

Hertfordshire Community Trust - Our core values
Care - We put patients at the heart of everything we do
Respect - We treat people with dignity and respect
Quality - We strive for excellence and effectiveness at all times
Confidence - We do what we say we will do
Improve - We will improve through continuous learning and innovation



**Hertfordshire Community
 NHS Trust**

Children and Young People's Speech & Language Therapy (SLT)

What does our service do?

The SLT service offers a child/family centred approach to support children and young people (CYP) with speech, language, communication and eating and drinking difficulties in Hertfordshire. We work together with parents, carers and the team around the child. We offer a 3 tier model of service - universal, targeted and specialist services. This means that we provide:

- Something for all children, e.g. advice, support and training
- Something for some children, e.g. support and early intervention for children at risk
- Something for children who need direct support from the Speech and Language Therapy team – assessment and intervention

What are our top 3 achievements in the last 12 months?

1. Establishing 2 central points of contact, to make it easier for families to book appointments
2. All children's centres and educational settings have a named SLT link, enabling easy access to advice and support
3. Drop In screening clinics established throughout Hertfordshire

What are the top 3 things we would like to achieve in the next 12 months?

1. Increased parental choice for appointments for pre-school children
2. To develop workshops that will empower families to manage their CYP's health and wellbeing
3. Extending our packages of support for school-aged children

How do our patients benefit from our service?

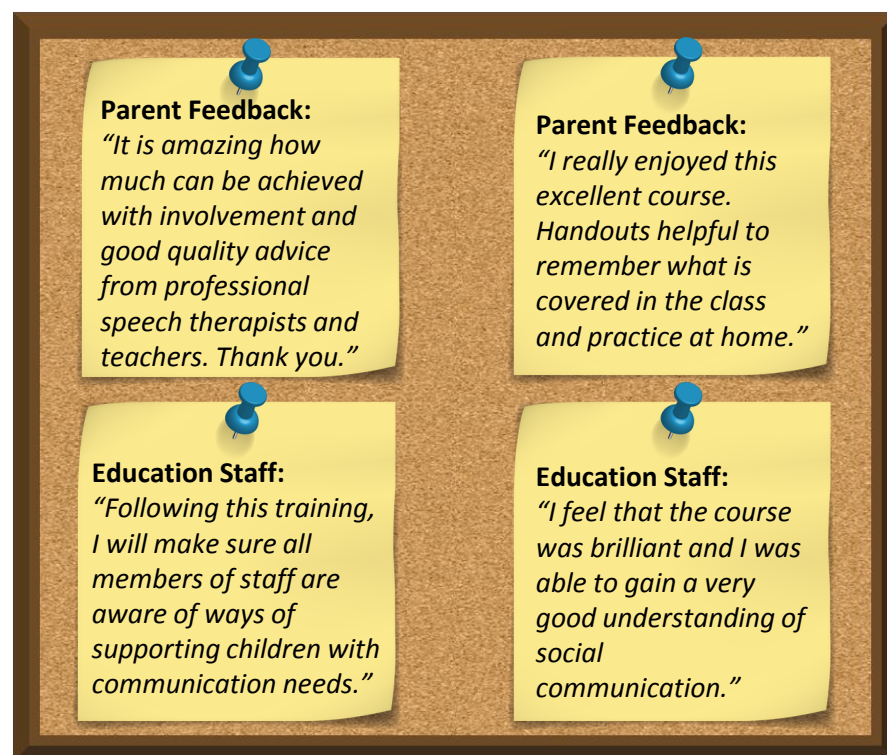
- CYP are better able to communicate
- CYP are more able to make friends and communicate their feelings and ideas
- Vulnerable children with speech, language and communication needs (SLCN) achieve at a higher educational level
- Children will have better life chances and employment opportunities
- Families and professionals working with children who have eating and drinking difficulties will know how to support them

How does our service improve the outcome for our patients?

- A flexible service offering support in the most appropriate place for the child and family e.g. home, pre-school and school
- Early identification of children with SLCN
- Confident parents and wider workforce with the skills to develop their child's speech, language and communication
- A safe and effective approach for children who have eating and drinking difficulties

What do our patients and staff tell us about our service?

Our Friends and Family Test score is: 98%



You Said, We Did

You Said:

"It would be helpful to be directed to further sources of information and advice."

We Did:

We added information and advice links to our website page.

You Said:

"It can be confusing when the input for my child changes."

We Did:

Remind all staff to spend time explaining their decisions and recommendations.



If you require further information, please contact
hct.sltcommunications@nhs.net



**Herts Childrens SLT
 @Herts_SLT**