

Evelina London Children's Hospital

Journey guide

Information pack to support
families with children who
require complex care

Thank you to all the families
that helped produce this book



Supported by

**Evelina
London
Children's
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showing
we **care**

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Chapter 1:

Welcome to Evelina London

We provide health services from before birth, through childhood and into young adult life.

Together with the community teams in Lambeth and Southwark, we care for local families and children. We also provide specialist services for children with rare and complex conditions, from across south London, Kent, Surrey, Sussex and beyond.

Our aim is to be a world-leading centre of life-changing care for children, young people and their families.

This booklet has been created by health professionals at Evelina London, and the families whose children we care for. We hope this information will help and support you and your family.

A parent's introduction

“ We are frequent visitors to the hospital - if we could get air miles for admissions we'd be rejoicing right now!

It is always daunting because every admission is different and unpredictable. The nurses are phenomenal, very friendly and approachable. A few tips I'd share: If you're unsure of any terms and doctor talk, never be afraid to ask. Talk to each other. One thing that makes our hospital admissions brighter is meeting other parents. I've learnt so much from other families and enjoy the company. **”**

Serena Pascall



Chapter 2:

About your child

This is a section to fill in about your child,
to help staff get to know your child better

They like to be called

.....

Their likes

.....

.....

Their dislikes

.....

.....

What triggers or upsets them

.....

.....

What helps them feel safe and calms them down

.....

.....

How they express themselves, such as when they're in pain

.....

.....

How they communicate including any communication aids

.....

.....

Anything else you would like us to know about your child,
including any handling or positioning needs

.....

.....

.....

Chapter 3:

Staying in hospital

Staying in hospital, even for a few days, can be daunting. This booklet will help you get a better understanding of how things work, and who everyone is. There are also practical tips that will make things a little easier for you and your family.

Your nurse

Your nurse will usually be the first person you meet on the ward. They will settle your child onto the ward.

Part of their role is to monitor your child for changes. This will involve regularly checking their vital signs, such as heart rate and temperature. This is sometimes called 'doing observations'. This will also be done during the night. They will give medicines and do certain bedside tests, such as checking blood sugar levels.

Nurses shifts are from 7.30am to 8pm and 7.30pm to 8am, so you will see them discuss any changes in the patients' condition or treatment.

They will usually be looking after a few patients. They will introduce themselves at the start of each shift.

Your nurse is the best person to ask first if you need help or have questions. If they cannot answer the questions themselves, they will know someone who can.

Your doctor and medical team

Your child's medical care may be provided by several different teams. Your child will be allocated a lead consultant who will oversee your child's care.

Ward rounds

Ward rounds take place every day between 8am and 1pm. This is when the medical team review all the children on the ward. Please be there for the ward round. This will help us to make sure you are updated, and it is the best time to ask questions about your child's care. Different teams of doctors may see your child at different times, but they will try to see you together when this is possible.



If you want to speak to a doctor separately from the ward round, your nurse can arrange this for you. For detailed conversations, or those involving multiple people, it is often best to arrange a meeting in advance.

On-call doctors, who care for your child overnight and at weekends, are not the best people to discuss long-term plans for your child's healthcare.

For children, young people and families who are in hospital for long stays it can be difficult to regularly be available for ward rounds. It is helpful to agree a date for parents or carers to receive regular updates from the lead professionals and share any concerns. Please liaise with your bedside nurse and health team to arrange a time between Monday and Friday, from 10am to 5pm and they will do their best to accommodate this.

