Communication Aid Service East of England (CASEE)

About our Service

Who is the leaflet for? What is its aim?
This leaflet is designed for clients and families who use our service and seeks to explain how our service works.

What is CASEE?
CASEE is a specialist team which works with your local Speech and Language Therapist (SLT) to carry out specialist assessments for communication systems. The outcome of this assessment may be a high tech (computer) device or may be advice as to different low tech (paper based) systems that you can use. If the outcome of assessment is a low tech system, advice will be given and this will be the responsibility of your local Speech and Language Therapist to implement with you and your family.

A high tech communication aid is a computer which you can use to support your speech, or to use instead of speech.

Example high devices that may be provided:

1. Tobii Dynavox: Indi
2. Smartbox: Grid Pad eye 11
3. Techess: Allora
4. Liberator: Novachat 8
5. Liberator: Accent 800

Copyright:
1. Tobii Dynavox [www.tobiidynavox.com](http://www.tobiidynavox.com)
2. Smartbox: [www.thinksmartbox.com](http://www.thinksmartbox.com)
3. Techess: [http://www.techcess.co.uk/](http://www.techcess.co.uk/)
4/5. Liberator [https://www.liberator.co.uk/](https://www.liberator.co.uk/)
How do I access the CASEE service?

You can speak to your local SLT to see if they feel you would benefit from a referral to CASEE. Your local SLT will understand the criteria set for access to our service and can discuss this with you.

The CASEE team is made up of these professionals:

1. What should I expect on a first visit?

This appointment will take place at your home, residential care setting or your school.

The CASEE team will invite your local therapist to attend the appointment; Please invite anyone else you would like to attend, for example family/carers/teachers.
During the initial appointment we will:

- talk to you, to people who support you and to your therapists about your communication,
- look at the communication systems you use,
- ask you to trial different types of communication equipment,
- together, we can decide if any of the equipment is useful.

Please make sure you have your:

- glasses,
- hearing aids,
- any communication aids you use (for example, communication boards, alphabet chart),
- any different chairs you sit in.

What happens next?

If we have recommended you trial some equipment we:

- will order the chosen equipment, ready for the next appointment,
- may ask you to fill out some forms to tell us what words to put on your device,
- will book another appointment to deliver equipment to your home.

If we agree the equipment is not useful for you:

- we will give you advice,
- your local SLT will continue to support you with your communication needs.

2. Installation appointment

At this appointment we will:

- set up the equipment,
- show your family and any relevant professionals how to use the device,
- discuss your communication needs and set some goals so we can be sure that the communication aid we have supplied is right for you,
- provide equipment guidelines detailing how to use the device safely
- You will borrow the equipment on a short-term loan for about two months.
3. Review appointment

At this appointment we will

- review if the equipment is useful to support your communication,
- discuss any issues or problems you have had,
- review the goals,
- decide together if you would benefit from keeping the equipment on a long-term loan (a long-term loan means you keep the device for as long as it meets your needs).

Local therapy team responsibilities

- to visit or contact you to check your communication needs have not changed,
- to contact CASEE if you need a review,
- to support you if technical issues arise and to help contact CASEE if further help is needed.

Client and family responsibilities

- to enable you to use the communication equipment in line with the guidelines we have given you,
- to contact your SLT if you don’t want to or are not able to use the device any more,
- to tell your SLT if there are any technical issues.

CASEE responsibilities

- to carry out an annual safety check of any equipment provided,
- to resolve technical issues,
- to carry out repair and maintenance as necessary,
- to carry out further assessment if your needs change when advised by your local speech and language therapist.

Contacts/further information

Your local speech and language therapist

Name: …………………………………………………………………

Telephone number: …………………………………

Email address: …………………………………………………

CASEE: Communication Aid Service East of England 01223 349401

Enquiries.casee@nhs.net
We are a smoke-free site: smoking will not be allowed anywhere on the hospital site. For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169.

Other formats:

If you would like this information in another language, large print or audio, please ask the department where you are being treated, to contact the patient information team: patient.information@addenbrookes.nhs.uk.

Please note: We do not currently hold many leaflets in other languages; written translation requests are funded and agreed by the department who has authored the leaflet. Or the Communication Aid Service East of England on enquiries.casee@nhs.net or 01223 349401

Document history
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