

### What is the purpose of Request for Assistance?

The Request for Assistance process will:

- Make it easier you or your child's school to access Occupational Therapy in a timely manner.
- Enable us to find out if we are the best people to help you with your concern and to signpost you if we're not.
- Increase the time Occupational Therapists have to tailor our support to you and your child, where only occupational therapy can help.

### What do Occupational Therapists aim to do?

Occupational Therapists look at the way children and young people engage and become independent in daily activities, which we call **occupations**. These occupations include home activities, such as dressing, eating, keeping clean; school activities such as organising and producing work, changing for PE and using equipment in art, technology and science; leisure activities such as playing at home with toys, going to clubs and playing with friends.

We help you think about how to offer the activities in a way which helps your child to be successful, building their confidence to keep trying and helping them grow and develop. As all children are different, we help you to think about what success looks like for your child so we can celebrate the milestones along the way.

Together we can remove barriers to occupation by focusing on you and your child's strength to make positive change.

### What happens when you make a Request for Assistance?

When you make a call to the Occupational Therapy administration team they will take the details of your concern. If you have been known to the service in the last 6 months, where possible, your previous Occupational Therapist will be informed of your request for assistance and will contact you. If it is over 6 months since you were last seen, the request will be passed to a senior member of the Occupational Therapy team to determine who would be best placed to support you to manage the current concern. Depending on the nature of your concern different things may happen, for example:

- You may be invited to access our online a training videos to facilitate development of occupations.
- Your child may be allocated to an Occupational Therapist for a one-off problem solving session, after which discharge from the service may be discussed.
- You may be offered a telephone consultation to discuss your child's difficulties and agree a plan.
- We may signpost you to another service or resources to help you manage your concern without the need to see an Occupational Therapist.

**Please note if you are a school member of staff calling you must have verbal consent from the parents/guardians.**