

GOSH Family Support Service

Information for families

**Great Ormond Street Hospital
for Children NHS Foundation Trust**

Useful Information at GOSH

Luncheon Vouchers

GOSH can provide Luncheon Vouchers to families who are on certain benefits or have a low income. These can be used in a variety of supermarkets and restaurants around the area, and in the hospital's restaurant, The Lagoon. Please see our information sheet for further details.

Breastfeeding vouchers

GOSH also provides food vouchers to mothers breastfeeding babies aged six months or under, whether your baby is a patient or not. Please ask your child's bedside nurse for further information. If your child has been admitted to GOSH soon after birth, please ask for a copy of our *Coming to GOSH soon after birth* information sheet.

Laundry

Laundry facilities are located on Level 2 (ground floor) of the Main Nurses' Home building at GOSH. A coin operated washing machine and tumble dryer are available.

Patient Advice and Liaison Service (PALS)

The PALS team at GOSH are here to support you with any complaints or concerns that you may have. They can be found in the main reception area.

Citizen's Advice Bureau (CAB)

The Citizen's Advice Team are located alongside the Social Work service. They are a specialist service, offering financial, legal, housing and immigration advice. To book an appointment, please visit the Social Work service, or alternatively ask any member of staff to refer you.

Activity Centre

The Activity Centre is for inpatients, outpatients and siblings of all ages (0-19 years old). It is full of excellent resources, art activities, toys, games and consoles and there are lots of people to help your child have fun and learn new things. It is open throughout lunchtimes, after school and during most of the school holidays.

School

The School caters for all school age children (Year 1 to Year 13) who are inpatients or staying in the patient hotel. Priority for ward teaching is given to recurrent or long-stay inpatients. Children are encouraged to come to the school to work with others of their own age as part of a group.

Transport

In certain circumstances, you may be eligible for a reimbursement of your congestion charge or fare. Please visit the Transport Office to enquire or see the fare reimbursement page on the GOSH website.

Local Contacts

- **Camden Registry Office,**
Camden Town Hall, Judd Street,
WC1H 9JE
Tel: 020 7974 1900
- **Holborn Medical Centre,**
64-66 Lambs Conduit Street,
WC1N 3NA
Tel: 020 3077 0044
- **University College Hospital,**
235 Euston Road NW1 2BU
Tel: 0845 155 5000
- **Barts and the London Dental Hospital,** New Road,
Whitechapel E1 1BB
Tel: 020 7767 3203
- **Holborn Police Station,**
10 Lambs Conduit Street,
WC1N 3NR
- **Post Office,** 33 Marchmont
Street, WC1N 1AP
Tel: 0845 722 3344

■ **Camden Family Information Service**

Tel: 020 7974 1679 or visit
www.camden.gov.uk/familyinformation

■ **Coram's Fields**

Community Nursery

93 Guilford Street, WC1N 1DN
Tel: 020 7833 0198

■ **Holborn Library,**

32-38 Theobolds Road,
WC1X 8PA
Tel: 020 7974 4444

National Contacts

■ **Benefit Enquiry Line**

0800 822 200

■ **Child Benefit Helpline**

08453 021 444

■ **Tax Credit Enquiries**

0345 300 3900

■ **National Domestic Violence
Freephone Helpline**

0808 2000 247

■ **Shelter**

0808 800 4444

■ **Child Death Helpline**

0800 282 986

■ **Contact A Family**

0800 808 3555

■ **Family Fund**

08449 744 099

■ **Home Start**

www.home-start.org.uk

■ **Rainbow Trust**

www.rainbowtrust.org.uk

■ **Samaritans**

08457 90 90 90

■ **Taxi Card**

0845 415 4156

How can family support help?

We aim to support families in their time of need.

The Family Support team, which includes Family Support Workers and Family Support Officers, can provide you with practical information, advice and support while your child is in hospital, including:

- Advice about entitlement to welfare benefits
- Applications for charitable support
- Luncheon vouchers for eligible families
- Local information including advice about travelling to and from the hospital
- Letters to employers on behalf of parents and to schools on behalf of patients and siblings
- Referrals to other services as appropriate, including Citizens Advice Bureau, Psychology, Play Therapy, Social Work and Chaplaincy/Spiritual Care
- Signposting to national and local support services
- Support with arrangements after the death of a child

How to contact us?

You can either drop in or call to make an appointment with one of the Family Support Team. Hours of work are Monday to Friday from 9am to 5pm.

Social Work Service, Level 2 VCB/Southwood Link Corridor
Great Ormond Street Hospital, London WC1N 3JH

Tel: 020 7829 8896 or 020 7405 9200 Extensions: 5320 or 8896

Website: www.gosh.nhs.uk/parents-and-visitors/clinical-support-services/social-work

Access to our records

We do keep a record of our assessment and any discussions with you and other people involved in your child's care. This ensures that the information we have is up to date and accurate. All records are held on a computer system, managed and maintained by the London Borough of Camden. This information will be kept safely

and securely, following strict rules of confidentiality at all times. If you would like to know more about these records, then please ask us.

If you would prefer that such information is not kept, please discuss this with us immediately, as it may affect our ability to provide the service you need.

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Compiled by the Family Support Service

in collaboration with the Child and Family Information Group.

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www.gosh.nhs.uk