

Initial Communication Assessment (Community)

**Speech and Language Therapy Department
Community & Therapy Services**

**This leaflet has been designed to
give you important information
about your condition, and to answer
some common queries that you may
have.**



Information for patients and visitors

Speech and Language Therapy Service

Speech and language therapists work with people who have problems with their communication and / or swallowing. You have been referred to us because of difficulties with your communication. These difficulties may be with speaking and / or with understanding speech, and / or with reading and writing. Your difficulties may have developed gradually as in dysfluency or voice disorders, or alongside progressive conditions. Alternatively your communication difficulties may have developed following a stroke or a head injury.

What to Expect

We will send you an appointment for an initial assessment. This may be in your home, or as an outpatient at the hospital. If we have sent you an outpatient appointment and you are not well enough to travel to hospital, please contact us and we will try to change your appointment to a home visit where possible.

If we come to visit you at home, we would be grateful if you could shut away pets, turn off the television and radio and refrain from smoking. This will allow us to concentrate fully on talking to you.

You are welcome to have a friend or family member present with you during your assessment if you think this would help. Please allow about an hour for this appointment.

Initial Assessment

During the initial assessment, you and your family / carer will be asked some questions about your communication. You may then be asked to complete some assessment tasks,

so the speech and language therapist can see what help you may need. A sample of your speech may also need to be recorded. Your permission will be asked for before doing this.

There will be plenty of time for you to ask questions.

Afterwards

The speech and language therapist will send a written report to the person who referred you, explaining the outcome of the initial assessment. This may be sent to other professionals involved in your care, such as your GP. Your permission will always be asked before doing this and your decision will be respected if you do not wish for information to be passed on. You will also be asked if you wish to receive your own copy of any report(s).

If it is necessary, you will be seen for a period of speech and language therapy to work with you on your communication. Therapy may continue for several weeks depending on how much help and support you need. Alternatively, a period of therapy may not be required. In this case you will be given advice and discharged from the Speech and Language Therapy service.

You may need to be referred on for further assessments. Sometimes this might be with other professionals, such as an occupational therapist. Your permission will always be asked before doing this.

If you are discharged from the service, you are always welcome to contact the department if you need further support.

If you require any further information please contact the Speech and Language Therapy Department on Tel: 01472 875405 Grimsby and 01724 203751 at Scunthorpe.



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Information for patients and visitors

Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email:
nlg-tr.PALS@nhs.net

Confidentiality

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.



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Information for patients and visitors

**Northern Lincolnshire and Goole NHS
Foundation Trust**

**Diana Princess of Wales Hospital
Scarho Road
Grimsby
01472 874111**

**Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
01724 282282**

**Goole & District Hospital
Woodland Avenue
Goole
01405 720720**

www.nlg.nhs.uk

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