

# Speech and Language Therapy

*A Parent Guide To The Process*



**INSIGHTS**  
— PSYCHOLOGY — DMCC



# Speech and Language Therapy at Insights

Thank you for contacting Insights Psychology, Speech and Language Therapy Department. This brochure outlines the services that our Speech and Language Therapy team provide for **children and young people**.

## Speech and Language Therapy is Important and Valuable

Communication is one of life's most important skills. We communicate to learn, connect, process emotion, and assert ourselves and our individuality within our family and community. An **investment** in your child's communication skills is important and valuable. When children or young people engage in Speech and Language Therapy services, it is often with an aim to improve speech clarity, language skills, and general communication skills. However, it is also important that the child or young person learns to value their own **communication strengths and preferences** and that they build self-esteem and self-confidence in their communication skills. We are passionate about the provision of **high-quality** and well-rounded services for children and their families.

## Meet The Team

Our dedicated team of **DHA Licensed Speech and Language Therapists** are experienced in paediatrics, and they continue to access ongoing and up-to-date training to continue to provide the best services possible to your child and family. Although most children and young people attend for therapy **in-person at our clinic** in JLT, **online sessions** may be available in some cases, depending on the child's needs. In addition, our Speech and Language Therapy Team visit a **limited number of Dubai schools** (see below) for sessions during the school day. School-based therapy is a convenient option for working parents, who may not be able to bring their child to the clinic regularly for sessions.



**Leah Karacinski**

*DHA Licensed Speech and Language Therapist Head of Department*

Visits the following schools:

Kings' School Al Barsha

Nord Anglia School



**Geraldine Rowell**

*DHA Licensed Speech and Language Therapist*

Visits the following schools:

Kings Dubai

Durham School



**Annabel Whitcombe**

*DHA Licensed Speech and Language Therapist*

Visits the following schools:

Royal Guilford Grammar School

## Speech and Language Therapy Sessions For Your Child

Individually administered assessments and direct therapy work with a child are the cornerstones of Speech and Language Therapy. However, it is important to remember that **communication is a 'two-way street'**. No one communicates with themselves. So when a child experiences difficulty with their speech and language skills, it may be important for the adults around the child to understand how to communicate with them and meet their individual needs.

Research tells us that when a child's family and school are **committed and supportive** of their Speech and Language Therapy journey, the child is more likely to make faster and more effective gains. Communication challenges can significantly impact on daily life. Supporting the child outside of therapy sessions is crucial for both their clinical progress, but also to develop the child's confidence in using their newly acquired skills.

## What Will The Therapy Process Look Like?

### Step 1. The Therapy Journey Starts With A Parent Consultation

When a child or young person engages in Speech and Language Therapy services at Insights, the journey always starts with a **parent consultation**. This initial meeting is with parents only; the child should not be present. This allows you to outline your motivation for seeking services for your child, and any **concerns** that you have observed. You can use this session to seek advice regarding your child's suitability for individual Speech and Language Therapy at Insights and/or any additional therapies or approaches that may be appropriate. During this consultation, parents are also encouraged to tell the therapist about their child's **strengths and interests** and any relevant **family circumstances** that may impact the child's engagement in therapy. This ensures that the therapist is best prepared to engage the child effectively in sessions from the start of the process.

If your child is a new client at Insights, you may be asked to fill in a detailed developmental questionnaire ahead of the parent consultation so that the therapist can be prepared to add value to your child's case from the start of the therapy journey. The consultation is scheduled for **45 minutes** and costs **AED 500**. It can be conducted **in-person** at our clinic in JLT or via **Zoom**. You can confirm the appointment by adding your card details to our online booking system, Fresha. You won't be charged until after the appointment, and you will receive a receipt directly from Fresha.

### Step 2. A Bespoke Pathway For Your Child

After the parent consultation, your child's therapist will suggest a combination of services that is **personalized for your child's needs**. The team can provide an estimated quote for services that can be submitted to your health insurance company to seek pre-approval for coverage if you intend to claim the sessions through your health insurance.

Pathways tend to be designed and planned for a **10-session block** of individual sessions with your child before your child's progress is reviewed. **The day and time for therapy sessions is fixed from the start of the therapy pathway** and it is important that your child is free and available on therapy days to attend consistently and regularly. Having a **structured and time referenced plan** allows you as a parent to understand the financial investment, and time investment that may be needed to support your child's progress over the 10-session period.



