

Family Support Service at GOSH – how we can help: information for families

We know that life can be stressful when your child is unwell or in hospital. This information sheet from Great Ormond Street Hospital (GOSH) explains how the Family Support Service can help in many ways, as can lots of other people at GOSH.

Families often ask us for support in lots of ways, like the examples below. Remember, we can't help if we don't know you're struggling, so please tell us.

How can we help?

We aim to support families in their time of need.

The Family Support Service is a team of family support officers. They 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 your child
- Referrals to other services within GOSH as appropriate, including Citizens Advice Bureau, Psychology, Play, Social Work and Chaplaincy/Spiritual Care.

- Signposting to national and local support services
- Support with arrangements after the death of a child

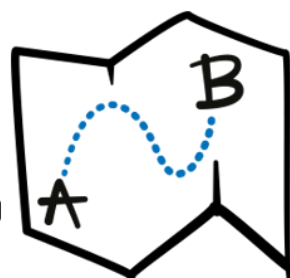
Contacting the Family Support Service

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.

We are based in the Social Work department on the link corridor between the Variety Club Building (VCB) and the Southwood Building.

Call us on 020 7829 8896

Visit our webpages for further information at www.gosh.nhs.uk/parents-and-visitors/clinical-support-services/social-work



Useful national organisations and sources of information

Benefit enquiries – contact your local Job Centre Plus office. You can find their details at www.find-your-nearest-jobcentre.dwp.gov.uk/

Child Benefit enquiries – contact Her Majesty’s Revenue and Customs (HMRC) on 0300 200 3100. You will need your National Insurance or Child Benefit number with you when you call.

You can also ask questions about Child Benefit online at www.online.hmrc.gov.uk/shortforms/form/CBO_General

Tax Credit enquiries – call 0345 300 3900. You will need your National Insurance number with you when you call. You can also manage your Tax Credits online at www.gov.uk/manage-your-tax-credits

National Domestic Violence – call their free helpline on 0808 2000 247 or visit their website at www.nationaldahelpline.org.uk/

Shelter – call their free helpline on 0808 800 4444 or visit their website at www.england.shelter.org.uk

Child Death Helpline – call them on 0800 282 986 from a landline or 0808 800 6019 from your mobile phone. You can also visit their website at www.childdeathhelpline.org.uk

Contact (previously known as Contact A Family) – call their helpline on 0800 808 3555 or visit their website at www.contact.org.uk. Volunteers from Contact also visit GOSH regularly with their information stand – look out for them in the Lagoon Restaurant.

Family Fund – apply online for grants at www.familyfund.org.uk/

Home Start – find your nearest Home Start service at www.home-start.org.uk/find-your-nearest-home-start

