

Information leaflet for Parents and Carers

Clinical Psychology and the Cleft Lip and Palate Team



By your side

This leaflet is to help you to understand the role of the Clinical Psychologists in the Cleft Lip and Palate Team.

How can the Cleft Clinical Psychology team help?

At Birmingham Children's Hospital we work with children, young people and their families when medical conditions are impacting on their quality of life. For some families, simply coming to the hospital can be difficult; while for others, treatments or operations may be particularly distressing. It may also be the uncertainty of waiting until children are the right age for treatment that is affecting their life now. Some children or young people find talking about their cleft upsetting, and some families find it difficult to cope with other people's reactions.

We can help you in a variety of different ways. We always try and respond to the individual needs of each family and so we offer:

- individual work with children and young people
- individual appointments with parents or carers
- family appointments
- support and advice to other professionals, both in the hospital and in the community e.g. schools

What kinds of things do we help with?

The kinds of things we can help with include:

- Adjusting to being given a diagnosis of a medical condition e.g. cleft lip and/or palate
- Coping with worries about hospital and treatments e.g. operations, dental and/or orthodontic work
- Making decisions about operations
- Neuropsychological assessments
- Understanding and managing behavioural and emotional changes relating to your child's cleft or associated medical condition (if your child's cleft occurs in the context of a syndrome)
- Managing teasing/bullying, building confidence, self-perception and ways of coping with a visible or speech difference

We use our knowledge of child development and understanding of how families cope in response to difficult experiences, such as the diagnosis of a cleft or coping with challenging treatments, to help families.

We offer support during stays in hospital and as outpatients when we can meet you in the Clinical Psychology Out-Patient Department on the ground floor in Ladywood House. We are also available in the cleft outpatient clinic.

We also work closely with the Hospital Play Specialists and other professionals to help your child to cope with procedures in hospital.

What will happen?

If you would like some support you can ask a member of the team, for example when you attend the outpatient clinic, or you can contact us directly on 0121 333 8046. We will then contact you to arrange an appointment. For families who travel long distances, it is often possible to arrange appointments before or after clinic, to have phone consultations or to meet up and discuss arranging support nearer home.

If a young person is over 16 years old they do not need parental permission to meet with us.

You do not need to have a “psychological problem” to see us. We are there to talk to you about how you and your child are coping with their cleft and/or having medical treatment. Through meeting together, we aim to find out if other support is needed and give you the chance to discuss any concerns you might have. You may find that one appointment is all that you need.

Who should come and what to bring?

If you feel it would be helpful to bring somebody with you who can help us to understand your concerns, please feel free to do so.

Before we meet, we will also send you some questionnaires in the post for you to fill in. You may also wish to bring with you any documentation e.g. school reports that you feel may be important in understanding the situation.

Would you like an Interpreter?

Please call us and we can arrange this.

Helping to look at and improve services

At different points during your contact with the Cleft Team we will ask you to complete questionnaires to help us understand more about any difficulties you and your family may be experiencing. This also gives us a chance to find out more about what has been helpful, or not so good, through your child's journey of treatment.

We welcome your feedback at every stage, in order for you to help us support you better.

Confidentiality

All information is treated confidentially. We do update your child's Medical Consultant, the Cleft Team and GP about your child's progress. If we need to discuss what you have told us with anybody else outside of the team, where possible we will discuss this with you first.

We have updated our Privacy Notices in line with the data protection legislation (General Data Protection Regulation (GDPR)/Data Protection Act 2018. For more information about how we use your personal data please visit our website at:

<https://bwc.nhs.uk/privacy-policy>

Useful Information and Contacts

BCH CAMHS - Youth Space

Web: www.youthspace.me

Child and Adolescent Mental Health (CAMHS)

Web: www.camh.org.uk

Cleft Lip and Palate Association

Tel: 020 7883 4883

www.clapa.com

Changing Faces

Tel: 0845 4500 275

Email: info@changingfaces.org.uk

Web: www.changingfaces.org.uk

Contact a Family

Tel: 0800 808 3555

Email: info@contact.org.uk

Web: www.cafamily.org.uk

www.makingcontact.org

ChildLine

Free confidential helpline: 0800 11 11

Web: www.childline.org.uk

Family Lives

Free confidential helpline: 0808 800 2222

Web: www.familylives.org.uk

KidsScape

For information on bullying or child abuse

Tel: 0207 730 3300

Web: www.kidscape.org.uk

Young Minds

Promoting child and adolescent mental health

Tel: 0808 802 5544

www.youngminds.org.uk

This leaflet has been produced by the Paediatric Psychology Team.

Further Information

We hope you will find this leaflet helpful. This leaflet was developed using the most up to date evidence available and is based upon current practice. Further details are available upon request. If you feel you need any more information or have any further questions please contact:

The Paediatric Psychology Team

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Website: www.bwc.nhs.uk

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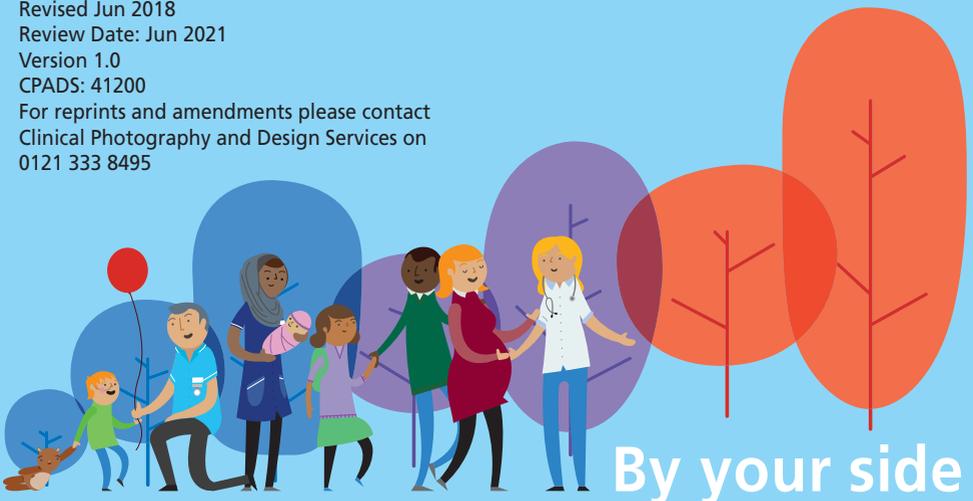
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