

CYP FAQs

Q1 What services do you provide for children/ young people and their families?

A We currently support children and young people from the age of 4-18yrs. We offer 1:1 counselling; specialist 1:1 activity based therapeutic support, targeted group support, diversionary activities, counselling for Knowsley adults and co creation workshops for young people.

Q2 How long to the sessions last and how many sessions will they receive?

A The child/ young person will receive 9 sessions of 1:1 support if aged 4-16yrs. Young adults aged 16-18yrs will receive up to 10 sessions (maximum of 14 sessions) of 1:1 counselling. Group sessions vary depending on the type of support being offered for the group. Pre bereavement support does not currently have a set number of sessions due to the nature of the support. All referrals receive a 1 hour assessment appointment prior to beginning support.

Q3 What is your referral criteria?

A We work with children and young people who present with issues around bereavement, loss, divorce, separation, domestic abuse, murder, manslaughter and suicide. We also have a pre bereavement pilot service working with children and young people who are living with a parent who has been diagnosed with a life limiting diagnosis. We also provide CBC groups within the school settings to groups of children and young people who have been identified by their school for this service.

Q4 Which referral form do I need to complete?

A We have one generic referral form which can be downloaded from our website for all the services we provide within Listening Ear CYP. You can also call to request a referral form be posted to your address if you do not have access to the internet.

Q5 Who can make a referral?

A The Parent/ Guardian can complete and return the referral form. Also 3rd party professional acting on behalf of the child/ young person and their family can make the referral on behalf of the family so long as ***you have their consent to act on their behalf and make the referral into our service.***

Q6 When can we refer in for pre bereavement support?

A We can take a referral into the pre bereavement service from the point of diagnosis and offer an initial assessment appointment once the completed referral form is received. **Please note:** This service is not restricted to 9 sessions of support.

Q7 The child I have referred onto the waiting list/ I would like to refer into the service has expressed a wish to die. What should I do?

A Please advise the adult representing the child to make an appointment with the child's G.P. as soon as possible. Ask the Parent/ Guardian to explain to the G.P. receptionist that you require an urgent appointment. If you become more concerned about the child/ young

person prior to this appointment, please advise the parent / guardian to take them to their local A and E department. Unfortunately Listening Ear CYP Service and Butterflies cannot offer an emergency drop in service.

Q8 I want to make a referral into the service but would like to know how long the waiting list is?

A Waiting times change depending on the type of support the child/ young person requires and their presenting issues. We always advise that you complete the online referral form and place a note in the additional information section asking for a call to discuss wait times. We will contact you once the referral has been triaged. We would always advise that you complete the referral form and submit it so that it can be date stamped and processed as soon as possible. You can always ask for the child/ young person to be removed from the waiting list at a future date if you no longer require the service.

Q9 How will I know that my referral has been received?

A Once your referral has been received, it will be triaged and then a letter will go out to the parent/ guardian to confirm receipt of their referral. If the referral has been completed by a 3rd party professional, they will also be sent a copy of this letter to inform them that the referral has been received and processed.

Q10 How much information do you need completing on the referral form?

A Please try to complete all the details requested on the referral form as this will help us to process the referral quickly. For Example: If we have no G.P information, we will then need to contact you to gain this information which slows the process down. Also it is helpful if the type of service you require is circled on the bottom of the referral form as again this will help us to identify the service we will provide.

Q11 Can you offer me support as soon as the bereavement has taken place?

A We can provide you with some general advice and strategies to help you support a child/young person following bereavement and also take a completed referral form from you. We will not offer to work with a child or young person until 12 weeks post bereavement. (The pre bereavement service is an exception to this.)

Q12 We have experienced a sudden death of a staff member within our school community. What can we do?

A If you are a Knowsley school, please refer to your Positive Responses pack where you will find information regarding the process you are required to follow, generic letter templates, information about dealing with the press and how to inform parents/ pupils. We are happy to talk you through this pack if required. If you are a school outside of Knowsley, please follow your school's policies and procedures. If in doubt, please call for further support.

Q13 We have been informed that one of our pupils has been bereaved of a parent. What should we do to support the pupil when returning back into school?

A Meet or talk with the Parent or a family member and ask them about the type of support they would find most helpful for their child/ young person. This needs to be realistic and

agreed. It may be that the child/ young person would like to be included in this by asking them a few simple questions. Some examples would be:

- Would you like us to mention your Mum/ Dad to you?
- Would you like us to tell your class about your Mum/ Dad dying before you come into lessons?
- If you get upset during lessons, it is ok for you to go to Mr/ Mrs..... or to and sit quietly for a little while. We will agree together the time out from lesson and will look at this again in week's time.
- We will record the date of this bereavement and make sure that when you go into your next year group, your class teacher has the date recorded so that they know this time of year may be difficult for you.
- We understand that you may be feeling more anxious about leaving your other parent at home at the moment and so to help you with this we will

Q14 What is a feelings bag and how can we use it?

A You can make a feelings bag to be put in a safe place in school with a pupil which they can use to write a short message about how they are feeling each day. They can put good feelings as well worries or negative feelings into this bag. You will need to agree together which staff member can look in this bag and who will respond. You will also need to agree a time scale for responding and also who will let the parent know how the bag is being used and for any feedback. Parents can also be encouraged to use a feelings bag at home and they can, as a family, use the bag so that the child/ young person understands that everyone is trying to deal with difficult feelings and emotions and this will aid discussion at home. This bag can be used with all presenting issues.

Q15 Whilst waiting for an appointment what can we do as a professional to support a child/ young person?

A Offer a time and space which provides privacy so that the child/ young person can come and speak with you. Make sure that this is a planned time so that it gives the child/ young person the knowledge that they need to use this time for their important things to talk about. This also makes sure that the staff member is only committed to a set time within a week without building up dependency. There are a number of resource books which may be useful as a starting point but the most important thing is that the child/ young person is feeling supported and listened to without interruption.

Q16 Do you have any work sheets which we could use or you could recommend professionals in a school setting using whilst waiting for the child/ young person to start sessions with your organisation?

A Yes, you may find it useful to look at the Workbook Toolkit which all Knowsley and St. Helens schools have been provided with as this can be used not only in supporting DA but also for addressing relationships and feelings. Please call for further advice about this. Also this Workbook Toolkit will be available to Liverpool, Sefton and Wirral schools before December 2015 once they have attended the DA training.