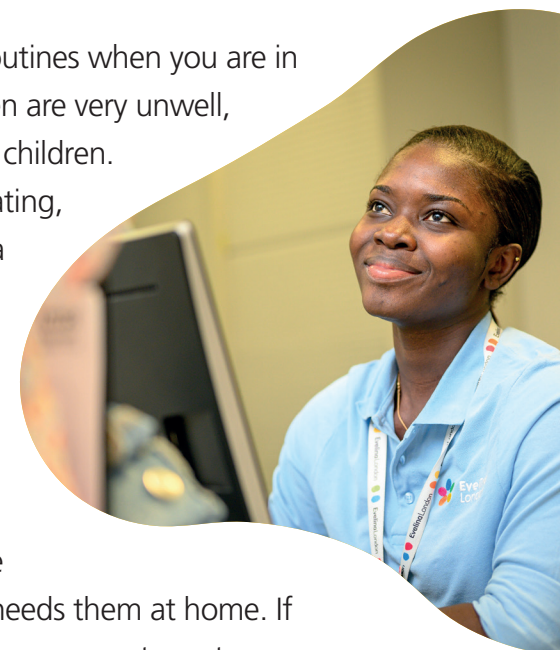
Routines

We will work with you to help you get as involved as possible in your child's care while they are in hospital. This includes doing everyday things, like bathing and feeding your child, and might include things like measuring out and giving medicines, or working with your child's medical equipment, such as oxygen or ventilators.

It can be difficult to maintain routines when you are in the hospital, especially if children are very unwell, but they will really help all your children.

Things like waking, sleeping, eating, playing, and spending time as a family, are all really important, and will help the whole family cope better.

It is really important that you are familiar with any new skills you need to learn, and are confident for when your child needs them at home. If we are teaching you a new skill, we expect you to engage with the training and come to the planned training sessions.



Hospital helpline – in support of Martha's rule

You have the right to access an urgent review if your child is in hospital and you are worried that they are getting worse.

Call 020 7188 6404 if:

- you are worried your child is getting worse
- you have already spoken to the ward nurses and doctors
- you think there is confusion about what needs to be done for the child or young person in hospital

Please ask a nurse to call the helpline if you cannot do this yourself.

What you need to tell us

The name of the patient and the hospital and ward they're staying in.

What your concern is and what has already been done.

Your name, contact details and relationship with the patient.

What we will do when you call

- Respond to your message within 1 hour.
- Visit the patient to check on them.
- Talk to the team looking after your child and agree actions with them.
- Tell you how the patient is and actions being taken, and check you have no other worries.

All calls are handled by a team of paediatric nurse practitioners who are independent from your child's clinical team.

This phone number is available 24 hours a day, 7 days a week, for families and carers of children who are inpatients at our hospitals.

Chapter 4: Wards

Evelina London is themed around the natural world, from the ocean at ground level to the sky at the top. Visual symbols and colour themes are used to make finding your way around easier. The ward areas can change, so for up-to-date information on each ward please see our website: www.evelinalondon.nhs.uk/Wards or scan the QR code.



Food and drink

We only provide food and drink for patients on the ward, and people who are breastfeeding. Please be aware that we do not provide food for any other family members.

Meal times are:

- breakfast 8.30am
- lunch 12pm
- dinner 5pm

Tea and coffee are available for all visitors in the parents' room.

There are a fridge, toaster and microwave available in the parents' room. Please use them with care, and label all items with your name and the date if you store them in the fridge.

There are a number of other food options on site;

- **AMT Coffee:** 24-hour cafes for sandwiches, soups, hot and cold drinks. At St Thomas' Hospital entrance and at Evelina London, in the atrium on the 3rd floor, open 8am to 5pm
- **M&S Simply Food:** Located at St Thomas' Hospital main entrance, Monday to Friday 7am to 9pm, and weekends 8am to 8pm.
- **Toms@Riverside Café:** For hot and cold dishes to take away. Located on the ground floor, North Wing at St Thomas' Hospital, Monday to Friday, 8.30am to 3pm
- **Toms@Shepherd Hall:** For a range of hot meals. Located on the ground floor, South Wing at St Thomas' Hospital, Monday to Friday 7.30am to 3.30pm

Breastfeeding support

You can breastfeed by your child's bed or we have a dedicated quiet room. The ward has a supply of expressing pumps if you need one. The milk can be refrigerated or frozen by us for you to use in the future. Please make sure that bottles are labelled with your child's name, date of birth, and hospital number. Your nurse will give you labels. Let us know if you're bottle feeding or using dummies, so we can support you and your baby.

