

No Smoking Policy

The NHS has a responsibility for the nation's health.

Protect yourself, patients, visitors and staff by adhering to our no smoking policy. Smoking is not permitted within any of our hospital buildings or grounds.

The Manchester Stop Smoking Service can be contacted on Tel: (0161) 205 5998 (www.stopsmokingmanchester.co.uk).

Translation and Interpretation Service

Do you have difficulty speaking or understanding English?

আপনি কি ইংরেজীতে বুঝতে কিংবা বুঝাতে পেরেছেন ? (BENGALI)

क्या आपको अंग्रेजी बोलने या समझने में कठिनाई है ? (HINDI)

તમે ભાષા કાચો વાતચીત કરવામાં મુશ્કેલી આવે છે ? (GUJARATI)

ਕਿ ਤੁਹਾਨੂੰ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਜਾਂ ਸਮਝਣ ਵਿਚ ਦਿੱਕਤ ਹੈ ? (PUNJABI)

Miyey ku adagtahay inaad ku hadasho Ingriisida aad sahamto (SOMALI)

هل لديك مشاكل في فهم اوالتكلم باللغة الانجليزية ؟ (ARABIC)

你有困難講英語或明白英語嗎 ? (CANTONESE)

کیا آپکو انگریزی سمجھنے اور سمجھانے میں دقت پیش آتی ہے ؟ (URDU)

☎ 0161 276 6202/6342

Family Support Centre

Ground Floor

Royal Manchester Children's Hospital

Oxford Road

Manchester

M13 9WL

Tel: 0161 701 8700

www.cmft.nhs.uk

Royal Manchester Children's Hospital

Family Support and Family Accommodation Support Teams

This leaflet explains what the Family Support Service is and how it may help you.

Tel: 0161 701 8700



Having a child in hospital can be a very stressful and emotional time. You may feel frightened, lonely and confused by all that is happening. By offering a high standard of emotional and practical support we can try to help you deal with whatever difficulties you may face due to your child's admission to hospital.

Who are we?

The team consists of:

- Family Support Specialist Practitioners
- Family Accommodation Support Staff

The Family Support Specialist Practitioners aim to:

- Offer a unique, confidential, family-centred service to parents/carers and extended family members.
- Provide expert practical guidance and advice if needed.
- Give families opportunities to talk things over with people who are not directly involved in the care of their child.
- Support families at important medical meetings if required.
- Support families in crisis and support families at the time a life is ending for their child.
- Support families after discharge or bereavement for three months. This can be reviewed, dependent on need.
- Organise, with other staff, memorial services for the newly and long term bereaved families.
- Signpost families to the appropriate services.

The Family Accommodation Support Team aim to:

- Where appropriate and when available, provide accommodation for parents whose child is in the Critical Care area, either on the Paediatric Intensive Care Unit, High Dependency Unit or the Burns Unit.

- Support parents on other ward areas who may need advice about accommodation.
- Look after parents daily needs, referring them to other services if appropriate.
- Provide information about services and facilities such as parking, shops and banks.

How Do You Contact Us?

Please feel free to call in to the Family Support Centre on the Ground Floor, opposite the X-Ray Department, Royal Manchester Children's Hospital You can also ask a member of staff to contact us on your behalf or you can telephone 0161 701 8700.

We are open:

Monday 9.30 am – 4.30 pm

Tuesday to Friday 9.00 am – 4.30 pm

An answer machine is available so that you can leave a message. Please leave your name and telephone number and your call will be returned as soon as possible.

Suggestions, Concerns and Complaints

If you wish to make a suggestion, have a concern or want to complain, it is best in the first instance to speak to the manager of the ward or department involved.

The Trust also has a Patient Advice and Liaison Service (PALS) which can be contacted on (0161) 701 8700 or via e-mail: children.pals@cmft.nhs.uk. They will help you if you have a concern that can be resolved quickly, want advice, or wish to make a comment or complaint.

Information leaflets about the service are readily available throughout the Trust. Please ask any member of staff for a copy.