

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?

Burnley & Pendle Team
01282 803 381

Hyndburn Rossendale & Ribble Valley Team
01282 803 390

Blackburn with Darwen Team
01282 803 407

ELCAS Reception
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

Safe | Personal | Effective

www.elht.nhs.uk



East Lancashire Hospitals
NHS Trust

What is Family Therapy?

Information for
young people & families

Family
Strengths

Possibilities

Listening

Sharing

Talking
Together

Different
Perspectives

East Lancashire Child & Adolescent Service Child Psychiatry

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



We are here to help...

Most families experience serious difficulties sometimes. Research shows that Family Therapy is useful for children, young people and adults experiencing a wider range of difficulties and circumstances, as well as relationship problems. Following a referral into the ELCAS service we may offer family therapy to help reduce difficulties. These might include:

- Mental health problems
- Illness or disability in the family
- Separation, divorce and step-family life
- Self harm
- The effects of trauma
- Family communication problems
- Child and adolescent behaviour difficulties

Who will I see?

If you are offered Family Therapy, it is likely that you will have already accessed ELCAS services and undergone an initial assessment and possibly other types of intervention.

Your assessment will have been discussed with the wider team and it would then be suggested that Family Therapy may be of value to you, either on it's own, or as part of a wider treatment package.

Family therapists are based within the ELCAS team and you may see them as part of a Family Therapy team. This will all be explained to you before Family Therapy begins.

Wherever possible decisions about the number of sessions and intervals between appointments will be made between the Family Therapist and yourselves and will depend on your needs. Most sessions last around an hour.

What is Family Therapy?

Families are small and unique communities. Like all communities, they sometimes get into difficulties through their differences with each other, or feel the strain when another member experience troubles.

Family and Systemic Psychotherapy ~ often called Family Therapy ~ helps people in close relationships help each other. It enables family members to talk safely together about difficulties, to understand each other's experiences and views, appreciate each other's needs, build on family strengths and make useful changes in their relationships and lives.

Sometimes it doesn't take much to help a family free up their strengths; sometimes difficulties are more complex and families may need longer to find solutions that work for them.

What happens in Family Therapy?

Within ELCAS, we recognise that different cultures and groups have different ideas about what 'Family' means. We take Family to mean any group of people who care about each other and define themselves as such. As well as parents and children, Family Therapists may work with grandparents, siblings, uncles and aunts, cousins and friends ~ whoever people identify as being important in their lives, Family and Systemic Psychotherapists are highly skilled professionals, trained to work with children, young people, adults, carers and other professionals.

Their aim is not to take sides, blame or provide simple answers. Rather, they aim to engage family members in sharing understandings and exploring ways forward that work for them. Some Family Therapists work in teams or partnerships with colleagues, others work as individual therapists.

Family Therapists acknowledge the importance of people's different beliefs, cultures, and life experiences and will adapt their ways of working according to family members ages and needs. Sessions involving young children for example may include play and drawing. The Family Therapist will discuss with you and your family how you might wish to work together.

What about my privacy?

Your confidentiality is very important to us. You have the right to expect that all information given to us in confidence will be kept and only used for the purpose it has been given.

Information about you and your family will not be shared without your permission other than in exceptional circumstances. This might be if we feel there is a significant risk or child protection or safeguarding issues.

If it is necessary to share information with other professionals gained in the course of our work, that information will be kept in strict confidence within agencies and only necessary information will be shared.

Anything we write down about you is kept in the ELCAS medical records of the young person who was referred. These records are kept separately to the rest of your child's hospital medical records.

This means if you come for an appointment somewhere else in the hospital, those staff will not be able to see what is written in your child's ELCAS records.

Your child's ELCAS records contains the notes we write when we meet with you and the letters we write about you.

CONFIDENTIAL

Where will we be seen?

Your appointment will usually be held in a hospital where there are specific rooms that are used to provide family therapy and also provides some consistency as to the environment.

Sometimes we can use other premises such as health centres or buildings belonging to other agencies.

The Family Therapist will look at options with you to find the best place for you to be seen.