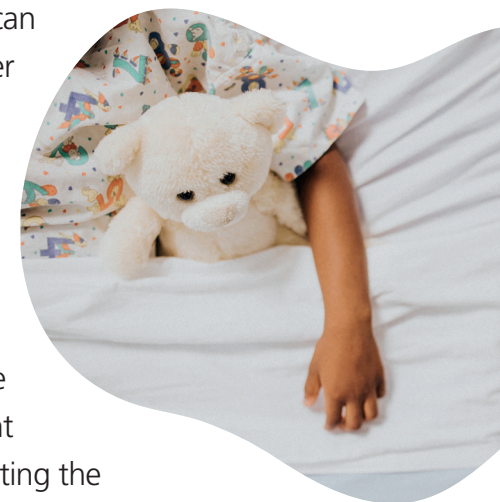
Visiting times and staying overnight

Parents, legal guardians and carers can visit at any time. We only allow other people to visit when a parent, legal guardian or carer is also present.

Each bed space can have up to 2 visitors between 10am and 6pm. Your child's brothers and sisters are welcome to visit, but we might have to restrict visiting at times, to prevent the spread of infection. Children visiting the ward must be supervised at all times.

Only 1 parent, legal guardian or carer can stay overnight for each bed space. Drop-down beds are provided from 7pm to 7am. In high-dependency units (HDU), there is no space for parents to sleep overnight. This is because the level of care is higher and we must have access to the bedside at all times in case of an emergency.

Please leave bedside curtains open at all times, except during personal care or breastfeeding. This allows us to monitor your child properly. Parents' beds need to be put away by 7am for safety reasons. We provide linen, towels and showering facilities. There are also washing machines on the ward which you can use. Please ask your nurse for more information. Always clean your hands with alcohol gel



when you enter or leave the ward, to reduce the risk of infection. If you have been in contact with someone who has an infectious disease, such as chicken pox, you must speak to the nurse in charge before entering the ward. Some of the children are very sensitive to infections and it is important we protect them.

For the same reason you must not visit if you have diarrhoea or have been vomiting. Speak to your nurse about visiting if you have any symptoms of a cold or flu.

Ronald McDonald House Evelina London

216 Lambeth Road London SE1 7JY

Ronald McDonald House provide free home-away-from-home accommodation and support for families with children at Evelina London.

It provides a safe environment to potentially share experiences with others families in similar situations.

Families can stay at the house free of charge (a £25 key deposit is required on arrival which can be donated or returned when you leave) for as long as their child is being treated as an inpatient at the hospital. If a family would like a room at the house they must be referred by the ward. This makes sure that all requests are dealt with promptly and fairly.

Please do not contact Ronald McDonald House directly, but speak to your child's bedside nurse to start an enquiry.

For more information visit website or scan the QR code.

<https://rmhc.org.uk/our-houses/evelina-london-house/>



Car parking and travel

Parking for patients and visitors is very limited. There is often a queue and we do not subsidise the car parking charges. The car park operates a pay-on-foot system, so please have the correct change. You can also pay by credit or debit card. Pay and get your exit ticket before returning to your car.

Parking charges

Please see the below link or scan the QR code for the most up to date information on parking as prices will likely change overtime.

<https://www.guysandstthomas.nhs.uk/visiting-us/parking-st-thomas-hospital>



Charges are £3.50 per hour. Disabled patients are given free parking in the main car park on production of a Blue Badge registered in their name, with an appointment card. Parking charges apply 24 hours a day.

Evelina London and St Thomas' Hospitals are in the Congestion Charging Zone. The Congestion Charge applies between 7am and 10pm every day (including weekends and bank holidays).

Website: www.tfl.gov.uk

Public Transport

Please use public transport whenever possible.

See the bus routes map, or for information about buses and tubes, call Transport for London, phone: **084 3222 1234**.

More detailed up-to-date information is accessed here:

<https://www.evelinalondon.nhs.uk/parents-and-visitors/getting-here/directions.aspx>



There are very good public transport links and taxis available. We do not pay for transport home, even if you were brought to the hospital by ambulance. If your child is going to another hospital we will arrange and fund transport.

Patient transport service

You might be entitled to use our patient transport service if you or your child is unable to use public transport, for example, due to disability or illness. To find out if you qualify, you will need to be assessed by a member of the patient transport assessment team. This involves a brief phone interview and is completely confidential. If you think you may be eligible, phone: **020 7188 2888**.

Help with travel costs

If eligible, you may be able to claim back some of your travel costs to Evelina London.

There are 2 types of reimbursements you can claim for:

- transport expenses
- the London Congestion Charge.

