



Salvesen Mindroom Centre
support • inform • empower

BACK TO SCHOOL CORRESPONDENCE LOG



Keeping a correspondence log: a little piece of advice that can make a big difference.

Many parents and carers contacting Salvesen Mindroom Centre are struggling with similar issues, whether that might be around a delay in obtaining a diagnosis or ensuring that appropriate support is in place for their child. The recent closure of schools and changes within health and social care processes have, understandably, created new queries and concerns for many families.

Some previously agreed actions are not being progressed at the moment, and this can cause upsets, frustrations and disappointments. However, it is still a good idea to forward plan and ensure you are as organised as possible.

If there is one piece of advice we can offer to parents/carers of children with additional support needs of any kind, it's to keep a paper or electronic log in date order for your child. This includes medical information, school reports, and any other information relating to your child's education and well-being.

You may wish to use a ring binder if you prefer paper, or, you could create an electronic log by opening a document folder on your laptop, tablet or smartphone and naming it clearly as Child's name. Inside that folder open another folder and call it School, and another for Medical etc. Each time you receive a report or appointment or any form of communication, add it to your paper file, or copy it into the relevant electronic folder.

If you have a conversation by phone or video-call we always suggest summarising this and putting it in writing by email or in a letter e.g. *"I thought it might be useful to jot down/email my understanding of our discussion. Thank you for arranging/agreeing to contact/ensuring that..."* Keep a copy of this to add to your own log.

Copies of minutes following meetings should be provided to you. If they are not, we recommend you request these in writing.

Many services are moving towards 'paperlite' approaches. Therefore, when an onward referral has been made by another professional, we advise you make a note of the date and name of the professionals

involved. You could open an electronic document called 'Professionals' and note their name, their role, and how to contact them (phone, email etc).

More professionals are communicating via text message nowadays; therefore we suggest you log this too. You could write down or make an electronic note of the date of the text message, who the professional/service was, and a summary of the information shared.

Do **not** record without agreement. If you feel having an audio version of a discussion would be helpful you **must** ensure you seek consent from all those involved before making a recording.

By having a correspondence log as a reminder for you to refer to, it is easier to keep on top of matters and issue prompts for action if need be.

Hopefully this will help avoid small issues becoming much bigger ones! If you would like to discuss this further, please do get in touch.

Phone us on **0131 370 6730** or email **directhelp@mindroom.org**



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