In order to make your child's therapy plan a success, it is important that we understand any **family circumstances** that may impact on how we design your child's therapy pathway. Different families have different needs. For some families, **finances** may be a consideration, and we can help design your plan with these needs in mind. In these circumstances, parents may forgo a parent training session, but instead they may choose to accompany the child to individual sessions to observe and learn strategies from the sessions to use at home.



For other families, where one or both parents are not **available** to accompany the child during the scheduled individual therapy with the child, parents may choose to engage in parent training as part of an online session at a time that suits the parents better. Many families in Dubai **travel internationally** during school holidays. If your child will travel internationally during the planned therapy block, it would be important to communicate this to the child's consulting therapist in advance so that they can advise you on the best way forward. A child will make best progress with consistent access to sessions and/or support during their therapy block, so arrangements may need to be made to support this.

Your child's plan may include a combination of the following services:

- ➔ Diagnostic Speech and Language Assessment (AED 3000)
- ➔ Classroom Observation (AED 500)
- ➔ Individual Therapy Sessions 30 Minutes (AED 300)
- ➔ Individual Therapy Sessions 45 Minutes (AED 500)
- ➔ Individual Therapy Sessions 60 Minutes (AED 600)
- ➔ Parent/Caregiver Training Sessions 45 Minutes (AED 500)
- ➔ Parent/Caregiver Training Sessions 60 Minutes (AED 600)
- ➔ Teacher/LSA Training Sessions 45 Minutes (AED 500)
- ➔ Teacher/LSA Training Sessions 60 Minutes (AED 600)
- ➔ Social Story (AED 1200)
- ➔ Joint Parent Consult (OT and SLT) 45 Minutes (AED 800)
- ➔ Joint Parent Consult (OT and SLT) 60 Minutes. (AED 1000)

### Step 3. Review of Progress ★★★★★

After the 10-session block of individual work with your child, the therapist will review your child's progress and advise you on next steps. Possible next steps may include:

- ➔ Discharge
- ➔ Consolidation break
- ➔ Referral to community
- ➔ Referral to another discipline (Occupational Therapy, Psychology)
- ➔ Further assessment for possible neurodevelopmental differences
- ➔ Group Therapy
- ➔ Another block of therapy

## Discharge From Therapy

If the therapist feels your child has made **adequate progress**, they may take steps towards discharging your child from Speech and Language Therapy services. Before discharge, they may suggest parent and teacher training in order to equip the adults around the child to continue supporting the child when the sessions are coming to an end. They may also suggest referral to alternative developmental therapists or other children's activities that may complement your child's progress in Speech and Language Therapy.

## Having A Break From Therapy

If your therapist feels that your child needs ongoing support after the 10-session block, a **break from therapy** may be suggested before re-engaging in another block. Longer blocks of therapy, or 'year round' therapy tends to result in therapy fatigue for children. It is important that they feel happy and motivated to engage in sessions in order to make the best progress possible over the period of their therapy journey. If your child is having a 'break' from therapy, the therapist may also suggest that they engage in other complimentary activities to support generalization of the skills that they have developed during therapy.

# Frequently Asked Questions

## What is Speech and Language Therapy?

Speech and Language Therapy, often referred to as Speech Therapy, is a specialized form of therapy designed to **assess, diagnose, and treat communication differences** in children and young people. These differences can manifest in various ways, affecting speech, language, voice, fluency, and social communication skills. Speech and Language Therapists (SLTs) work closely with children to improve their ability to express themselves, understand language, and interact with others confidently.

## What is Neurodiversity/Neurodivergence/Neuro-developmental Difference?

- ➔ **Neurodiversity** is a term that is used to describe differences in the way people's brains work.
- ➔ **Neurodivergence** means that a person presents with innate differences in their **thinking style** that affect their experience of the world.
- ➔ Common **neurodevelopmental differences** include Autism, ADHD, Language Disorders, Learning Difficulties, and Developmental Coordination Disorder.

## What is a Neuro Affirmative Approach to Therapy?

A Neuro Affirmative Approach is a therapeutic approach that recognizes and **respects the unique neurological profile** of each individual. We believe in embracing and building upon their strengths and abilities, focusing on what they can do rather than what they cannot. Our goal is to create a supportive and empowering environment where individuals feel understood, accepted, and motivated to develop their communication skills.

## What does a typical therapy journey cost?

After your parent consultation, the therapist will suggest a personalized pathway for your child, with your family needs and circumstances in mind.

