

Our service

The Family Support team offer emotional and practical support, information and advice as needed - either in Helen House or at home. This service can include signposting, advocacy, moral support or simply being a listening ear.

The team aim to promote resilience and independence by building on family strengths. Each child and family are approached individually, with a plan of care created to meet your needs. Family support workers may also refer to other members of the team if required.

If the level of mental health support you or a family member requires, is more than we can offer then we will work with you and your GP to refer you to appropriate services.



Family support

We provide family support in several ways - either face-to-face, online or via the phone. We offer:

- Individual sessions for a parent
- Couples' support
- Coffee sessions for parents

Other family support services

Outreach specialist children's palliative care nurses work together with multi-disciplinary teams to support you and provide specialist advice and support at home.

Sibling support workers help siblings understand what is happening and give them the chance to socialise with others going through something similar. This can include one-to-one work in school or at home, or group outings to local places that young people enjoy.



Social workers support with the very practical issues, such as housing, finance and benefits, education and support of the whole family.

Youth and Transition workers support young people with their lives - enabling them to be the best they can be, encouraging them to gain confidence, increase their independence and self-esteem. They also help young people and their families prepare for the transition from children's services into adult services.

Safeguarding

- Helen & Douglas House are committed to safeguarding. Policies and procedures are reviewed regularly.
- All staff and volunteers are checked by the disclosure and barring service.
- Staff and volunteers have mandatory training.
- Safeguarding is discussed at every level from one to ones to board meetings.
- We work in partnership with all of our local statutory agencies to ensure children are safe from harm and families are supported.

We commit to treating you and your family with compassion and empathy. We do not shy away from challenging situations and difficult decisions. We expect our staff to be treated with kindness and respect too.

