Communication aids Service East of England (CASEE)

Who are we?

CASEE provides a regional specialist Augmentative and Alternative Communication (AAC) aid service to children and adults with complex needs in the East of England. Hosted by Addenbrooke’s Hospital and located within the Cambridge Health at Work building (first building on the left as you enter the site from Robinson Way, and commissioned by NHS England, CASEE cover the counties of Cambridgeshire, Suffolk, Norfolk, Essex, Hertfordshire and Bedfordshire.

The CASEE team is multi-disciplinary with Speech & Language Therapists, Teachers, Occupational Therapists, Clinical Scientist/Technologists, Technicians and Administrators.

What is AAC?

‘AAC’ refers to Augmentative and Alternative Communication (AAC) methods. For some individuals it can be difficult to communicate verbally with those around them; for example due to limited or unclear speech, learning disabilities or physical limitations. This can limit the individual’s ability to engage in personal relationships, leisure, hobbies, education and employment and may significantly impact their independence and quality of life.

AAC refers to resources or equipment which can support such individuals to communicate effectively with those around them and engage more fully in their environment. AAC ranges from ‘low-tech’, such as paper-based symbol or alphabetic systems, to ‘high-tech’ electronic voice output communication aids (VOCA) which speak messages for the individual. These may be operated in a variety of ways including directly via a touchscreen, or eye gaze or via switches to overcome physical limitations, and may be mounted on to wheelchairs or seats.

What do we do?

CASEE aims to assess and provide Augmentative and Alternative Communication (AAC)
solutions for children and adults from the East of England region (Cambridgeshire, Suffolk, Norfolk, Essex, Hertfordshire and Bedfordshire) that meet the criteria for assessment by a specialised communication hub and to support the establishment, training and development of local AAC services (see attached decision chart in attachment)

How to contact us?

To speak with a member of the CASEE team to find out more information or to make a referral, please call our office on 01223 349401 or email us at enquiries.casee@nhs.net

We can then answer any questions you may have, help you decide if the person you would like to refer meets our referral criteria and if so, send you a copy of our referral form.