Claiming for public transport

If you are on a low income or benefits you might be entitled to reclaim your travel costs, for appointments you attend after your child is sent home.

You will need to provide proof that you are receiving one of the following:

- Universal Credit
- Working Tax Credit
- Income-based Job Seeker's Allowance (JSA)
- certificate of low income (HC2 (AG2) or HC3 (AG3))

When you arrive for your appointment, let the reception staff know you want to claim back transport fares. They can fill out the right form for you.

To reclaim the money, take the completed form, with proof of your travel costs to the cashier's office. This is on the ground floor, North Wing corridor in St Thomas' Hospital.

Claiming back Congestion Charge payments

You might be able to claim back your Congestion Charge for your child when attending appointments at the hospital after your child has been discharged if they:

- have a weakened immune system, needs regular therapy or assessment, or needs recurrent surgical treatment

and

- the member of staff caring for you has completed the appropriate claim form, confirming your child cannot travel on public transport

You will need to pay the Congestion Charge for the day that you drive to the hospital. At your child's appointment, the staff caring for them will assess whether you are eligible for reimbursement.

If you are, you will need to provide your Congestion Charge receipt or receipt number, and the registration number of the vehicle that you travelled in.

A travel claim form will be completed and signed by your doctor, nurse or other health professional. You will then be able to claim the charge back through our cashier's office. This is on the ground floor, North Wing corridor, at St Thomas' Hospital.

Find out more about the Congestion Charging NHS reimbursement scheme on the Transport for London website: www.tfl.gov.uk

Support

If your child has been in hospital for a long time, or if you are struggling with their stay, you may be eligible for further support. This could include financial advice, emotional or spiritual support. Please see page 35, or speak to the nurse looking after your child for more information.

Language and accessible support services

If you need an interpreter or information about your child's care in a different language or format, please speak to the team your child is seeing.

Evelina London Medicines Helpline

If you have any questions or concerns about your child's medicines, please speak to the staff caring for them or contact our helpline. phone: **020 7188 3003**, Monday to Friday, 10am to 5pm.

Chapter 5:

Things to do

TV and radio

We have a bedside television service, provided by Hospedia. It is free for children under 16 years.

Radio stations are also available through the bedside TV service. These are free for all age groups.

More information about TV, the internet, Wi-Fi and phones is available on the website or scan the QR code.

www.evelinalondon.nhs.uk/TVInternetWiFiPhones



Free Wi-Fi

Wi-Fi in our hospital is free. To connect, search for the NHS Wi-Fi network on your device. Please note that some internet content will be automatically blocked.



Phones

You and your child can use the bedside phone for a fee.

There are also 2 payphones on the ground floor.

Calls made:

- from the bedside phone are 10p per minute at all times
- to the bedside phone are charged at 39p per minute off-peak (7pm to 7am), and 49p per minute at all other times.

You and your child can bring your mobile phones into hospital, but please keep them on silent mode (or use headphones) and be considerate to other patients when using them.

There is a secure recharging unit available for all smartphones in Ocean, Evelina outpatients, ground floor just by the nurses' station. It is free to charge for 30 minutes. This should charge it to about 40%. There are more charging points at the Knowledge and Information Centre (KiC), South Wing, and in the main entrance, at St Thomas' Hospital.

Other activities

Being in hospital can be scary for children and the days can seem longer, but at Evelina London there's always something going on.

Hospital dogs

Friendly therapy dogs, come and visit Evelina London regularly. They love to be stroked and cuddled.

Ask your child's nurse if you would like to meet them on their next visit.

Play rooms

Play is an essential part of your child's recovery. The playroom is available during the day and you can take toys to your bed space.

Please make sure that your child and their siblings are always supervised in the play room. The play team are available Monday to Friday, 8am to 5pm and can provide activities and distraction therapy. Please ask your nurse to contact them. The ward has two playrooms, one at each entrance to the ward.

Evelina Hospital School

We are a Department for Education hospital community special school. Most pupils are in-patients at Evelina London, but some may be siblings of patients, or regular out-patients.

Our staff work flexibly to meet the needs of the pupils. Teaching takes place in the main atrium school for those who are well enough to leave their ward.

Children who are not yet ready to come down to the atrium school are taught at their bedside, generally in shorter sessions of 25 to 45 minutes that are entirely personalised to the needs of the pupil.

