

APPENDICES (for Commissioning report March 2020)

Appendix 1 Description of Therapy Outcome Measures rating scales

Impairment:

- 0 The most severe presentation of this impairment
- 1 Severe presentation of this impairment
- 2 Severe / moderate presentation
- 3 Moderate presentation
- 4 Just below normal / mild presentation
- 5 No impairment

Activity:

- 0 Totally dependant / unable to function
- 1 Assists / co-operates but burden of task / achievement falls on professional carer
- 2 Can undertake some part of task but needs a high level of support to complete
- 3 Can undertake task / function is familiar situation but requires some verbal / physical assistance
- 4 Requires some minor assistance occasionally / or extra time to complete task
- 5 Independent / able to function

Participation:

- 0 No autonomy, isolated, no social / family role
- 1 Very limited choices, contact mainly with professionals, no social or family role, little control over life
- 2 Some integration, value and autonomy in one setting
- 3 Integrated, valued and autonomous in a limited number of settings
- 4 Occasionally some restriction in autonomy, integration or role
- 5 Integrated, valued, occupies appropriate role

Well being:

- 0 Severe constant: High and constant levels of distress / upset / concern / frustration / anger / distress / embarrassment / withdrawal / severe depression or apathy, unable to express or control emotions appropriately.
- 1 Frequently severe: Moderate distress / upset / concern / frustration / anger / distress / embarrassment / withdrawal / severe depression or apathy. Becomes concerned easily, requires constant reassurance / support, needs clear / tight limits and structure, loses emotional control easily
- 2 Moderate consistent: distress / upset / concern / frustration / anger / distress / embarrassment / withdrawal / severe depression or apathy in unfamiliar situations, frequent emotional encouragement and support required.
- 3 Moderate frequent: distress / upset / concern / frustration / anger / distress / embarrassment / withdrawal / severe depression or apathy. Controls emotions with assistance, emotionally dependant on some occasions, vulnerable to change in routine etc, spontaneously uses methods to assist emotional control
- 4 Mild occasional: distress / upset / concern / frustration / anger / distress / embarrassment / withdrawal / severe depression or apathy. Able to control feelings in most situations, generally well adjusted / stable (most of the time / most situations), occasional emotional support / encouragement needed.
- 5 No inappropriate: distress / upset / concern / frustration / anger / distress / embarrassment / withdrawal / severe depression or apathy. Well adjusted, stable and able to cope emotionally with most situations, good insight, accepts and understands own limitations.

**CHILDRENS' SPEECH AND LANGUAGE THERAPY SERVICE
SERVICE USER SURVEY**

CHILD/YOUNG PERSON SURVEY



Rubbish



OK



Good



Awesome

What do you think about Speech and Language Therapy?

enjoyable

embarrassing

'good for me'

scary

difficult

helpful

hard

unhelpful

important

fun

'I'm improving'

easy

boring

Any other comments?

**CHILDRENS' SPEECH AND LANGUAGE THERAPY SERVICE
SERVICE USER SURVEY**

YOUNG PERSON/ADULT SURVEY



Poor



Satisfactory



Good



Excellent

What have we done well?

What could we have done better?

Any other comments?