## Sample Plan 1



Diagnostic Speech and Language Assessment	AED 3000
10 X Individual 45 Minute Sessions For Child (500 per session)	AED 5000
1 Parent Training Session	AED 500
1 Parent Training Session	AED 500
<b>Total Cost</b>	<b>AED 9000</b>

Many people come to Insights Speech and Language Therapy Department, **having already accessed an assessment** at another clinic, with a school-based therapist, or with the Insights Neurodevelopmental Assessment Team. In this case, the therapist may suggest starting with a **classroom observation** with the child or **direct work with the child** and **parent/teacher training**.

## Sample Plan 2



Classroom Observation	AED 500
10 X Individual 45 Minute Sessions For Child (500 per session)	AED 5000
1 Parent Training Session	AED 500
1 Parent Training Session	AED 500
<b>Total Cost</b>	<b>AED 6500</b>

## Which therapist would work with my child?

Our therapists visit a limited number of Dubai schools. **If your child attends a school that one of our therapists visits, they are generally recommended to attend with that therapist.** This means that the therapist will already be familiar with your child's education setting, and it facilitates ease of communication with your child's teachers.

## I've been recommended a particular therapist; can I opt for my child to see that person?

We have a **limited number of after-school slots for therapy at the clinic in JLT** that tend to be in high demand. If you would prefer to see a particular therapist for your child, you may be offered a morning or afternoon appointment with that therapist at our clinic based on availability.

## Why are parents and teachers part of the therapy journey?

Speech, language and communication skills are developmental skills that tend to develop in expected sequences and by reaching certain milestones at certain ages. Most children and young people meet these milestones with ease and with little apparent effort.

Sometimes, however, a child is unable to use certain communication skills because they were not taught those skills in a way that appealed to their thinking style or at a time that they were developmentally or medically ready to develop those skills. Some children are ready to learn some speech and language skills at a time that is a little later than their peers for various reasons. In these cases, we can use speech and language therapy to fill some 'gaps' and help them develop confidence and competence. However, **if they have been unable to reach these milestones independently before now, and even when these skills are well taught by an expert Speech and Language Therapist, the child will likely need ongoing support to use the skills learned outside of the therapy setting.** Parent and teacher training facilitates a better understanding of the child's needs, strategies taught and ways the parents and teachers can support or accelerate progress in the home and school settings.

For some neurodivergent children, they may experience communication differences throughout their childhood and into adulthood. In these cases, whilst therapy can be important to help strengthen a child's communication skills and communication preferences, it would be unfair to place all of the responsibility for change and progress on a young person who may already be struggling to communicate, among other challenges that they face. In these cases, parents and teachers may enjoy learning about the child's thinking style, communication preferences and subtle communication skills that the child is using, but that may not be apparent to parents and teachers. **By working together as a team, the child, therapist, parent, and teacher can work towards developing communication skills and strategies that support a child's independence, regulation and overall wellbeing.**



## What are the payment terms and conditions?


We ask that you **pay for your block of therapy upfront** to secure your timings. In addition to holding your slot available for the duration of the therapy block, this option is convenient for busy parents to avoid weekly calls to confirm and pay for appointments. It is important to remember however, that if you intend to claim the cost on your health insurance, sessions can only be claimed after each session has happened.

If you prefer to pay after each session, you will be asked to confirm your child's session by **entering your card details on our 'Fresha' booking system up to one week in advance of the session**. Our admin team work on a Friday afternoon to confirm sessions for the coming week so you would be contacted to confirm your appointment then for any session within the coming week. This card would only be charged after the session takes place. If you do not confirm your appointment with card, we will be unable to hold your slot and will assume that your child's appointment is cancelled.

## Cancellations

We understand that emergencies and illnesses do occur so please let us know as far as possible in advance if you must cancel a session. You can let our team know by emailing the therapist and admin team or messaging or calling our therapy admin team.

 Therapy email: [therapy@insightspsychology.com](mailto:therapy@insightspsychology.com)

 Phone/Whatsapp: + 971 052 551 3807

Please note, **a late cancellation fee will apply for late cancellations and no shows**.

- Late cancellation fee (less than 24 hours' notice): 50% of the total session cost
- No show: 100% of session cost
- Multiple and reoccurring cancellations may result in you losing your therapy slot. If there are multiple and reoccurring cancellations, your therapist will be in touch to discuss alternative timings (if available).
- If your therapist is sick and a session is cancelled from our side, we will endeavor to offer make up sessions later in that week (if possible) or during school holidays.
- Insurance companies do not reimburse clients for late cancellation fees for sessions.

