





We can continue to support your child online

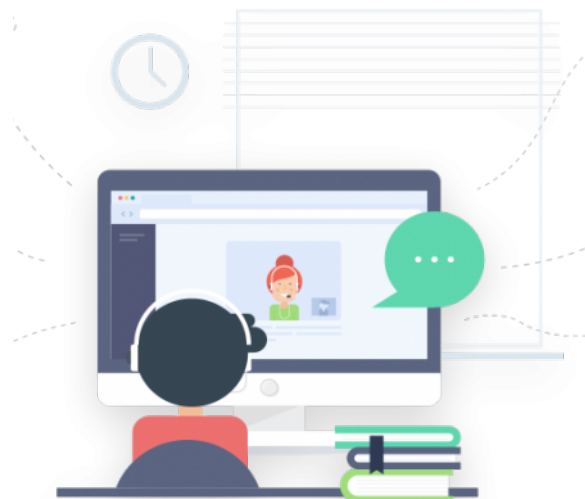
Due to Coronavirus protection measures introduced across the United Kingdom, you might be concerned about how your child will continue to receive their speech and language therapy or counselling support.

Don't worry; your child's school uses Mable Therapy which means they can still have their online sessions at home. They will continue with the same therapist, in the same way.

If you would like your child to continue with their therapy from home, we will need to help you get set-up. We have introduced this guide to help, but if you have any questions you can contact the Mable Therapy team on 0800 0248646 or via email info@mabletherapy.com

In order to access therapy sessions you will need:

-  **A laptop or tablet**
-  **Table and chair**
-  **Access to the internet**
-  **A quiet space**





Before your session

- Login to Mable 3-5 minutes before the scheduled start of your appointment here app.mable.co.uk
- .You will be asked to complete a technology test which will look at all aspects of your set-up.



During your session

- You are welcome to attend your child's speech and language therapy session. It can be beneficial for your child if you are involved and know what is being discussed.
- For older children and teenagers, this may not be the case. Please discuss with your therapist whether it is suitable for you to attend or not.
- Counselling sessions are private and must be in a space where the child is safe cannot be seen or heard by others in the house. We recommend that the child wears headphones or a headset in counselling sessions.



After your session

- Your Speech and Language Therapist will write a session report within 48 hours of the appointment. You will receive an email and SMS notification of the completed report. If you have discussed resources and homework, you will be able to find these within the report.
- If this is your child's initial speech and language session, the reports will be more detailed, and you will receive them within seven days of the appointment.
- Counsellors will make confidential notes about the session with your child. These will not be shared unless there are any safeguarding concerns.

I'm new to Mable Therapy and I don't think I have a login, what shall I do?

Please contact us by calling 0800 8248646 or email info@mabletherapy.com, and we can check whether or not you have registered on the system. If you haven't, we will send you a registration email straight away. If you have, we can tell you which email you used to register and help you get started.

How do I know when my child's appointment is?

Login to Mable at app.mable.co.uk you will be able to see the time of your child's next appointment on the main dashboard.

How do I cancel or rearrange my appointment?

You will be able to see your appointment details on the calendar at the bottom of the page. There is an option to edit or to cancel your appointment. If you would like to change the time or date of your appointment, then chose to edit. If you would like to cancel the appointment altogether, click cancel.

I can't see an appointment time that works for me, what shall I do?

If you can't see any appointment times that suit you and your family - please call us, and we will help find a suitable session time.

How is my child's therapy funded?

Your child's school is funding these sessions for your child. Very often a block of therapy time is agreed at the start of term. Your therapist will discuss how many sessions have been funded for your child by their school.

Can I fund additional sessions myself?

If your child requires additional therapy and the school cannot support this financially, you can self-fund. Please call 0800 8248646 to talk through your options with a therapist.