

## Help with this leaflet:



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# Children's Services

## Patient Information

# Child and family support counsellor practitioners

### Document history

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Children and families affected by childhood conditions, illness and/or trauma that results in admission to the Children's Wards can sometimes need further support. This leaflet provides information and details of who to contact for emotional, psychological and liaison support that are available within children's services.

The Child and Family Support Service acknowledge that admission into hospital for children with short or long episodes of illness brings different challenges to families within their normal daily life.

All families are unique and deal with their problems in their own way. Stressful situations can affect parents, children, carers, stepfamilies, brothers, sisters, grandparents and other extended family members differently.

## **Who are we?**

The Child and Family Support Team are qualified and experienced counsellors. They can offer a safe place to explore difficulties you may be having due to the situation you find yourself in.

Some people:

- feel upset, distressed or confused
- are overwhelmed by events
- have problems working through feelings and emotions
- have difficulty relating with others
- have feelings of not being in control of what's happening
- lose their confidence
- are unable to make sense of what is going on

## **It's good to talk**

Talking can often help to bring a new perspective or understanding. It can enable you to feel less confused and more confident about your own personal situation.

The Counsellor Practitioners can help you to explore and reflect the way you think and feel about your current situation. They offer time and support with effective listening. They assist you in making sense of what is happening and the possible consequences and challenges ahead. They are trained not to judge or advise you.

## **What can we offer?**

Support to individuals, couples, or other family members. It can be a one off meeting, or on an ongoing basis, within the limits of the service. Referral to other support agencies can be arranged.

## **Future support**

Some people may find that they need specialist counselling support at a later stage. To access future support or counselling, seek advice from your local General Practitioner's Surgery, Primary Care Team or NHS Direct.

## **Contact us:**

You can contact us via the nursing/medical staff or directly.

### **Jan Rand, Lead Counsellor Practitioner for Child and Family Support Services**

Bleep 154 – 500, Telephone: ext. 2815 (external: 01223 216815)

Email: [janet.rand@addenbrookes.nhs.uk](mailto:janet.rand@addenbrookes.nhs.uk)

### **Ann Oakley or Fiona Lockett, Counsellor Practitioners**

Bleep 151 – 371, Telephone: ext. 56312 (external: 01223 256312)

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