

New to the area mum looking for support



Profile Overview

Location:

Reading (Oxford Road Children's Centre)

Reason for Enquiry:
New to the area mum looking for support

Objective:

To help the client to achieve a positive outcome for her child

Time Spent:
1 hour

Background:

The Outreach Information Officer (OIO) met the client at Fairview Community Centre during an outreach session for Oxford Rd CC. She initially came to talk about pre-school and funding for her 2 year old girl. She is new to the country and moved here 18 months ago with her husband and two children therefore is not familiar with the education system in England. The OIO went through all the options with her and agreed to email this information to her.

During the conversation she asked at what age should her 2 year old be able to speak in words that others can understand. The OIO explained that she was not medically trained and therefore she should go and see her health visitor/GP (there could be a medical reason for this). The OIO told her about the baby clinic at Battle Library and suggested she attend to have a consultation with the health visitor who would be able to advise her. The OIO then asked the client if she had heard of the speech and language therapist, she was not aware of this service. The OIO explained to the client what they offered and that a referral can be made for an assessment. The client was really pleased with this suggestion as she was very concerned about her 2 year olds speech.

Solution:

The OIO spoke to the Oxford Rd CC Coordinator, with agreement from client, about the above situation. The OIO made contact with the Senior S&L Therapist (again with client's agreement). She suggested a referral would be a good idea and emailed the referral form over.

Solution (continued):

Normally this would be passed on to the Oxford Rd CC Coordinator, however as the client felt comfortable communicating with the OIO, it was agreed that the OIO would assist this client. The OIO met up with the client at another Oxford Rd CC session, form completed, and sent off to S&L.

Conclusion:

The 2 year old was identified to have S&L problems after the assessment was made and a therapist has been allocated to the family. The client also went to see the health visitor at Battle, and received support from them to. The client continues to attend activities at Oxford Rd CC and is gaining confidence. She has also visited x2 pre-schools in her area; she would like her daughter to start pre-school to help her with social activities.

Referrals:

Speech & Language Therapist
Health Visitors

Every Child Matters:

Be healthy
Stay safe
Enjoy and achieve
Make a positive contribution
Achieve economic well-being

RDG Q1 01 10-11

“
If I hadn't met you at Fairview I probably would still be worrying about my daughters speech problems, thank you for being there when I needed someone's help.
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