

***Practice* Based Scenario**

**Access to leadership in a school setting**

**About this document**

This document is designed to take you through a practice-based scenario to help you reflect on what you might do if faced with a similar situation. It can be used to guide your thoughts and prompt discussion with your colleagues. Working through this document counts towards your continuing professional development (CPD). Your reflections on this document are not assessed and you do not have to send your responses to the RCSLT.

You can work through it on your own, with a colleague or supervisor, or in groups, e.g. as part of an RCSLT Hub or Clinical Excellence Network.

This document is broken into six parts:

1. **The scenario:** for you to read
2. **The issues to consider:** for you to gather your thoughts on practice issues relating to this scenario
3. **Next steps:** for you to plan out what you would need to do next
4. **Prompts for consideration:** RCSLT prompts for further consideration
5. **Sources of further information:** links to CQ Live themes
6. **Update your CPD diary:** for you to do
7. **The scenario**

**Your community paediatric SLT service is experience increasingly high levels of non-attendance (Did Not Attend, or DNA) for children who are offered direct therapy in a clinic setting on a one to one and/or in groups.**

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**What do you do in this scenario?**

1. **The issues to consider**

**What do you need to consider?**

Think about the above scenario and its implications and jot down your notes about issues you may need to consider. Please feel free to use extra sheets of paper if you need. Or, if you are in a group, you may like to record on a whiteboard or flipchart.

1. **Next steps**

**What steps do you think you need to take next?**

1. **Prompts for consideration**

In this scenario, there are different elements to consider that will be specific to where you work. Remember that if you are faced with a similar situation you will need to think about it in relation to the frameworks within which you work, such as the Health and Care Professions Council (HCPC) Standards, RCSLT professional standards, local and national policies and also policies of your employer (or your own policies if practising independently). The list of prompts and resources that follow, however, will help with your thinking.

It is recommended that you think about the following prompt questions and formulate a considered strategy to deal with the problem.

Please note that the prompts and resources provided here are not exhaustive and do not constitute legal advice.

**Prompt questions to consider**

1. What is your discharge policy for DNAs (did not attend)?
2. Is your service reaching out to children and families within their communities?
3. What are the barriers to clients reaching appointments?
4. Are there innovative ways of service delivery that could overcome these barriers?
5. What are parental levels of concern and awareness about the importance of speech, language and communication?

**Possible next steps**

1. Ensure systems to track DNAs are accurate and set up ongoing audit and monitoring to establish if strategies to increase access to services are beneficial.
2. Engage with service users through questionnaires through multiple modes to encourage high responses, e.g. email, telephone, through nurseries, schools, GP clinics, etc. to establish why they do not attend appointments. Gain insight by feedback from:
	* Families
	* Health Visitors
	* GPs
	* Teachers and education staff
	* Social Workers
3. Consider innovative ways of working and bringing services to the local population via a variety of settings including preschool, school, home and other community locations.
4. If SLT is a low priority for families in your area, consider wider education and information strategies to build awareness of the importance of speech, language and communication skills, for example the long-term impact on educational attainment.
5. **Sources of further information**

**The following resources will support you in this area and can be found on the RCSLT website:**

[Children’s services](https://www.rcslt.org/Childrens-services)

[Discharge](https://www.rcslt.org/discharge)

[Delivering quality services - service provision](https://www.rcslt.org/planning-key-dimensions-of-quality-services)

1. **Update your CPD diary**

Working through this scenario counts towards your continuing professional development (CPD). Once you have completed this scenario, please record this learning and your reflections in your CPD diary.