About CLCH NHS Trust

The speech and language therapy service is provided by Central London Community Healthcare NHS Trust. We provide a range of NHS care in London and Hertfordshire. For more information visit www.clch.nhs.uk

Complaints and compliments:

If you would like to comment on the services we provide you can contact the Trust’s Customer Services team on 0800 368 0412 or clchpals@nhs.net

Alternative formats and communications support

If you need this information in alternative formats or need other communications support during appointments please let your clinician know and we can arrange this for you.

This information was checked in November 2017

Please contact your local clinic for more information:

Kensington and Chelsea:

Colville Health Centre
51 Kensington Park Road
London W11 1PA
020 7792 7733

Worlds End Health Centre
529 King’s Road, Chelsea, London
SW10 OUD
0207 349 3245

Hammersmith and Fulham:

Parsons Green Health Centre
5-7 Parsons Green, London SW6 4UL
0208 102 4001

Parkview Centre for Health and Wellbeing,
Cranston Court, First Floor, 56 Bloemfontein Road,
London, W12 7FG
020 8102 6003

Westminster:

The Medical Centre
7e Woodfield Road
London W9 3XZ
0207 563 6207

Lisson Grove Health Centre
Gateforth Street London NW8 8EG
0207 563 6179

Bessborough Street Clinic
1 Bessborough Street
London SW1V 2JD
0208 102 3501
**Referral:** When your child is referred to us, we aim to see them within 6-8 weeks of referral. We will call/write to you to offer an appointment.

We offer appointments during standard working hours. Whilst there is some flexibility, your child may need to be taken out of nursery in order to attend.

**Initial appointment:** Your 1st appointment will be an assessment session. The speech and language therapist will gather information regarding your child’s speech and language development by:
- Asking you questions
- Playing with your child

The assessment lasts approximately 45 minutes. At the end of the session, there will be time to discuss the findings and agree a plan.

If it is felt your child would benefit from speech and language therapy they will be added to the waiting list for therapy.

After this the therapist will write a report with a summary of your child’s skills. The therapist can share the report with key professionals (e.g. GP, nursery) to give them ideas on how to help your child.

If your child does not need support they will be discharged.

**Therapy appointments:**
Typically, your child will be offered a block of weekly appointments (up to six), either individual or in a group, depending on their needs.

The first session will be used to set a goal of what to work on in the therapy block. Each week we will show you activities to support your child to achieve their goal.

A report may be written and shared with key people working with your child in order to share information and help support and continue the targets in a variety of contexts.

If it is felt your child would benefit from further speech and language therapy, we will aim to offer this within 12 weeks.

Referrals to other specialities may be recommended and discussed, for example an Occupational Therapist or a Paediatrician.

There are a number of speech and language therapists working within the team. You may be seen by any of these therapists.

**Expectations:**
Children’s communication skills are best developed through interaction with the people who are most familiar to them, and in everyday situations. We can support you to do this.

To achieve this we will require you to:
- Be on time. We will be unable to see your child should you arrive more than 10 minutes late.
- Contact the clinic to let us know if you are unable to attend a session as soon as possible. It is not possible to re-schedule cancelled appointments.
- Practise therapy ideas regularly between sessions.
- Ensure that someone with parental responsibility gives consent to the assessment and treatment of your child.

We will contact you if you miss an appointment to check you still require therapy.

We will offer you the first available appointment. If you are unable to attend and request a different date or time, you may have to wait longer.

We look forward to working with you