## Can I have a discount for my child's sessions?

We endeavor to offer the highest quality services with professional and experienced therapists. Our team are well equipped with up-to-date training and resources. **We cannot offer discounts for school-based sessions, nor afternoon sessions that are in high demand.**

If you would like to bring your child to our clinic between 8am and 12 on Monday to Thursday, we can offer a 10% discount for upfront payments for your child's therapy pathway. We do not offer discounts for payments that are being claimed on health insurance. We cannot offer discounts for sessions on Fridays. Our usual payment and cancellation policy also applies for discounted blocks of therapy. That means that even if you have paid in advance for a morning slot, a 100% fee would be chargeable for no shows, and a 50% fee would be chargeable for late cancellations (less than 24 hours).





## How do I claim the cost of the sessions on my health insurance?

Insights operates on a **pay and claim basis**. We do not offer direct billing for insurance. That means that when you have paid your bill we can provide you with a detailed insurance receipt and fill in any necessary documents so that you can claim the cost of sessions from your insurance.

Some insurances provide developmental therapy coverage. **Please check with your insurance policy** if consultation with a speech and language therapist and/or speech and language therapy sessions are covered before you come for your parent consultation. Some health insurance companies require a referral from your GP to support developmental therapy coverage. If you require referral letters from your therapist, please let the therapist know at your initial consultation.

## What is a diagnostic speech and language assessment?



Speech, language and communication skills tend to be more effectively taught in an **organized sequence** that facilitates development of skills. Although parents and teachers tend to notice when a child presents with some obvious differences in their skill set, they may not have noticed that a child has not developed a more subtle preceding skill. In order to make effective use of individualized sessions for a child, it is important that a therapist is starting with priority goals in order to support progress in the long run.

When a therapist engages a child in a diagnostic language assessment, the therapist uses internationally recognized tests to assess the child in a broad range of language concepts including the child's ability to use morphology, syntax, semantics, and memory in both a receptive language and expressive language capacity. Similarly, when a therapist engages a child in a speech assessment they are able to compare a child's speech production and pronunciation to expected milestones for their chronological age. These tests allow the therapist to compare the child's speech and language skill level to other children their age, **revealing priority areas for intervention**.

Skipping this important step may result in delays in the development of individualized goals for the child or young person. A comprehensive assessment of need can inform a more **effective, timely, cost-effective plan** for the parent and child.



**EFFECTIVE**



**TIMELY**



**COST EFFECTIVE**

## What do individual sessions look like?

Individual sessions are direct therapy work between the child and therapist. They can take place at our clinic in JLT or at a school (if one of our therapists visits your child's school). Sessions can be 30 minutes, 45 minutes or 60 minutes depending on your child's needs and developmental level. Sessions tend to be **structured** in a way that appeals to your child's needs and interests. All of our therapists are trained and experienced in paediatrics, and sessions tend to have a **mix of formal and fun activities**, depending on your child's needs and their ability to engage in formal tasks.





## How will I know what skills my child is working on in individual sessions?

After an assessment or shortly after starting individual therapy sessions, the child's therapist will share the child's **Individual Therapy Plan (ITP)** with you. This is a one-page document that briefly outlines the goals that are being targeted in therapy and some strategies that can be used to support that goal. Goals are measured continually throughout the therapy progress.

## How will I know that my child is making progress?

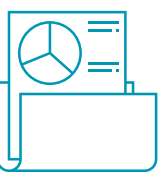


There are many factors that impact on a child's engagement in therapy including their own readiness for engaging in the sessions, their individual learning style, their rate of learning generally and their **skills for generally 'settling with'** and building rapport with a new and unknown adult. For some needs, children tend to respond quite quickly, for example, in developing new speech sounds. For other needs, such as social communication differences, a child may need a couple of weeks to settle into a routine with a new and unknown adult before they start to benefit from therapy.

It is important that you **understand your child's goals** (from the ITP) so that you can be aware and mindful of observing those same skills at home. You may notice that they have gained a specific skill, or you may notice that your child generally presents with a more positive sense of wellbeing generally.

If you have not noticed any differences in their progress in relation to agreed goals, it is important to communicate with your child's therapist. The therapist may be able to offer **professional observations of the child's progress** that you, as a parent, may not have noticed. It is not in the therapists' interest to retain a child in therapy if they are not benefiting from the service. We know that your child is your priority, and their comfort and progress is our priority too.

## What paperwork/communication can I expect from my child's therapist during the therapy journey and pathway?



After the child's diagnostic speech and language therapy assessment, the therapist will share a **formal written report** that documents the child's scores from the tests, qualitative observations from testing, and some suggested goals for therapy. This will be shared with you in a feedback meeting, and a copy will be emailed to you directly for your records. **You will receive a formal written report only if your child has engaged in a diagnostic speech and language therapy assessment with our team.**



Once therapy has commenced, the therapist will share the **child's Individual Therapy Plan (ITP)**. This is a one-page document that briefly outlines the goals that are being targeted in therapy and some strategies that can be used to support that goals. You will receive this plan via email for your own records.



