

## There are some children that we aren't able to see:

Children whose communication delay in line with their general development

Children who have mild difficulties

## Prevention and early advice

If your pre-school child is NOT already known to the service, you can bring them to one of our drop-in clinics.

## Further support

If your school-aged child previously used our service, you can make an advice appointment, for up to two years following your child's last appointment.

We assume we can talk with pre-school/school educational staff, in order to support your child, unless you let us know otherwise.

Children's Speech and Language Therapy,  
Phoenix Children's Resource Centre ,  
40 Masons Hill, Bromley, BR2 9JG

Telephone—020 8315 4706

## Tell us what you think

We want you to be happy with the service you receive from us, but we know that every so often something might go wrong. If you're unhappy with the care you receive or an element of our service, we want to hear from you.

Of course, we also want to hear from you if you're happy with the care you're receiving - it's good to be able to thank the team and let people know they're doing a good job, so if you have a compliment or congratulation, we'd like to hear from you.

If we are unable to resolve your concerns or you would like to take the matter further please contact us at the address below.

Global House, 10 Station Approach  
Hayes, Kent , BR2 7EH  
Tel: 020 8315 8880  
[contact@bromleyhealthcare-cic.nhs.uk](mailto:contact@bromleyhealthcare-cic.nhs.uk)

Bromley Healthcare Community Interest Company Ltd.  
Company no: 06815987 Registered in England  
Registered Office: Global House, Station Approach, Hayes, Kent, BR2 7EH

**Bromley  
Healthcare**  
better together

# About our service

## Information for parents

Children's  
speech and  
language  
therapy



ing with 

We assess children's :

Speech, language and communication skills

Eating and drinking (swallowing) skills

We involve parents and other professionals by helping them to develop children's skills.

If your child needs our support we will discuss the choices we can offer.

We consider:

How old they are

The severity of their communication difficulty

What can be achieved with our support

This applies equally to children with or without Statements of Special Educational Needs (SEN) or Education, Health and Care Plans (EHC).

## New referrals to our service

If your child is pre-school or primary school-age, they can be referred to us.

If your child is at secondary school, we will consider their referral on an individual basis.

Some children may be prioritised such as if they have a swallowing disorder, are known to social care or have recently developed a communication disorder.

You can contact us directly to discuss a referral for your child. Call us on **020 8315 4706**, or visit one of our **drop-in sessions if you have a pre-school child**. You can also talk to your doctor, health visitor or member of staff from your child's pre-school or school, who can refer your child or speak to us for you.

## Your child's first appointment

At your child's first appointment we will find out more about their speech and language development and current skills. We do this through talk and play and may use some more formal assessments.

We will discuss our observations and plan with you the best way to help your child.

## If your child needs follow-up appointments

With your consent we will talk to other people involved in your child's care (e.g. pre-school and school) about ways they can help too.

Progress will be reviewed in discussion with you and your child's pre-school or school. Further advice for home and pre-school or school may be agreed.

Other options to support your child may be discussed.

Your child may be discharged with recommendations.

## All children known to our service are discharged by the end of Year 7

However, in exceptional circumstances:

Children in Year 8 or above can be accepted for an assessment and advice and will then be discharged with recommendations.

Children in Year 8 or above who are already known to the service and who attend a Special Educational Needs provision may continue to receive targeted support.