



Psychological Service Home  
Visiting Teachers

# Psychological Service Home Visiting Teachers Service leaflet - February 2026



The Psychological Service is a team of Educational Psychologists (EP) and Psychological Service Home Visiting Teachers (PSHVT). Our mission statement:

“The Highland Council Psychological Service is solution focused and works for positive change. We strive to form attuned relationships with others through collaborative and inclusive working. We are child-centred and seek to be evidence-based, reflective practitioners with a commitment to ongoing innovative practice.”

Home Visiting Teachers are available to the families of babies and children up to 3 years of age where there may be differences in their development or the progress of their play and learning. During an initial contact we will discuss whether we have a role in supporting you and your child and what that support could look like. The needs of families and children vary so this will influence the type of support offered. We can be involved for varying lengths of time depending on the needs of your child. The type of support will change as your child grows and develops. Within Early Learning and Childcare (ELC) settings, Home Visiting Teachers have a strategic role with staff training focusing on child development. We provide general support to enhance staff skills and abilities linked to Additional Support for Learning topics.

## Frequently Asked Questions

### My child is very young, why would they need a teacher?

Research has shown that early involvement in supporting young children can have a positive outcome on their development. We can help you identify where your child is developmentally, what they are doing well, what the challenges might be for them and how we can support their next steps together.

### Does my child need a diagnosis to access the service?

No. Young children can need extra support for a wide range of reasons to make the most of their development. While some children may get a diagnosis of a condition early in their life others will not. This does not affect the support offered to them, which could be short or long-term depending on their needs.

### How can I contact the service?

There are several ways:

- Contact your child's Health Visitor and discuss it with them.
- Phone the [Just Ask Helpline](#) and ask to speak to a Psychological Service Home Visiting Teacher. The helpline is available between 1-4pm every Tuesday and Thursday on [0300 303 1365](tel:03003031365).
- Contact us by phone 01463 644 400 or by email [highlandcouncilpsychologicalservice@highland.gov.uk](mailto:highlandcouncilpsychologicalservice@highland.gov.uk)
- A professional who is already involved with your child may suggest our service and make a request, with your permission.
- If your child already has help from other services/agencies this may be coordinated through a Child's Plan in line with the [GIRFEC Guidance](#). A request for our involvement may be discussed at a Child's Plan meeting.

### What happens next?

Your local PSHVT will make contact to arrange an initial consultation where we can discuss how the service may help you. This consultation could be via a home visit, a phone call, or an online meeting, whichever suits your situation best. During the discussion we can explain our role, gather information about your child, explore any priorities you may have and identify first steps in working together.

### What does a PSHVT do?

- Listen to what you have to say about your child.
- Play with or observe your child - notice what your child does well and areas where they may need support.
- Work with you by sharing ideas and strategies to support your child's play and learning.
- Empower parents by giving you the time to try out the ideas and approaches discussed.
- Work flexibly, keeping in touch in a variety of ways e.g. home visits, phone calls, online meetings, email, or text.
- Work together with any other service which may be involved with your child.
- Support you and your child as they transition into their ELC setting (childminder or nursery).

Bernadette Cairns, Principal Educational Psychologist  
Tel: (01463) 644 400 Email: [bernadette.cairns@highland.gov.uk](mailto:bernadette.cairns@highland.gov.uk)



Psychological Service Home  
Visiting Teachers

# Psychological Service Home Visiting Teachers Service leaflet - February 2026



## What if I need extra help?

We can listen to your concerns and signpost you to other services which might be able to help. This link will take you to the Psychological Services Website where you can find information for [families](#).

BLOG: [www.highlandcouncilpsychologicalservice.store/home/families/](http://www.highlandcouncilpsychologicalservice.store/home/families/)

## Who will information be shared with and how will it be stored?

We work alongside other professionals involved with your child and with your permission will share relevant information with them. The Psychological Service complies with Data Protection regulations and the information we store about individual children is kept in a digital case file.

## What happens if I work full-time?

We can contact you at a mutually suitable time or keep in contact with your childminder or day-care setting.

## What happens if English is not our family's first language?

You are still able to access the service as we use a variety of ways to communicate with your child. This link will take you to The Highland Council support service for children with [English as an Additional Language \(EAL\)](#).

[www.ealhighland.org.uk](http://www.ealhighland.org.uk)

## What happens when it's time for my child to go to an Early Learning and Childcare setting?

When you begin thinking of placing your child with an ELC provider we can support you, your child, and the setting staff with the transition process. We can help you to share with staff your child's strengths and the strategies which support their play and learning. We can also contribute to training, if needed, for ELC staff. Transition support may continue until your child is settled, as a three-year-old, in their ELC setting. The role of the PSHVT is then complete. From here on the ELC staff will support you and your child to address any day-to-day matters.

## What happens if I have concerns about my child's development and they are over 3 years old.

You could discuss these concerns with your Health Visitor and setting staff. It may be appropriate to involve another service, one of which may be the Educational Psychologist.

The role of an Educational Psychologist is different from the role of a Home Visiting Teacher. Educational Psychologists tend to provide support through the ELC setting, more than directly to home. The Educational Psychologist's job is to support children's development, wellbeing, and relationships - alongside their families, schools, and communities.

Any specific Educational Psychologist involvement is normally negotiated through the Child Planning process.

Educational Psychologist involvement can include:

- Consultation - a collaborative problem-solving conversation with staff and parents, to help work out what's best in terms of support strategies.
- Assessment – information gathering, such as observation in the setting, to help inform support plans.
- Attendance at meetings - such as a Child Plan meeting, and review of progress.
- Support with transition planning for school.

## Your Child's Rights

Within our working practice we recognise and promote the rights of children as incorporated in Scots Law, The United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024. This means that:

“...all children have help to fulfil their potential, including rights relating to health and education, leisure and play, fair and equal treatment, protection from exploitation and the right to be heard.” Scottish Government

Scottish Government's Parent Club has produced a booklet for parents and carers; [Your Guide to Children's Rights](#).

[bit.ly/4dfIQZ7](http://bit.ly/4dfIQZ7)

## Contact Details

You can contact us by phone 01463 644 400 or by email [highlandcouncilpsychologicalservice@highland.gov.uk](mailto:highlandcouncilpsychologicalservice@highland.gov.uk)

Bernadette Cairns, Principal Educational Psychologist  
Tel: (01463) 644 400 Email: [bernadette.cairns@highland.gov.uk](mailto:bernadette.cairns@highland.gov.uk)