



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

Social work at GOSH

This leaflet explains about the Social Work department at GOSH, who they are and how they can help you. The Social Work department is part of Psychosocial and Family Services at GOSH. The service includes social workers and family support workers, providing a direct social work service to children and families.

Social workers

Our social workers are managed by the London Borough of Camden but are based and managed at Great Ormond Street Hospital. We work in multidisciplinary teams, attached to and working closely with medical units. We can:

- Assess the impact of illness on a child and family and provide ongoing emotional and psychological support;
- Carry out individual counselling with children, and also group and family work;
- Organise complex discharge plans where psychosocial needs are included;
- Offer consultation and support to colleagues within our multidisciplinary team;
- Provide formal and informal teaching;
- Carry out audit and research projects;
- Liaise with community support services;
- Have the responsibility for safeguarding children and child protection at GOSH;
- Work with families to ensure access to treatment.

Family support workers

Our family support workers are employed by Great Ormond Street Hospital. We work together to enable children and families to cope with the stress of illness and the experience of staying in hospital. We can provide practical advice and assistance to children and families, including advice on welfare, benefits and financial support.

Our legal responsibility

All social workers work within a legal framework as laid out in the Children Acts of 1989 and 2004. We liaise closely with agencies in the community who work within the same legal framework. Social workers carry out assessments of children in need and also carry out their legal duty to make investigations in order to safeguard children at risk.

How we can help

Our aim is to make things less stressful for you and your child while you are at Great Ormond Street Hospital. We can:

- Talk to you and your child if you are worried
- Provide support, advice and guidance to help you cope with day-to-day things



- Speak to other hospital staff on your behalf
- Talk to community services about arranging help at home for when your child leaves hospital
- Support your other children if they are worried about their brother or sister who is ill
- Support your child in coping with his or her illness
- Talk to staff both at GOSH and in your local area so that everyone understands your child's needs.
- Identify children at risk of harm and work to protect them

Our commitment to you

While we work with you and your family, we will always try to respond to your child's needs in a way that respects individual and cultural differences. We will always try to understand and respect your views about your child's welfare and take these into account when working with you. We will arrange for an interpreter if you and/or your child need one. If you have any comments or concerns about any aspect of the service you receive, please contact the Social Work department.

Access to our records

We will keep a record of our assessment and any discussions with you and other people involved in your child's care. This helps us to make sure that the information we have is up to date and accurate. All records are held on a computer system. This is managed and maintained by the London Borough of Camden. This information will, of course, be kept safely and securely, following strict rules of confidentiality at all times. If you would like to know more about these records, 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.

Contact us

Social Work department
Level 1 Frontage Building

Open Monday to Friday
from 9am to 5pm

Tel: 020 7829 8896

Fax: 020 7829 8847

Website: www.gosh.nhs.uk/gosh_families/facilities/social_services.html

Duty social workers are available during these times, but out of hours in an emergency, please contact the Clinical Site Practitioner on bleep 0313.

Compiled by the Social Work department 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