Item 6 - Appendices

9	<p>Do you receive regular updates on your child's progress with speech and language therapy?</p> <p style="text-align: center;">Yes No</p> <p>Are they helpful and timely?</p> <p style="text-align: center;">1 2 3 4</p> <p>Not helpful or timely Extremely Helpful & timely</p>															
10	<p>How easy was it to understand each of the following:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Appointment letter</td> <td style="width: 25%; text-align: center;">Easy</td> <td style="width: 25%; text-align: center;">Difficult</td> </tr> <tr> <td>Information leaflets</td> <td style="text-align: center;">Easy</td> <td style="text-align: center;">Difficult</td> </tr> <tr> <td>Letters & reports</td> <td style="text-align: center;">Easy</td> <td style="text-align: center;">Difficult</td> </tr> <tr> <td>Therapy programmes/homework</td> <td style="text-align: center;">Easy</td> <td style="text-align: center;">Difficult</td> </tr> </table>	Appointment letter	Easy	Difficult	Information leaflets	Easy	Difficult	Letters & reports	Easy	Difficult	Therapy programmes/homework	Easy	Difficult			
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11	<p>How satisfied were you with each of the following:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">The therapy staff you met</td> <td style="width: 10%; text-align: center;">1 Satisfied</td> <td style="width: 10%; text-align: center;">2</td> <td style="width: 10%; text-align: center;">3</td> <td style="width: 10%; text-align: center;">4 Dissatisfied</td> </tr> <tr> <td>The waiting time for your first appointment</td> <td style="text-align: center;">1 Satisfied</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4 Dissatisfied</td> </tr> <tr> <td>The waiting time for a therapy appointment</td> <td style="text-align: center;">1 Satisfied</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4 Dissatisfied</td> </tr> </table>	The therapy staff you met	1 Satisfied	2	3	4 Dissatisfied	The waiting time for your first appointment	1 Satisfied	2	3	4 Dissatisfied	The waiting time for a therapy appointment	1 Satisfied	2	3	4 Dissatisfied
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12	<p>Did you understand what was happening in therapy with your child?</p> <p style="text-align: center;">Yes No Don't know</p>															
	<p>Any further comments or suggestions you would like to make:</p>															

	Thank you

Appendix 4

**CHILDRENS' SPEECH AND LANGUAGE THERAPY SERVICE
SURVEY**

The Children's Speech & Language Therapy Service was jointly commissioned from April 2019 by South Tees CCG, Middlesbrough Local Authority and Redcar & Cleveland Local Authority.

The delivery of this service has been enhanced to include:

- Improved response times to referrals and acknowledgement of receipt of referral to parent/carer
- First appointment letter to be sent out within 6 weeks of receipt of referral
- First assessment appointment within 12 weeks of receipt of referral
- Delivery of a comprehensive training plan – universal, targeted, specialist
- Response to the communication needs within the Youth Offending Service
- Provision of therapy up to age 25 where an EHCP is in place and an ongoing need is identified

We would like to know your opinions and experience of the service.

1	Your job title:				
2	Do you know who the SALT team are that provide a service to your location?				
3	Have you worked directly with the SALT team? Where do you work? Eg nursery, school				
4	How satisfied are you with access to the SALT service in your location?				
5	How easy is it to refer children & young people to the SALT service?				
	Very easy	Quite easy	Quite hard	Very hard	
6	How easy is it to contact the children's & young person's SALT service?				
	Very easy	Quite easy	Quite hard	Very hard	
7	How satisfied are you with each of the following:				
	The therapy staff you meet	1 Satisfied	2	3	4 Dissatisfied
	The waiting time for the first appointment	1 Satisfied	2	3	4 Dissatisfied
	The waiting time for a therapy appointment	1	2	3	4

Item 6 - Appendices

	Satisfied	Dissatisfied
8	Do you receive helpful & timely information/support from the SALT team on the following:	
	Assessment findings	Yes No
	Therapy progress	Yes No
	Advice/strategies to follow	Yes No
	Work programmes as appropriate	Yes No
	Help with signposting to other services	Yes No
	Any additional comments:	
9	If you work in a setting with children/young people, are you able to conduct the work advised/set by the SALT team?	
	Always	Often Sometimes Never
	Any additional comments:	
7	Has training being offered/provided by the SALT team?	
8	Is there any training you would like the SALT team to provide?	
9	Are there any ways in which the SALT service could be improved?	

Item 6 - Appendices

10	What are you happy with/unhappy with the SALT service?
11	
12	Did you understand what was happening in therapy with your child? Yes No Don't know
	Any further comments or suggestions you would like to make:
	Thank you