Children who are receiving dialysis treatment are taught on their ward 2 or 3 times each week for however long they are with us. We work closely with home schools to make sure that these children are, as far as possible, accessing the work of their peers.

Teaching takes place from 10am to midday and 1.30pm to 3.30pm

For more information please see the school website or scan the QR code. <https://evelina.southwark.sch.uk/>



Chapter 7:

The teams

During your child's time in hospital you will meet a lot of different people. It can be overwhelming and difficult to remember who they all are. Some of the roles are explained below.

Staff should always introduce themselves and their role, but please ask if you are not sure. Please see our website for more information.

Psychology team

Psychologists help people to understand and manage their experiences, thoughts, feelings and behaviour. The Evelina London psychology team are available to any child in the care of the hospital. They help children, young people and their families cope with some of the difficulties that may come from having a health condition, or its treatment.

The psychology team often meet young people and their families while they are staying in hospital or before they are admitted. If you would like to talk to them, you can ask a nurse or any member of the team to contact them. The medical team might offer you the opportunity to meet with them.

Some of the things they might be able to help you with, are:

- preparing for, and coping with, medical treatments and appointments, for example MRI, ECG, blood tests, injections and hospital visits
- coping with changes in day-to-day activities
- coping with being in hospital for long periods of time
- dealing with concerns about the future
- managing symptoms such as pain, breathlessness or tiredness
- managing worries or concerns about difference, for example surgical scars or not being able to be as active as other people
- managing the impact of a health condition or treatment on wider life, such as school, friendships and family relationships
- supporting siblings

Sometimes they may not be the best team to help you. If this happens, they can help you to access the right services.

When you first see the psychologist, they will talk with you and your child about how things are at the moment and any difficulties that you would like some help with. They often meet families together at first, but can also meet with parents and children separately, depending on what is felt to be most helpful. If you would like to discuss anything before the appointment please call them.

The psychology team work as part of the Evelina London healthcare team, and often share information within the team to provide joined-up care for your child. If there is any information that you do not want shared with the wider team, please let them know.

Everyone working at our hospitals and the NHS has a legal duty to keep your child's information secure and confidential. However, they also have a responsibility to protect your child and others from harm. So, there may be times when they need to share information with other professionals. They will discuss with you and your child what information needs to be shared and who with.



Play specialists

Play is an essential part of childhood – a child learns, develops, communicates and expresses themselves through play.

Our play specialists are specially trained in providing play for sick children and young people. They provide patients with the means to develop through fun and familiar activities, helping to reduce anxiety and help their recovery. Play specialists work closely with medical and nursing staff to make sure your child gets the best care and understands what is happening to them. There is usually 1 based in each ward area, and the ward team will be able to contact them for you.

Palliative care

The palliative care service supports babies (before and after birth), children and young people with life-limiting and life-threatening conditions, as well as their families and carers.

The aim is to make sure your child and family are supported to live as well as they can for as long as they can, within the limits of the illness. The palliative service manages a wide range of conditions. Lots of the conditions are rare and the prognosis is often unpredictable.

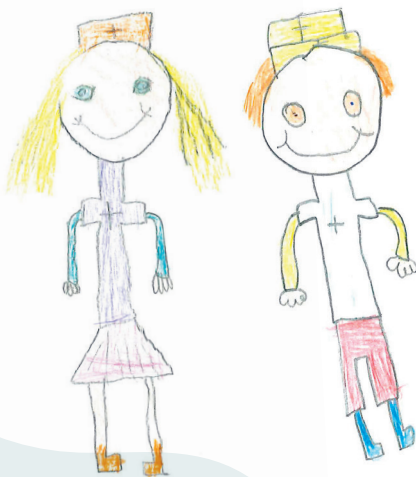
Each child and their family are different. The role the team plays will depend on your child, where they are on their medical journey, and your wishes.

Sometimes the palliative care team work alongside teams who are working towards curing or modifying the disease. Care can include management of distressing symptoms, and help accessing respite (short breaks). It can also include advance care planning and support with end of life care.

This service is available to children who are inpatients at Evelina London, in hospices, and in their own homes. They offer care and support to children and their families from across south east London and the south east of England. They work closely with local teams in the community and with colleagues in adult services.

