

Where will I be seen?

We can see you by the bedside or in a more confidential space if you would prefer.

How to contact us:

There are two Psychologists, Clare Chamberlain-Parr and Rachael Ellis.

You may see us walking around on the ward. We are wearing normal clothes and have a badge on that says 'Clinical Psychologist'. You are welcome to approach us to say hello or introduce yourself; we can then find a time to come and meet you again properly to find out more about how we can help you.

Alternatively, you can speak to a member of staff on your ward, and ask them to refer you to Psychology for further support.

Confidentiality

All information that you share with us is treated confidentially unless we are worried that someone's safety is at risk. We ask to share some information with other professionals involved with your child to help us provide the best care. However, we will always check with you first before sharing that information.

This leaflet only gives general information. It is most helpful to discuss you/your family's individual needs with staff.

This information can be made available in other languages and formats if requested.

Further Information

You may find the following contacts helpful:

Ronald MacDonald House -

<https://ronaldmcdonaldhouseliverpool.org.uk/>

Patient Advice and Liaison Services -

find your local service via this link -

[https://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-\(PALS\)/LocationSearch/363](https://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-(PALS)/LocationSearch/363)

The Complex Discharge Team -

0151 293 3663

Midwife drop-in - Monday and Friday 1.30 to

2.30pm by appointment only. To make contact please ask a member of staff, or call using extension 3534.

Neonatal Community Liaison Nurse -

Contact for availability - 07967770809

Acute Liaison Learning Disabilities

Nurse - 0151 228 4811 / 07976797068

Specialist Palliative Care Team -

External: 0151 252 5408 / Internal: 2408

Claire's House Hospice -

<https://www.clairehouse.org.uk/>

Zoe's Place -

<https://www.zoes-place.org.uk/liverpool>



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Alder Hey Children's
NHS Foundation Trust

Clinical Psychology Service (Critical Care)



Information for families

Understanding your feelings

It is normal to feel a range of emotions when a child is admitted to Critical Care. Each person will cope differently and there is no 'right way' to respond. Parents describe feeling a rollercoaster of emotions, such as:

Shock	Frustration
Anger	Restlessness
Change in appetite	Worry
Tearfulness	Numbness
Fear	Anxiety



Things you might notice:

Critical Care wards can be stressful environments. You may notice staff responding to emergencies and hear unfamiliar noises such as beeping machines. Whilst the staff are used to these distractions, you may not be, so it is understandable if this takes a while to get used to.

These distractions may also be stressful for your child or visiting siblings. It can be helpful to explain what the noises and machines are. Don't be afraid to ask staff if you are unsure yourself!

How can you look after yourself and your family:

We all deal with stressful situations differently. There is no right or wrong way of handling this time, but in order to be helpful to yourself and your child you need to look after yourself.

You may find it helpful to:

- * Try to keep in touch with family members, friends and other support networks. While it's great to feel supported, updating family members / friends can be stressful too. Some families have found it helpful to set up a 'group' text or chat so you aren't pressured to update individuals. You may even want to consider speaking to one person directly and allowing them to update other friends / family.
- * Remember to eat, sleep, and take breaks from the ward. Trained staff are there to look after your child when you are not there. Taking breaks and relaxing will allow you to stay engaged and focused when you are back on the ward
- * Try writing in a diary / notebook. Not only will this help you notice and express how you are feeling, but it will allow you to record questions for medical staff, and may also help you keep on track of current medical plans
- * Ask the nurses about how you can help in your child's daily care. Your child will benefit from having their parent / carer close by and involved even though there are trained Doctors and Nurses looking after them. Don't be afraid to ask staff to repeat themselves if you do not understand what is happening.

Who are we / How can we help:

It is not unusual to be struggling emotionally after a child has been admitted to Critical Care. Psychological support for children and their families is an important part of the care provided by Alder Hey.



Clinical Psychologists are trained to help people make sense of how they feel, think and act, and we use this knowledge to help children and families cope with the difficulties that arise from an admission to Critical Care.

We can help with a range of issues, emotional or behavioural, that you and your family may be facing during your time on Critical Care. You may like to just speak to us once, or continue to see us whilst your child is admitted, and this can be decided more definitely once we have met you.

Spending time with a Psychologist may help you to:

- * Take time to express and explore your emotions in a safe and supportive environment
- * Explore ways to cope with emotions you may be experiencing
- * Support you to manage the effect that time on Critical Care may be having on your personal/family life
- * Help you think through decisions you may need to make about your child's treatment.

Who can access the support?

You can see a Psychologist on your own or as a couple or family and, depending on a child's age and confidence, it is also possible for younger family members to see a Psychologist alone.

This support is available throughout your child's admission to Critical Care.