

Royal Brompton Hospital
Family liaison service





Information for families

This leaflet gives you general information about our family liaison service. It does not replace the need for personal advice from a healthcare professional. Please ask us if you have any questions.

What is the family liaison service?

The family liaison service is a non-medical team that can support you from your child's admission to hospital through to when he/she goes home.

There are lots of people involved in the care of your child, and we realise that the parents and carers need to be cared for too. Being in hospital with your child can be stressful, especially when you are a long way from home and other members of your family.

You may need to be referred to other teams in our department. We will continue to support you, if you agree to this.

How can we help you?

We can:

- Meet you and find out about you and your family.
- Listen to any worries or concerns you may have and work with you to find

the different ways we may be able to help.

- Speak with other hospital staff and professionals on your behalf, and with your permission. These could include health visitors, schools and social services.
- Direct you to other external teams and/or organisations that may be able to help you. For example, housing departments and Citizens Advice.
- Discuss any worries you may have about the other children in your family while you are in hospital.
- Put you in touch with the welfare rights officer if you are experiencing financial or housing difficulties.
- If needed, we will contact the accommodation office for you when your child is coming in for surgery.
- Help to arrange for an appropriate person to sit with your child if you need a break but are worried about leaving your child.

How to find a member of the family liaison team

Ask any member of staff on Rose ward or on the paediatric intensive care unit (PICU) and they will put you in contact with us.

You can also contact us directly. Telephone **0330 12 88121** and ask the operator for **extension 88588** or for **bleep 1250**. Or you can call the team's mobile phone on **07484 936 290** or send an email to **familyliaisons@rbht.nhs.uk**.

We work 8am-6pm, Monday to Wednesday, 8am-5.30pm Thursday, and 8am-5pm on Friday.

Other support

The family liaison service works closely with The Brompton Fountain – a charity that supports families whose children are being treated for heart and lung conditions at Royal Brompton & Harefield NHS Foundation Trust.

The Brompton Fountain can help by: providing information, putting people in touch with others in similar situations, holding fun and social events, improving the physical facilities and environment that families have access to while in hospital and offering support to the siblings of children with heart and lung conditions.

You can contact The Brompton Fountain by email at **admin@thebromptonfountain.org.uk**. You can also find the charity at **www.thebromptonfountain.org.uk** and **www.facebook.com/thebromptonfountain**.



Feedback

We always welcome feedback from families and children. Your views are important to us because they help us improve the service we provide.

Royal Brompton Hospital
Sydney Street
London
SW3 6NP

Tel: **0330 12 88181**

Website: **www.rbht.nhs.uk**

If you have concerns about any aspect of the service you have received in hospital and feel unable to talk to those people responsible for your care, call the Patient Advice and Liaison Service (PALS) on 020 7349 7715 or email pals@rbht.nhs.uk. This is a confidential service.



A lifetime of specialist care

Royal Brompton Hospital
Sydney Street
London
SW3 6NP

Tel: 0330 12 88121

Harefield Hospital
Hill End Road
Harefield
Middlesex
UB9 6JH

Tel: 0330 12 88121

Website: www.rbht.nhs.uk

إذا كنت ترغب في الحصول على ترجمة فورية لمضمون هذه الوثيقة إلى اللغة العربية، يرجى منك الاتصال بأحد مستخدمينا بجناح المصلحة التي يتم فيها استشفائك. أحد موظفينا سيسعى لترتيب إجراءات الترجمة وإتمامها في الوقت المناسب لك.

Brosurteki bilginin Türkçe tercumesi için tedavi görüyor olduğunuz bölüme basurunuz. Bölüm personeli tercümenin gerçekleşmesini en kısa zamanda ayarlayacaktır.

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