

The MSI Service is part of Family Support Services (FSS). We work directly with children and young people who have multi-sensory impairments and deafblind needs.

We work closely with Integrated Children's Services (ICS) professionals, including Rehabilitation Officers for Visually Impaired Children (ROVICs). We also work alongside professionals in health and education settings and can work in all settings that children and young people use.

Children and young people are referred to the MSI Service through Integrated Children's Services key workers.

We will come and visit you at home with your key worker to discuss your child's needs, aims and targets: including their interests, likes and dislikes.

From this we can agree together with your child and their key worker a plan of support for your child. The team supporting your child will work from an agreed care plan that will always be kept up to date, and we will work to any medical protocols and communication pathways in place.

Our work covers three main areas with your child.

- Orientation and mobility.
- Total communication.
- Learning and development.

We support your child to understand the information they receive, interact with others more effectively, make informed choices, and we encourage the development of new skills to compliment, support and maintain: independence, confidence and safety.

We support your child in orientation and mobility, and learning and development, while promoting their communication and social inclusion at all times.

The service is available seven days a week, 52 weeks a year. We can support in all settings including your child's home, education setting, health setting and at their social activities.

We provide a team of multi-sensory workers (MSWs) to support your child one to one for the hours allocated to them.

As part of Devon County Council and NHS Devon, our multi-sensory workers have ongoing support and regular contact with their line manager and other professionals, to make sure they are always kept up to date with knowledge and training to provide the best service for your child.

For more information contact the MSI Service on **01392 380420**.

We welcome feedback from young people, parents, carers and professionals about the service.

October 2011