



Great Ormond Street Hospital for Children NHS Trust: Information for Families

Coping when your child is ill

We know that life can be stressful when your child isn't well or is in hospital. This information sheet gives some ideas of people you can talk to when you're feeling low.

At Great Ormond Street Hospital (GOSH)

Psychosocial Service

Our psychosocial teams are groups of highly trained professionals, including social workers, family support workers, family therapy and clinical psychologists, with expertise in caring for children and families in a hospital setting. All wards and departments can get in touch with the psychosocial service. Some of the ways that they can help include:

- providing support and advice about the practical and financial challenges of being in hospital
- encouraging a child to express feelings, either through talking or play
- working with families to minimise the distress caused by illness and medical treatments
- identifying what local support may be needed during and after discharge and liaising with local services to plan this
- Consultation to help staff on the wards with the emotional care of the child and family
- Assessment of behaviour, emotions and family functioning

- Psychological interventions with individual children, parents and families
- Psychological therapies including cognitive, behavioural, narrative and family therapies

Contact the psychosocial team via your doctor or nurse, or to see a Social Worker or Family Support Worker, visit the Social Work department on level 1 of the Frontage Building below Outpatients.

Patient Advice and Liaison Service (Pals)

Our Pals team can give you confidential advice and support about any issues that crop up while you are visiting or staying at GOSH. You can contact Pals:

- Visit us at the Pals office (opposite the hospital shop)
- Telephone 020 7829 7862
- Fax 020 7813 8162
- Ask a member of staff to bleep 0949
- Email pals@gosh.nhs.uk
- Write to Pals office, Great Ormond Street Children's Hospital, London WC1N 3JH

Chaplains

Offering spiritual, religious and pastoral care to staff, families, and children of all faiths or none. They provide a 24-hour on-call service every day of the year.

- Visit us in the Chaplaincy Office near St Christopher's Chapel
- Ask a member of staff to contact us



End of Life Care Service

Staff are available to offer experienced and skilled support to families having to cope with end of life issues and decisions.

- Interested families can ask ward staff to contact the End of Life Care Manager

Other sources of help and support

Parentline Plus

A registered charity that offers support to anyone parenting a child.

- Telephone on 0808 800 2222 (free)
- Website www.parentlineplus.org.uk
- Email parentsupport@parentlineplus.org.uk

Samaritans

Emotional support to anyone in distress

- Telephone 08457 90 90 90
- Website www.samaritans.org
- Email Jo@samaritans.org

Contact a Family

Charity providing support and advice to parents of children with any kind of disability.

- Telephone 0808 808 3555
- Email info@cafaamily.org.uk
- Website www.cafamily.org.uk

Child Death Helpline

Freephone service for anyone affected by the death of a child.

- Telephone 0800 282 986
- Website www.childdeathhelpline.org

SANE

Mental health helpline

- Telephone 0845 767 8000

Adviceguide

The online Citizen's Advice Bureau service that gives you information on a wide range of topics, including benefits and employment, and debt and legal issues.

- Website www.adviceguide.org.uk

Notes

Compiled by the Health Promoting Hospitals Group and the Psychosocial Service in collaboration with the Child and Family Information Group

Great Ormond Street Hospital for Children NHS Trust
Great Ormond Street
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www.goshfamilies.nhs.uk www.childrenfirst.nhs.uk