

Equality and Diversity

- We respect differences in ethnic origin, gender, sexuality, culture and language, both as an employer and service provider.
- We will use interpreters to communicate in people's first language and will ensure the participation of those with disabilities.

Confidentiality

Service users' information is treated as confidential within the project except when a child or vulnerable person is at risk.

Participation

- Children and families will be included in meetings and reviews about the progress they are making.
- Children and families will be asked for their views about the service they are receiving.
- Children and families will be encouraged to assist in the shaping and developing of the service.

For further information please contact

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Or

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EILEAN SIAR Assessment & Therapy Unit



In Partnership with



INTRODUCTION

The Assessment and Therapy Unit was established in 1998 in partnership with the Western Isles Health Board.

We aim to:

- Support and assist children and young people to realise their full potential
- Provide support, advice and assistance to children, young people and their families
- Offer services in the project base, the children's homes, community, schools etc

Our service:

- Works in partnership with Health, Education and Social Work
- Provides a therapeutic service to children with additional needs and their families in Lewis and Harris
- Implements programmes of activities and exercises to follow up on assessments from Occupational Health, Physiotherapy and Speech and Language Therapy

We offer:

- one to one sessions
- small and large group sessions
- participation in community based activities
- contributions to assessments and plans e.g. Coordinated Support Plans
- structured therapy and play sessions
- coordination of multidisciplinary meetings

Making a complaint

We encourage children and their families involved with Action for Children to tell us any concerns they have at an early stage, so that we can resolve the difficulties whenever possible.

If you are not happy with the service you receive from Action for Children, you can complain either to the project worker or directly to the project manager. Your right to a service will not be affected in any way if you complain.