

Confidentiality

All our staff are required to abide by a strict code of conduct on confidentiality. We may share some information with other staff who do not work for Oxleas NHS Foundation Trust. Examples may include your GP and social services employees. When considering who may see information about you, our staff use the following principles:

- only share information with those who need to know in order to provide good quality care
- share the minimum information necessary to ensure good quality care.

Your opinion matters

We welcome your views on the services we provide. If you would like to comment, make suggestions or make a complaint, please speak to the person you normally see or ask to speak to the team manager.

You may also like to speak to our Patient Advice and Liaison Service (PALS) by ringing the freephone number 0800 917 7159.

If you are unable to resolve your concerns or would like to take the matter further, please contact:

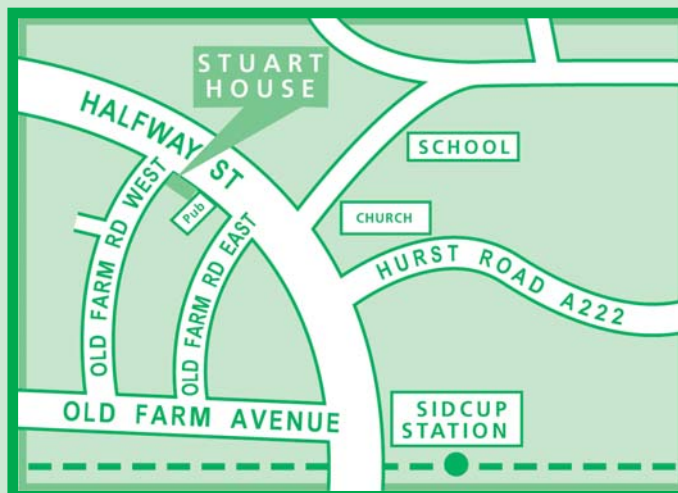
Head of Complaints, Oxleas NHS Foundation Trust, Pinewood House, Pinewood Place, Dartford, Kent, DA2 7WG
Tel: 01322 625751

This leaflet is produced and published by Greenwich learning disability team.

Risks

There are risks to this kind of therapy: focusing on problems can make people feel worse, and therapy can sometimes affect your relationships in a negative as well as a positive way. It is the therapist's job to understand these feelings and to help you to deal with them as they arise.

How to find us



Bus: The following buses stop in Sidcup.

Halfway Street: 286(Greenwich/Eltham/Queen Mary's Hospital) and 51 (Welling/Woolwich).

Hurst Road: 229 (Erith)

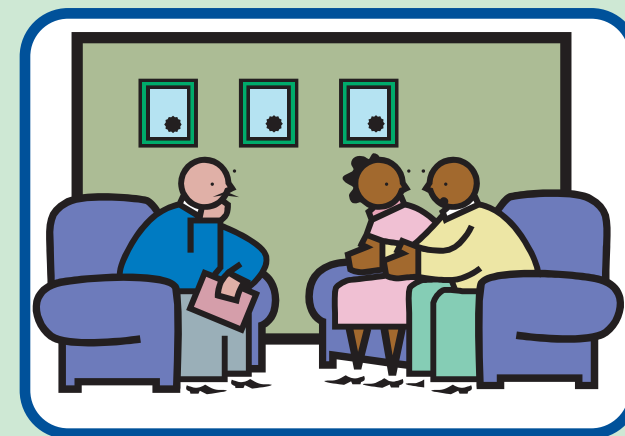
Sidcup train station: 269 (Bexleyheath), 492 (Bluewater), 233 (Swanley), 160 (Cattford).

Parking:

A free car park is available at the back of Stuart House.

Train: The nearest station is Sidcup.


Bexley Community Learning Disability Team



Learning Disability Psychology and Counselling Service Family sessions

Information for service users, carers and their families

August 2008

Oxleas 
NHS Foundation Trust

Reasons for doing family work

Sometimes people with learning disabilities have problems which can be sorted out on a one to one basis. Other times, it is more helpful to meet with the family as well as the person. Often families develop ways of dealing with difficulties that were helpful at the time, but later become unhelpful.

Sometimes a family can be so busy dealing with day to day difficulties that they find it hard to come up with new ways of thinking about or managing the problem. Family consultation sessions can help the family to come up with new ideas or different ways of dealing with difficulties.

How psychology works with families

We sometimes have just one psychologist working with families. At other times we have found it useful for two psychologists to work with the family. Working together with you means that between us we can come up with more ideas.

The psychologists are all part of the Bexley Community Learning Disability Team (CLDT).

Where are the sessions held?

The sessions are usually held at:
Bexley CLDT
Stuart House
45-47 Halfway Street
Sidcup, Kent DA15 8LH

How often are appointments?

We usually meet with families every three to six weeks for about one to one and a half hours each time. We sometimes meet more frequently to begin with and then less often later on. Having time between sessions means that you will have a chance to try out new ideas and notice changes between sessions. Sometimes we speak to families on the phone in between sessions.

Who in the family will be invited to the appointments?

Often different members of the family, including those who do not live in the same home, have different views, thoughts and experiences. Different family members may be affected in different ways. It can be very helpful for us to hear everyone's points of view about the situation, so we like as many family members as possible to attend initial appointments.

We understand that it can be difficult for some family members to attend because of work or school. However, often the more views we get in the early sessions the quicker the solutions can be found to resolve what could be long standing difficulties.

Later on we may have some sessions with an individual or have different combinations of family members and/or professionals who are involved in the person's care.

What are the sessions like?

We often take a break at some point in each session. This allows the two psychologists (if you are working with two) to go into another room to talk to each other. We find these breaks very helpful as it allows us to think about your family and come back in with some clear ideas. We can then think about these ideas together and see if they are helpful. The break also allows family members to have time and space to think about what has been discussed in the session.

What we don't do

We do not tell people what to do or give solutions to problems. However by sharing ideas with you and your family in a space away from your day to day lives, we can help you to come up with your own solutions.

Our experience has told us that giving you our 'professional solutions', giving advice or telling you what to do is not usually the most helpful. After all, all families are different. You know the most about your family and you know what might work best.

Contacting us

If you think this service could be helpful for you or your family or if you are already involved in family sessions and need to contact us to rearrange a session then please call us on 0020 8269 3300.