The palliative care team are based at Evelina London, but also visit patients in different care settings and in patients' homes. The service in Evelina London is open, Monday to Friday, 9am to 5pm, and they also provide phone support 24 hours a day, 7 days a week, to the families under their care.

Phone: **07747 267799**, Monday to Friday, 9am to 5pm (except bank holidays) Out of hours you can contact them through the switchboard, phone: **020 7188 7188**.



Occupational therapy

Occupational therapy can help people to learn and play so that they can develop, and reach their full potential. It allows them to take part in daily life to improve their health and wellbeing. Daily life is made up of many activities (or occupations). For children or young people, these might include self-care (bathing, eating a meal, or toileting), being productive (going to nursery or school), and leisure time (playing with friends or doing hobbies).

If your child has complex needs or is having a long hospital stay, the occupational therapist can advise and support with:

- functional skills and changes
- daily self-care activities
- development and providing a therapy programme
- screen your home environment if you have any concerns about the suitability for safe discharge (but they do not have a role in offering you alternative accommodation)
- reviewing existing equipment, such as seating or wheelchairs
- linking up with your community teams

Dietitians

The dietitians can assess and monitor growth and nutrition, and the need for any specific dietary needs. This can include designing personalised feeding plans to make sure your child's needs are met.

Speech and language therapy (SLT)

The SLT team support feeding and communication. They work with children who have difficulties eating and drinking, to make sure swallowing is safe, and mealtimes are enjoyable.

They can also help with communication while your child is in hospital. They assess and support children who have had changes to their speech, language, understanding and voice quality.

Physiotherapy

Physiotherapists assess and treat babies and children with a wide range of physical problems and conditions caused by illness, injury or disability including:

- conditions affecting joints and bones
- neurological conditions
- heart and chest conditions
- prematurity

They use a range of techniques to educate and support recovery, and to maximise functional ability.

Compass team

Being in hospital can be a worrying time for children and families. It can be confusing when lots of health professionals are involved, each looking after a different medical area. In response to feedback from families, we have a dedicated Compass team to help join up your child's care. We aim to work with the wider team to provide better communication, coordination and continuity of care.

The Compass service is for children and young people with medical conditions that need the input of multiple teams. As places are limited, the clinical teams discuss which patients would benefit most from the Compass team's help, based on the degree of complexity.

They work with community and local hospital teams to help identify what care is needed in hospital, and what can be given closer to home, or at home.

The Compass team work closely with the acute (emergency) general children's team. The Compass team are on site Monday to Friday, 9am to 5pm. If you have any concerns outside of these hours, the acute general children's team are available. Questions about the longer-term plan for your child's health can be answered by the Compass team.

The team is made up of a general children's consultant, clinical nurse specialists, and family support worker. They work closely with the discharge coordinator.

Discharge coordinator

A discharge coordinator (WellChild nurse) is a senior nurse who specialises in discharging children with complex needs. Their role is to coordinate your child's discharge from Evelina London, either back to your local hospital or home. They will meet with you to talk about the discharge process and what it means for you. They will help organise multidisciplinary team (MDT) meetings with all the professionals involved in your child's care. A final discharge planning meeting will be arranged, usually a week before your child goes home.

If your child has been in hospital for a long time, a phased discharge might be suggested. This means taking your child home for 1 or 2 nights, before the agreed discharge date, to help build confidence. The discharge coordinators visit the wards each day and can also be contacted on the phone.

Community therapy teams

The hospital dietitians, occupational and physiotherapy teams have colleagues working within the community. When it's appropriate, they will hand over information about your child to make sure they get the right support on discharge and when back at home too.

Chapter 8: Support and more information

Local community resources

To access the resources in this section please scan the QR code or visit the website addresses given.

Evelina London

Information about conditions, procedures, treatments and services offered at our hospitals.

Web: www.evelinalondon.nhs.uk/leaflets



ECHO

This charity supports families affected by children's heart conditions. This link signpost to local things to do, including places of worship, parks and places to eat. Web: <https://echo-uk.org/neighbourhood/>

Lambeth and Southwark

Useful websites for accessing support in Lambeth and Southwark, website: www.evelinalondon.nhs.uk/CommunityPaediatricsUsefulWebsites



Guidance accessing support

Contact

Contact give online, printed and helpline advice on education, benefits and finances, childcare, social care, medical information and more. The charity comes to the hospital each week and are happy to meet families on the ward. Please ask your bedside nurse to contact the complex family support worker if you're interested.

