

Pre-Assessment FAQ's

Q

I am finding the forms overwhelming and need help completing the questions

A

In the first instance, we ask that you seek assistance from a trusted friend or family member. If this is not something you are able to do, you may find it useful asking for help completing the forms with your GP or another professional you work closely with (eg: family support worker, school staff, etc)

Q

I need technical help with accessing the forms

A

In the first instance, we ask that you seek assistance from a trusted friend or family member.

In most cases, technical issues can be resolved by using a device other than your mobile phone to complete the forms (eg: laptop, tablet or desktop computer).

If you do not have access to a computer, most local libraries will offer computer access for free, all you will need is your library card.

Q

In what format can you accept returned forms?

A

We accept forms returned to us digitally in either word or PDF format. No other digital format can be accepted.

If you are returning paper copies to us in the post, you will need to do so via recorded delivery, due to the sensitive nature of the documents. The return address is Mantle Psychology, The Old Coach House, Daisy Lane, Holmfirth, West Yorkshire HD9 1HS

Q

Can I print and complete the forms by hand to return to you?

A

Yes of course! However, we are a paperless company, so are unable to post paper copies of the documents to your home for you to complete.

If you are returning the forms digitally to us they will need to be contained in one PDF document and attached to an email to be returned to office@mantlepsychology.com

If you are returning paper copies to us in the post, you will need to do so via recorded delivery, due to the sensitive nature of the documents. The return address is Mantle Psychology, The Old Coach House, Daisy Lane, Holmfirth, West Yorkshire HD9 1HS

Q

Who can complete the Informant questionnaire?

A

If you are accessing our services for an adult neurodevelopmental assessment, we will ask you to return completed informant forms to us.

Your informant will preferably be someone who knew you through childhood (eg: parents, siblings, grandparents). However, we know that everyone's circumstances are different, so if this is not a possible route for you, then it would be acceptable to ask a friend or family member who has known you for a number of years (over 4 years is preferred) and can give us insight in to your lifestyle, strengths and challenges.

Q

Who can complete the Professional questionnaire?

A

If you are accessing our services for your child's neurodevelopmental assessment, we may ask you to return completed professional questionnaires to us. This needs to be someone outside of the school setting and outside of the home setting, who knows your child well. For example, they may have additional tutors, sports coaches, Scout leaders or similar, who you can ask to complete the form.

Q

Can I return multiple school or professional forms to you?

A

If you are accessing our services for your child's neurodevelopmental assessment, we will ask you to return completed school and/or professional questionnaires to us. These forms should be completed by teaching staff who know your child well and can provide valuable insight into their day to day strengths and challenges.

The more information we can gather at this stage the better, so multiple school/professional questionnaires are welcome. Teaching staff and professionals are also welcome to send supporting documents they think may be useful to the assessment process (eg: EdPsych reports, attainment records, end of year reports, etc)

Q

What if my child isn't in mainstream education?

A

If you are accessing our services for your child's neurodevelopmental assessment, but your child is not in mainstream education, we will ask you to return completed professional questionnaires to us. This can be a tutor you access for home-schooling your child, or an extra-curricular lead (eg: dance teacher, music teacher, etc).

Failing this, we advise that you send us any documentation from if/when your child was attending school, such as end of year reports, attainment records, and behaviour reports.

Q

What if my child has left school? (16-18)

A

If your child has just left school so there is no school to fill in the form then asking their old school to fill in the form would be helpful to us.

If they are part of any clubs then these may fill out the professional form in replacement of the school form.

If they are doing an apprenticeship, then the college should fill out the form. If not, their manager can fill out the professional form.

Q

My child was referred when they were under the age of 18, but now they are an adult – what do I do?

A

If we haven't discussed this with you already, please email us on office@mantlepsychology.com to check how to proceed, as every situation is different to the next.

Q

I've looked through all of the information provided and I still need help

A

Our team here at Mantle Psychology are happy to help in any way we can, all you have to do is email office@mantlepsychology.com and we will get back to you as soon as possible.

Q

What happens next?

A

Once we have all of your pre-assessment paperwork back we will hand everything across to our clinical team for review. You can easily track your assessment journey using the assessment roadmap on the next page.

Your Assessment Roadmap

