT)</p>	<div data-bbox="1391 608 2056 740" style="border: 1px solid purple; padding: 5px; margin-bottom: 10px;"> <p>All children under five years old in Forth Valley will have the best possible start in life, receiving the support they need to reach their individual potential through partnership and integration of AHP and Health Visiting services to aid prevention and early intervention through universal services and supportive nurturing home environments.</p> </div> <p><b>Driver Diagram</b></p>  <pre> graph LR     A[By June 2023, 80% of children and young people (CYP) in Forth Valley who need 'AHP' support at their 27-30 month Health Visiting check will receive 'AHP' targeted support from their Health Visitor (HV).] --- B[Workforce]     A --- C[Access]     B --- D[Health visitors are trained in typical developmental norms, targeted support to offer and how to identify children at risk 'red flags']     C --- E[Health Visitors have access to high quality 'AHP' resources]     C --- F[Increased access to AHP expertise for Health Visitors]     D --- G[AHP training package for all HVs in Forth Valley]     D --- H[Resource pack for Health Visitors which will support them to deliver 'AHP' advice to families]     E --- I[Co-production of high quality targeted 'AHP' resources for Health Visitors to use with families at the 27-30 month visit.]     F --- J[Increase access to AHPs for Health Visitors to have targeted conversations]     F --- K[AHP wide processes to access services e.g. Standard procedures for 'child not brought']           </pre>

## Early Language and Communication Project

 <b>Tools &amp; resources we used.</b>	 <b>What we did</b>	 <b>The impact</b>																					
<table border="1"> <thead> <tr> <th data-bbox="226 328 385 376">Inputs</th> <th colspan="2" data-bbox="405 328 719 376">Outputs</th> </tr> <tr> <td data-bbox="226 437 385 987"> <ul style="list-style-type: none"> <li>•Staff time (Health visitors, AHPs)</li> <li>•Project lead study leave (10 days)</li> </ul> </td> <th data-bbox="405 376 562 416">Activities</th> <th data-bbox="562 376 719 416">Participation</th> </tr> </thead> <tbody> <tr> <td data-bbox="226 437 385 987"></td> <td data-bbox="405 437 562 987"> <ul style="list-style-type: none"> <li>•Project Board meetings</li> <li>•Communication to stakeholders</li> <li>•AHP training for Health Visitors</li> <li>•Co-production of resources</li> <li>•Targeted conversations between AHPs and Health Visitors</li> </ul> </td> <td data-bbox="562 437 719 987"> <ul style="list-style-type: none"> <li>•Health visitors</li> <li>•AHP staff</li> <li>•Families of CYP in FV</li> </ul> </td> </tr> </tbody> </table>	Inputs	Outputs		<ul style="list-style-type: none"> <li>•Staff time (Health visitors, AHPs)</li> <li>•Project lead study leave (10 days)</li> </ul>	Activities	Participation		<ul style="list-style-type: none"> <li>•Project Board meetings</li> <li>•Communication to stakeholders</li> <li>•AHP training for Health Visitors</li> <li>•Co-production of resources</li> <li>•Targeted conversations between AHPs and Health Visitors</li> </ul>	<ul style="list-style-type: none"> <li>•Health visitors</li> <li>•AHP staff</li> <li>•Families of CYP in FV</li> </ul>	<p>AHPs and Health Visitors co produced a training package which was then delivered to over 90% of Health Visitors. This correlated to the Health Visiting universal pathway.</p> <p>Responded to the Health Visitors requests for a system where they could access timely advice. This resulted in a process to have targeted conversations between AHPs and Health Visitors as a first point of assistance. Targeted conversations would take place prior to a RfA. AHPs and HV set up joint MS teams channels to hold a signup sheet for booking a slot for a Targeted Conversation.</p> <p>We gathered data over time on the number of requests for assistance (RfA) to AHP services from Health Visiting. This allowed us to evaluate the impact of improvement ideas on the number of RfA to AHP services.</p>	<p>Impact of Training Package</p> <div data-bbox="1346 363 2067 587" style="border: 1px solid black; padding: 5px;"> <p>Training evaluations</p> <p><i>'Invaluable training!!!!!! Thank you. All trainees should do this'</i></p> <p><i>'The training was amazing – I am still learning after 21 years as a Health Visitor'</i></p> <p><i>'This training has been great. As a trainee coming up to qualifying it has been valuable for me to build my knowledge base and inform my practice. You don't know what you don't know! I look forward to receiving the information pack in due course it will really help guide my practice and collaborate better with my AHP colleagues. Thanks : )'</i></p> </div> <div data-bbox="1424 627 1989 1141" style="border: 1px solid black; padding: 10px;"> <p>Health visitors rating themselves as confident or very confident in identifying a child with developmental concerns (%)</p>  <table border="1"> <thead> <tr> <th>Specialist</th> <th>Pre-training (%)</th> <th>Post-training (%)</th> </tr> </thead> <tbody> <tr> <td>SLT</td> <td>62</td> <td>81</td> </tr> <tr> <td>PT</td> <td>48</td> <td>76</td> </tr> <tr> <td>OT</td> <td>57</td> <td>69</td> </tr> </tbody> </table> </div>	Specialist	Pre-training (%)	Post-training (%)	SLT	62	81	PT	48	76	OT	57	69
Inputs	Outputs																						
<ul style="list-style-type: none"> <li>•Staff time (Health visitors, AHPs)</li> <li>•Project lead study leave (10 days)</li> </ul>	Activities	Participation																					
	<ul style="list-style-type: none"> <li>•Project Board meetings</li> <li>•Communication to stakeholders</li> <li>•AHP training for Health Visitors</li> <li>•Co-production of resources</li> <li>•Targeted conversations between AHPs and Health Visitors</li> </ul>	<ul style="list-style-type: none"> <li>•Health visitors</li> <li>•AHP staff</li> <li>•Families of CYP in FV</li> </ul>																					
Specialist	Pre-training (%)	Post-training (%)																					
SLT	62	81																					
PT	48	76																					
OT	57	69																					