After each individual session with your child, the **therapist will provide you with a brief outline of your child's engagement in the sessions** and any strategies that were successful for your child. This allows you to talk to your child about their session at home and carry on any successful strategy at home. Some parents prefer to have this conversation in person (for 5 minutes before the end of the child's individual session), while others prefer to receive the information via email. Please share your communication preferences with your therapist in the initial consultation.



At the end of your child's therapy block, the therapist will share a **review** of the child's progress in relation to their ITP. You will receive this plan via email for your own records. Between sessions, you will have access to your child's **therapist email address**, and you can contact the therapist with any questions or observations that may be helpful. For example, if the child has been sick earlier in the week and if they are lacking energy, the therapist may be able to adapt sessions accordingly.



Email correspondence is typically used for sharing information briefly with the therapist. In addition to weekly emails, **parent training sessions** may be scheduled as part of your child's pathway. These provide a good opportunity for you to share more observations in detail and/or ask more detailed questions. If you feel you need a parent session sooner than the session that is scheduled as part of your child's therapy pathway, or if you would like to book in additional parent training sessions, please feel free to contact reception to book these in. Parent training sessions can be 30, 45 or 60 minutes in length and are offered either in person or via Zoom, depending on your needs and preferences.

### **Can I have a progress report or diagnostic report when my child is discharged from therapy or when the therapy block ends?**

The aim of a therapy is to work on therapy goals, and the outcome from this process is a review of the ITP goals, which is provided as standard as part of the therapy process. A diagnostic report would not be appropriate in this case as the therapy pathway is a goal based intervention, rather than a diagnostic process. If you would like an additional progress report at the end of the therapy journey, such as a qualitative description of your child's engagement in therapy and their response to intervention, a one page report can be provided at an additional cost of AED 500. Alternatively, if you would like a diagnostic assessment of your child's neurodevelopmental differences, consider referral to our specialist neurodevelopmental assessment team for a comprehensive assessment of their needs.

## What other services can the Speech and Language Therapy department provide?

In addition to providing individual therapy plans and pathways for children and young people, our Speech and Language Therapy department contribute to a range services within the multidisciplinary team at Insights including:


- ➡ **Developmental Assessments** - This assessment looks at a broader range of developmental skills and it is appropriate for children that are aged 6 and under.
- ➡ **Diagnostic Neurodevelopmental Assessments** - These assessments may be appropriate for your child if they are presenting with a suspected clinical diagnosis related to such needs as ADHD, Autism, Learning Difficulties and/or Developmental Coordination Disorder. Our Speech and Language Therapy team are trained and experienced in contributing to a range of multidisciplinary neurodevelopmental assessments including queries related to Autism, Dyslexia and Learning and Language Disorders.
- ➡ **Group Therapy** - We run termly friendship and communication groups for children who are formally identified or self-identify as autistic. Children are grouped depending on their age and language skills. It gives children and young people the opportunity to meet and connect with peers that may have similar thinking styles and who may have experiences similar challenges. Group facilitators encourage the development self-advocacy and self-esteem, in a fun, safe and affirming setting.

# Contact Us

## How can I book a consultation?

If you are interested in booking an initial consultation, you can contact the Insights' main reception. The Insights admin team are available **Monday to Friday from 9am to 5pm.**

 Phone/Whatsapp: + +971 52 551 3807

 Email: [Therapy@InsightsPsychology.com](mailto:Therapy@InsightsPsychology.com)

## How I can offer feedback about Insights services?

We aim to provide high quality, structured services that meet the needs of neurodivergent people. Your feedback is important to us now, and throughout your journey with Insights. If you would like to offer our clinical team or management team any feedback about this brochure or your ongoing experience with us, you can reach us directly by scanning the QR code below.



We look forward to working with you and your family. Please do not hesitate to reach out to us if you have any questions or concerns.

**Follow us on social media for more updates about our services.**



[@insightspsychology](https://www.instagram.com/insightspsychology)



[Insights Psychology DMCC](https://www.linkedin.com/company/insights-psychology-dmcc)



[insightsPsychologyDMCC](https://www.facebook.com/insightsPsychologyDMCC)



[@dmccinsights](https://twitter.com/dmccinsights)



**INSIGHTS**  
— PSYCHOLOGY —