

Children's Speech and Language Therapy for Children
Phoenix Children's Resource Centre
40 Mason's 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 would like to congratulate us, 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

contact@bromleyhealthcare-cic.nhs.uk
www.bromleyhealthcare.org.uk

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Registered Office: Global House, Station Approach, Hayes, Kent, BR2 7EH

**Bromley
Healthcare**
better together

Eligibility criteria

Information for referrers

Speech and
language
therapy for
children



Working with 

Eligibility criteria for referrals

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.

We consider:

- How old they are.
- The severity of their communication difficulty.
- What can be achieved without 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:

We have an open referral system and will accept referrals from parents or others: such as health professionals, pre-schools and teachers as long as parental permission is obtained. Please contact Children's Speech and Language Therapy Service at the Phoenix Children's Resource Centre, Telephone **020 8315 4706**.

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

We can see children who:

- Are pre school age and who have a Bromley GP.
- Are primary school age and who attend a Bromley school.
- We offer a service to some secondary aged children. We will see young people with a stammer; a voice disorder; a newly acquired communication disorder due to injury or illness or a previously undiagnosed language disorder (assessment, recommendations and advice only for the latter)
- Certain children and young people may be prioritised for example if they have a swallowing disorder,
- If they attend an out of borough school, but have a Bromley GP, we transfer them to the neighbouring borough as they will have therapists assigned to that school. We have an agreement with most neighbouring boroughs that we will see children attending schools in each other's boroughs. If this agreement does not exist we will see these children but only in the clinic and not in the school setting.
- 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 through the secondary support service.

Eligibility criteria for an ongoing service

We see children who have difficulties with:

- Listening and concentration
- Social interaction or playing with other children
- Understanding spoken words
- Using spoken words or sentences
- Difficulties with speaking clearly
- Having conversations
- Stammering, using their voice or swallowing

For school aged children up to year 7 we provide an ongoing service if the child:

- Has language which is not developing as expected for their age and this is affected significantly more than other areas of their development.
- Has severe speech difficulties which have a significant impact on their ability to participate in group activities, question and answer sessions and other activities involving speaking.
- Has a severe social communication difficulty, where the primary focus is on developing communication skills
- Is selectively mute or is reluctant to speak.
- Uses augmentative communication as their primary mode of communication or as a necessary back up for unclear speech.
- Has eating and drinking difficulties
- Has a stammer
- Has seen a therapist from a tertiary centre who has recommended time specific intervention (e.g. post operative therapy for children who have had a repaired cleft palate; rehabilitation for children who have had a cochlear implant / hearing aids)

Eligibility criteria for discharge:

We will discharge children:

- Whose communication is within the normal range for their age or in line with the rest of their development
- With mild difficulties which will get better on their own
- With conditions that are unlikely to show significant progress
- Whose needs are educational only, i.e. where their needs can be met through adaptation of teaching at school or preschool setting.
- Who have had intervention and there is no further advice we can give at that time.

Parents/carers and education staff have access to the Advice Clinic for up to two years after discharge.