

## Do I have a say?

As part of East Lancashire Hospitals NHS Trust, ELCAS works in partnership with you to ensure that your needs and views are always at the heart of what we do.

It is important to us that we hear what you think. This is so we can improve the service we offer you, but more importantly so that you can play an active role in the services and care that we offer you.

We will communicate with you in a way that suits you best and in a way that is clear and understandable. We will always treat you with dignity and respect.

If we get it wrong please tell us. This will help us improve things for you and other young people who use our service.

## Patient Advice & Liaison Service (PALS)

### Making a complaint or giving a compliment

If you, your family or carers have any concerns about the care you receive, please raise this with a member of the team, or ask to speak with a Team Co-ordinator. If you feel this has not been sorted out to your satisfaction, you can contact the Clinical Service Lead via reception who will work with you to resolve any issues or concerns that you may have.

If you still have concerns, the PALS service will work with you to ensure that any issues can be managed swiftly and effectively. You can contact the department via the Hospital switchboard number which is on the reverse of this leaflet and they will be happy to assist you. PALS are open Monday to Friday during office hours.

The team are always keen to receive feedback on any aspects of your care that you feel have gone particularly well, or any part of the service that you feel is really good.

There is a suggestion/feedback box in our team reception. Please feel free to use this to let us know what you like about our service and what you think we could do better or improve. We can't do everything that is suggested, but all your comments and suggestions will be read by the Clinical Service Lead and Clinical Director, and will form the basis of how we change and improve our service.

All your comments are important to us, no matter how small they may seem.

## Need to contact us?

If you need to contact us please call the ELCAS Reception:

Telephone: **01282 804 806**  
Hospital Switchboard: **01254 263 555**

## Address

ELCAS  
Area 3, Level 2 (Clinical)  
Area 3, Level 3 (Admin)

Burnley General Hospital  
Casterton Avenue  
Burnley  
BB10 2PQ

## Making contact with your Art Therapist

If you cannot attend your appointment please telephone us as soon as you can.

Telephone: **01282 804 806**

Safe | Personal | Effective

[www.elht.nhs.uk](http://www.elht.nhs.uk)

**NHS**

East Lancashire Hospitals  
NHS Trust

## What is Art Therapy?

Feelings

Emotions

Fun!

## East Lancashire Child & Adolescent Service Child Psychiatry

Produced in collaboration with young people and staff from the ELCAS service.





## What is Art Therapy?

**Art Therapy is about using art materials to help to find a way to express and think about how you are feeling.**

Sometimes it is really hard to talk directly about difficulties and feelings and many people find it easier or more helpful to use images rather than just words.

Art Therapy takes place in a room with a variety of art materials and a specially trained, qualified Art Therapist.

Your Art Therapist will help you to understand your feelings and support you to help yourself.

## What do I do in Art Therapy?

You are given time with paint, crayons, pencils, clay and collage, to make things and talk. This could happen on your own with the art therapist, or in a group or with your family.

## Why do people see an Art Therapist?

There are many different reasons for seeing an Art Therapist:

- To feel more confident about yourself
- To support you if you are being bullied
- To explore changes in your life including when important people die or leave you
- To explore bad experiences from the past and put them behind you
- If you feel so sad or angry that you feel like you need to hurt yourself or don't want to live
- To understand why you do things that you don't want to do



- To have a secure and understanding place to go when things in your life seem very unsafe or changeable
- To explore how it feels when you have to look after an unwell parent or sibling and have no time for your own self and feelings

## Do I have to be good at Art?

No. Art Therapy is not about being 'good' or 'bad' at art. The Art Therapist is there to be alongside you to help you think about the images you make and how you are feeling about things in your life.

## When and where will I see the Art Therapist?

Before you begin, there will be an opportunity to meet the Art Therapist to discuss the best place and time for your therapy. You will see the same Art Therapist for each appointment - normally once a week.

## Who will know that I am doing Art Therapy?

The person who has referred you, your GP and your parents or carers will also know you have been offered Art Therapy.

If other professionals work with you, we may all meet to make sure we are all working together to help you and your family.

## What happens if I don't like Art Therapy?

If you are not happy with doing Art Therapy we want you to talk to us about this.

We can try and find a different way to help you.