## Early Language and Communication Project

### Impact of Targeted Conversations



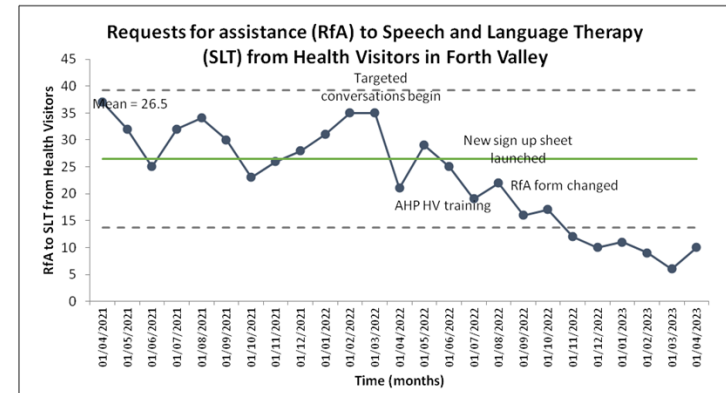
In summary, there is evidence that targeted conversations are increasing Health Visitors knowledge in how to support families to promote CYPs development through delivery of high quality 'AHP' universal and targeted messages.

Through this mechanism, CYP can access the most effective and least intrusive support from AHP services and many will not require a request for assistance.

## Early Language and Communication Project

### Impact on RFAs

#### Speech and Language Therapy Requests for Assistance:



- Requests for assistance have decreased over time, with a shift in the data since the AHP HV training and the introduction of a sign-up sheet to have targeted conversations.
- Requests for assistance from Health Visitors proceeded to investigation/intervention 66% of the time in 22/23 compared to 54% in 21/22. This provides evidence that having targeted conversations with Health Visitors increases the appropriacy of RfA.
- CYP receive the support they need from the right people at the right time.



**Our learning & next steps**

AHPs working together is a positive experience for supporting CYP and their families. Capacity issues, staff retention and recruitment are challenges for all services.

Initially the next steps for SLT and Health Visiting was to close a gap in targeted resources. However, due to changes in staffing across teams and the current national climate we now see the need to re-set and re-plan to ensure the right support for the right people at the right time.

## Early Language and Communication Project



**Find out more**

*Louisa McGuire*

*SLT Co-ordinator*

*Louisa.McGuire@nhs.scot*