



Clinical Psychology Services

North West England, the Isle of Man and North Wales
Cleft Lip and Palate Network

This leaflet provides information about the Cleft Lip and Palate Clinical Psychology Service which we hope you will find helpful. Your Cleft Lip and Palate Team is interested in both the physical and psychological well-being of your child and there may be things that we can help you with.

What is a Clinical Psychologist?

A Clinical Psychologist is someone who has been trained to understand how people develop, think, feel and behave. We use this knowledge to try to help children, young people and their families to adjust to and cope with some of the challenges that can come from living with a medical condition and its treatment.

What can we help with?

We can help with:

- Adjusting to the news that your child has a cleft lip and/or palate and any worries after antenatal diagnosis or at the time of the birth.
- Preparation and support for surgery including worries about operations or treatments.
- Adjusting to the outcome of medical assessments, treatments and procedures, including support after surgery.
- Making decisions about treatment and surgery.
- Concerns about your child's overall development.
- Worries about having a cleft lip and/or palate.
- Concerns about appearance.
- Concerns about what to say to other people and how to deal with their reactions and questions.
- Bullying and teasing.
- Difficulties in social situations or in talking to people.
- Starting school, moving to secondary, leaving school and applying for jobs.
- Concerns about your child's progress in school.
- Difficulties in friendships or other relationships.
- Behavioural problems.
- Low mood or anxiety.

How can we help?

- We can offer individual appointments where we discuss any worries you and/or your family have and ways you can manage them. We can provide counselling, therapy and support for you and your family about anything related to your child's cleft lip and/or palate.
- We can work individually with your child, with you as parents or with the whole family depending on your support needs.
- We are able to talk (with your consent) with other agencies that you are involved with, for example school, social services, your General Practitioner (GP), and other medical teams. This can be helpful if there are several professionals involved with your child's care as it can be difficult to find time to contact everyone and get a good idea of your child's progress.

Who are the Clinical Psychologists in my Cleft Team?

There are several experienced Clinical Psychologists who work as part of the Cleft Lip and Palate Team. Assistant Psychologists support the work of the Clinical Psychologists and evaluate the service we provide and there are sometimes Trainee Clinical Psychologists on placement within the team.

Frequently Asked Questions

How do we see a Clinical Psychologist?

There are a number of ways this can be arranged. You can talk to a Clinical Psychologist or any member of the Cleft Lip and Palate Team about your support needs when you come to clinic. A member of the team may offer a referral to Clinical Psychology, or you can request this yourself.

You can also contact us directly, Monday to Friday, 9.00 am to 5.00 pm by telephoning the Clinical Psychology Department at either:

- Alder Hey Children's Hospital 0151 252 5586
- Royal Manchester Children's Hospital 0161 701 5683

Will I have to wait to see a Clinical Psychologist?

We aim to offer an initial appointment within 8-12 weeks. We try to be as flexible as possible with appointment times.

However, if the date or time of your appointment is inconvenient please let us know so that we can rearrange it.

What will happen at the first appointment?

The first appointment will usually last between an hour and an hour and a half. We will talk about any current difficulties as you and your child see them and about the family in general. We may also ask questions about your family's history, the early development of your child and about school. This will help us build up a picture of any issues you face. The Clinical Psychologist will usually want to spend some time talking to your child alone, perhaps using activities such as drawing or play. However, this may happen at a later session. As well as the Clinical Psychologist asking you questions, you can ask questions if there is anything you are unsure about. At the end of the first session, we will try to plan the next steps to help resolve any difficulties. This may involve asking you to keep records of your child's problem, or asking permission to contact other people such as doctors, nurses or teachers who have had a lot of contact with your child.

Will we need to come and see a Clinical Psychologist separately from our other appointments?

Not necessarily. We try to co-ordinate appointments with other appointments that you have. Sometimes you might prefer a separate appointment to concentrate on an issue. How often you and your child see us will be agreed individually.

Where will we be seen?

The Clinical Psychology service offer appointments at the Children's Hospitals in Manchester and Liverpool and also within the outreach settings at the Royal Preston, Glan Clwyd and Wrexham Maelor hospitals. However, if you have a problem getting to these locations please let us know and we will see if we can help.

Occasionally, if it is felt to be more appropriate or helpful to the child or young person and their family to be seen in the home then this can be arranged. The individual needs of your child and family can be discussed in a one-to-one meeting with us.

Will the Clinical Psychologist meet the whole family?

Sometimes it can be helpful to meet with all members of the family together. However, there is no obligation to include all family members. We discuss with those attending whether it might be helpful to include other family members.

Do Clinical Psychologists see children separately from their parents?

This will always be done in full discussion with parents. Depending on the age and confidence of the child, it can sometimes be helpful to see children separately. Older children and teenagers will be offered the chance to be seen on their own.

Confidentiality and Consent

- Confidentiality and consent will be discussed with you at your first meeting and you will have the opportunity to ask any questions you or your child may have.
- All information that you share with us is treated confidentially unless there are concerns that someone's safety is at risk.
- Letters are exchanged between members of the team so that we can provide you with the best quality care. Copies of letters are also sent to your child's GP and Community Paediatrician. However, if there is information that you do not want to be shared with the rest of the team you can talk to the Clinical Psychologist about this.
- You will be given the opportunity to receive copies of any letters written by the Clinical Psychologist about your child.

Suggestions/Comments

The staff are here to help and it is important for them to know if you have any comments or suggestions about the services you have received. If you wish to speak to a member of the cleft team please telephone us:

Liverpool: 0151 252 5209

Manchester: 0161 701 9091

Monday to Friday, 9.00 am to 5.00 pm

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on:

Liverpool 0151 252 5374/5161, Monday to Friday 9.00 am to 4.30 pm, e-mail PALS@alderhey.nhs.uk

Manchester 0161 701 9091, Monday to Friday 9.00 am to 4.00 pm, e-mail childrens.pals@cmft.nhs.uk

External contacts and information

Cleft Lip and Palate Association (CLAPA)

First Floor, Green Man Tower,
332b Goswell Rd,
London EC1V 7LQ

Tel: 0207 833 4883

Fax 0207 833 5999

E-mail: info@clapa.com

web: www.clapa.com

Changing Faces

The Squire Centre,
33-37 University Street,
London, WC1E 6JN

Tel: 0845 4500 275

Fax 0845 4500 276

E-mail: info@changingfaces.org.uk

web: www.changingfaces.org.uk

Information leaflets about our service are available to download from both Alder Hey Children's Hospital and Royal Manchester Children's Hospital website:

www.alderhey.com/services/cleftpalate.asp

www.cmft.nhs.uk/children's-hospitals/our-services/cleft-lip-and-palate.aspx

www.cleftnorthwest.nhs.uk

This information is available in Welsh, if preferred.

Mae'r wybodaeth hon ar gael yn Gymraeg, pe baech yn dymuno hynny.

© Copyright to Central Manchester University Hospitals NHS Foundation Trust

TIG 51/10 Produced October 2013 Review Date October 2015 (SF Taylor CM10496)