

## 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 issues of your care that you feel have gone particularly well, or any aspect 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 Play 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)

## Play Therapy Information for Parents & Carers



## East Lancashire Child & Adolescent Service Child Psychiatry

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

## Is something troubling my child?

- Parents and carers often worry when a child has a problem that causes them to be sad, disruptive, rebellious, unable to cope or inattentive. You may be concerned about a child's development, eating or sleeping patterns and how they are getting along with family, friends and at school.

Every child is unique and special but sometimes they experience problems with feelings or behaviours that cause disruption to their lives or those around them.

Some parents and carers often delay seeking help because they worry they will blame for their children's behaviour. Feeling responsible for a child's distress or problems is a normal part of caring. The fact that you have the commitment to start addressing the difficulty is a significant part of helping your child.

## What Is Play Therapy?

Play Therapy helps children understand muddled feelings and upsetting events that they haven't had the chance to sort properly. Rather than having to explain what is troubling them children use play to communicate at their own level and at their own pace, without feeling interrogated or threatened.

## What will happen in my Child's Play Therapy Session?

- Your child's Play Therapist will have a large selection of play materials from which your child may choose. These may include art and craft materials, dressing up props, sand and water, clay, small figures and animals, musical instruments and puppets.

The Play Therapist will enable your child to use these resources to express him or herself without having to provide verbal explanations.

## How can Play Therapy help my Child?

- Play is vital to every child's social, emotional, cognitive, physical, creative and language development.

Play Therapy helps children in a variety of ways. Children receive emotional support and can learn to understand more about their feelings and thoughts. Sometimes they may re-enact or play out traumatic or difficult life experiences in order to make sense of their past and cope better with their future. Children may also learn to manage relationships and conflicts in more appropriate ways.

The outcomes of Play Therapy may be general e.g. a reduction in anxiety and raised self-esteem or more specific such as a change in behaviour and improved relationships with family and friends.

## How Long does Play Therapy take?

Some children need a longer time in Play Therapy than others. Your Play Therapist will meet with you regularly to review your child's progress. Sessions are usually once a week and consistency on a regular day and time and place is very important for developing a trusting relationship.

## Will it be confidential?

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 will not be shared without your permission, other than in exceptional circumstances. This might be if we feel there is a significant risk to you. This will be explained to you at your initial assessment. 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.

## What does a Play Therapist do?

- Play Therapists receive extensive training in subjects such as child development and attachment (the bonding process). They are also trained to use play, a child's natural form of expression, as a means for understanding and communicating with children about feelings, thoughts and behaviour.

A Play Therapist will begin by carefully listening to your thoughts and concerns about your child and family. They will review their history and find out about the stresses the family have been through so that they can help your child make sense of it.

They may ask to seek information from school and other significant adults in their lives. An assessment is made of your child's strengths as well as their difficulties.

Your child's Play Therapist will talk with you about what to tell your child about their Play Therapy and how to anticipate and answer your child's questions.

## Where is Play Therapy Information Stored?

Anything we write down about you or your child is kept in ELCAS medical records. 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.

This contains the notes we write when we meet with you and your children together with the letters we write about you.

We usually write letters to whoever referred you and to your GP. You are entitled to have knowledge of what we have written about you.