Using interpreters:
An interpreter can be provided to help in meetings or over the telephone. Please let your child’s speech and language therapist know if you would like us to arrange this for you.

Contact us:
Tel: 01895 488200
Email: citsadmin.cnwl@nhs.net

Useful links:
Hillingdon Talks, Moves and Plays
www.cnwl.nhs.uk/hillingdon-talks-moves-plays/
Like us on Facebook @HillingdonTalks

Tell us, we’re listening!
Our staff want to know how they are doing. Tell us what you think at www.cnwl.nhs.uk/feedback and then we’ll know what we have to do.

If you are happy with the service you have received and would like to tell us, please speak to a member of staff in the first instance or contact our Patient Feedback and Complaints Service.

If you are unhappy with our services, please speak to the service manager in the first instance. If this does not resolve your problem, please contact our Patient Feedback and Complaints Service on 0300 013 4799 or at feedback.cnwl@nhs.net

This document is also available in other languages, large print, Braille, and audio format upon request. Please email communications.cnwl@nhs.net
We provide speech and language therapy support within mainstream primary and secondary state schools in Hillingdon. We help children and young people who have moderate to severe speech, language and communication difficulties.

How we work:
We work in partnership with your child's school to empower staff to support your child's speech, language and communication needs. We support school staff to use strategies, activities and advice that can be used across the school day. Each school is allocated an amount of speech and language therapy time per year depending on the pupils' needs. All schools have the option to buy more speech and language therapy resources on top of their basic allocation. Therapists will work in different ways in schools according to the needs of the child or young person and the school. The needs of the children and the level of support to be offered are discussed by the therapist and agreed with the school's special educational needs coordinator (SENCO).

The children and young people we help may have difficulties with:
• Understanding what the teacher is saying in lessons
• Using word endings and small grammatical words when they are talking and writing
• Explaining or expressing more complicated ideas and thoughts
• Making friends, understanding social rules, and having conversations. For example, problems with taking turns, staying on the same topic, keeping eye contact etc.
• Saying sounds clearly, speaking fluently and speaking in school.

Some of the ways the speech and language therapist may work in school include:
• Individual or group sessions, with a member of school staff observing. This helps staff to be able to follow up on therapy sessions and allows strategies and skills to be used in the classroom
• Training school staff on strategies that they can use in the classroom and specific interventions and strategies that can be used to support your child
• Attending meetings with parents, carers, school staff and other professionals to discuss the best ways to support your child's progress
• Jointly setting and reviewing targets and outcomes with parents, carers, school staff and other professionals.

What if my child is not attending a Hillingdon state school?
Special schools in Hillingdon employ their own speech and language therapists directly. For children and young people attending independent or out of borough schools, the service can offer a termly review in a clinic or health centre with a home and/or school programme.

Who else do we work with?
We work alongside a range of professionals including: teachers, learning support assistants, SENCOs, educational psychologists and paediatricians. To make sure that your child receives the best care, it may sometimes be helpful for us to contact other professionals about your child and share information together; we will seek your consent beforehand.

Keeping in contact:
Your school's link speech and language therapist will send you a termly care plan to inform you about your child's therapy. You are welcome to contact the therapist if you would like to meet with them or talk to them on the phone. You will also receive a copy of any reports about your child.

If you want to speak to your child's speech and language therapist with any questions or concerns, or to update us on any issues you can leave us a message on 01895 488 200 and the therapist will get back to you as soon as they can.