

Glasgow's Paediatric SLT team introduces secure asynchronous video service to enhance family focused care



The Challenge

In the UK, approximately 1.4 million children and young people have speech, language and communication differences and some may require support from Paediatric Speech and Language Therapy (SLT) services.

As part of SLT assessment and treatment, clinicians are required to closely observe the communication skills of the child and their interaction with parents and families. One way of gathering this information is through video samples where these skills can be observed.

However, many Paediatric SLT services face challenges when accessing such samples. Many do not have the equipment to allow families to record behaviour at home and there is little infrastructure in place to make sure videos are stored securely.

The coronavirus pandemic has only exacerbated challenges accessing information about children's communication skills.

Early intervention is key for supporting speech, language, and communication differences. It is imperative any concerns are recognised and appropriate support is offered as soon as possible to ensure the best outcomes for children, young people, and their families.

The Solution

Video has long been explored as a medium for observing children's speech, language and communication skills in their natural environment. Receiving videos from families or clinicians recording them on NHS devices have presented security and storage issues.

To overcome these challenges, the Paediatric NHS GG&C SLT service began exploring vCreate, a secure video service first piloted by Glasgow's Paediatric Neurology team.

The NHS-trusted platform allows patients and parents to upload smartphone-recorded videos to its secure cloud-based system, along with bespoke contextual data, which are then reviewed by clinicians to help assist the clinical decision-making process.

Liz O'Connell, Speech & Language Therapy Team Leader at NHS Greater Glasgow and Clyde, said: *"Since implementing vCreate in November 2020, our team and the families we care for have been very receptive to using the service as a new digital pathway. Now, rather than automatically scheduling face-to-face appointments, we can invite parents to share videos of their child's communication and interactions at home to find the best next steps for each family.*

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Liz O'Connell,
Speech & Language Therapy
Team Leader at NHS Greater
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The videos recorded in home-settings give us invaluable insight into the interaction between children and their families without the distraction of a new adult. This naturalistic communication is vital not only for understanding the child's communication skills but also in helping coach families to communicate effectively with their child in a way suitable for their needs."

Claire Henderson, SLT Team Leader said: *"The vCreate service has been a useful adjunct for increasing the scope of our service. It has reduced the number of face-to-face appointments for families. For some families with preschool children with suspected Autism, being able to view them in their naturalistic setting has reduced the levels of stress for the family around an appointment."*

The Outcomes

The NHS GG&C Paediatric SLT service's use of the secure clinical video service has improved remote access to SLT services, given professionals a more holistic view of children's and their family's needs and helped support parents to communicate more effectively with their child.

The team recently launched an evaluation of the service to gauge clinician and family feedback and were delighted with the overwhelmingly positive responses.

Glasgow's SLT Team Leader, Liz O'Connell, said: *"To date, vCreate has helped reduce the need for face-to-face appointments in 73% of cases and 76% of clinicians stated that the service has been useful in helping clinical decision-making within assessment and intervention. Families shared that they were particularly happy with the technology's ease-of-use, the speed in engaging with the team and how it reduced the stress of travelling to and attending clinic appointments.*

Clinicians are also impressed with the technology, citing its value when mentoring and educating families about communication and ensuring families are supported as much as possible at home."

The technology has also aided clinician-to-clinician communication. Hosted securely on the cloud, healthcare professionals can share videos with colleagues for second opinions both internally and externally.

Jackie Mullen, Speech and Language Therapy Manager at NHS Greater Glasgow and Clyde said: *"I recently used the system as part of an Autism assessment where the child was presenting one way at home and differently at school and within the clinical setting, leading to much debate about the diagnosis. We asked the parents to send videos in of the child in various situations in the home which helped our team accurately reach an Autism diagnosis and provide the family with appropriate support.*

Even as we return to seeing more children and young people in clinic, the videos continue to be a vital resource for observing children's communication within the home setting."

Having received approval from over 100 NHS Trusts and Boards, the vCreate platform utilises enhanced security features to ensure patient data, videos and communication are always protected.

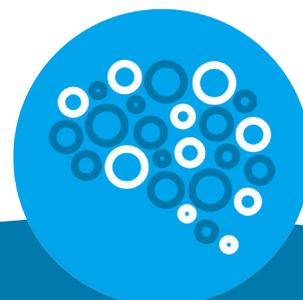
vCreate continues to support the Paediatric NHS GG&C SLT service alongside multiple other hospitals and community health services across the UK.

If you are interested in exploring how vCreate could assist your clinical teams and patients, please send an email to theteam@vcreate.tv or visit www.vcreate.tv/health.



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