Web: www.contact.org.uk

WellChild

WellChild is the charity which established the discharge coordinator role in 2013. Their philosophy is that every child, however complex their needs, should be able to live at home. You can access the WellChild Family Tree Network for peer support, and they also provide fun days out for families. Web: www.wellchild.org.uk

Roald Dahl's Marvellous Children's Charity

This charity provides specialist nurses and support for seriously ill children including the complex service clinical nurse specialist. They also provide support for families who are cared for by the complex care clinical nurse specialist.

Web: <https://www.roalddahlcharity.org>

Family Action

Family Action give practical, emotional and financial support to anyone experiencing poverty, disadvantage and social isolation.

Web: www.family-action.org.uk

NHS

Call NHS 111 for medical advice.

Scope

Disability equality charity providing practical information and emotional support, phone: 0808 800 3333, web: www.scope.org.uk

Mencap

Supporting people with learning disabilities, as well as their families and carers, phone: 0808 808 1111, web: www.mencap.org.uk

Cerebra

Provide research-driven, high quality health and social care advice and support for the families of children with brain conditions, Phone: 0800 328 1159, web: www.cerebra.org.uk

Council for Disabled Children

An umbrella body for the disabled children's sector, bringing together professionals, practitioners and policy-makers, web: www.councilfordisabledchildren.org.uk

The Disabled Children's Partnership

Group of more than 70 organisations campaigning for improved health and social care for disabled children, young people and their families, web: www.disabledchildrenspartnership.org.uk

Evelina London Mediation Service

An independent, confidential service supporting families, patients and health care professionals, phone/text: 07543 244043, email: evelina@medicalmediation.org.uk

Citizens Advice

Confidential free advice on different issues, including benefits, housing, immigration and more, web: www.citizensadvice.org.uk

Specific practical support

Queen Elizabeth's Foundation for Disabled People

Provide practical, caring and innovative solutions to enable people, whatever their disability, to live their lives to the fullest extent possible. Web: qef.org.uk

Changing Places

Identifies toilets in the UK with height-adjustable changing spaces and hoists, web: www.changing-places.org

Dial-a-Ride services (on behalf of Transport for London)

Free, door-to-door transport service for people with a mobility difficulty or disability, phone: 0343 222 7777, web: www.tfl.gov.uk/modes/dial-a-ride/

Financial support

Money Advice Service

Free and impartial money advice set up by the government, web: www.moneyadviceservice.org.uk

UK Bill help

Information and assistance with rent, bills and debts, web: www.billhelp.uk

National Debtline

Free debt advice over the phone and online, phone: 0800 808 4000, web: www.nationaldebtline.co.uk

Step Change

Free debt advice over the phone and online, phone: 0800 138 1111, web: www.stepchange.org

Food and housing support

The Trussell Trust, foodbanks

Find a foodbank near you, web: www.trusselltrust.org

Shelter

Advice, support and legal services for people struggling with bad housing or homelessness, web: <https://england.shelter.org.uk/>

Healthy Start

Free fruit and vegetables, milk and vitamins, phone: 0345 607 6823, web: www.healthystart.nhs.uk

Family support

Family Lives

Advice on all aspects of family life from bonding with your new baby, tantrums, positive discipline, bullying, communicating with teens, divorce and separation. Phone: 0808 800 2222, web: www.familylives.org.uk

The Mix

A charity that provides free, confidential support on any issue for young people under 25, phone: **0808 808 4994**, web: **www.themix.org.uk**

Home Start

A community network of trained volunteers and expert support, helping families with young children through their challenging times, web: **www.home-start.org.uk**

Chapter 8: Your space

Please use this space to write down:

- any questions you have
- what is important to you and your child
- any goals for the week ahead

This can help guide conversations with your child's healthcare team when they meet you.

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[illegible]

Please use this space to make a note of the names of professionals involved in your child's care, and their roles. This can help make it clear who should contact with a particular concern. You can also write down any appointments.

[illegible]

