



Paediatric information

Counselling for children and young people

Counselling at the Richard Desmond Children's Eye Centre at Moorfields provides a safe and confidential space where children and young people from the age of three to eighteen can talk to someone who will listen, empathise and help them to better understand what they're going through. It can lead to improvements in family relationships, friendships and self-esteem, as well as enabling them to better process their thoughts and regulate their emotions.

Information for parents/carers

How will I know if my child needs counselling?

If you notice changes in your child's mood or confidence, this could be an indication that they may benefit from counselling. It could be that your child is struggling to come to terms with a diagnosis and is particularly distressed. If you aren't sure, have a chat with your consultant, a nurse, or one of our family support specialists and they'll guide you in the right direction.

Can I refer my child for counselling?

Referrals can only be made by staff within the hospital. If think your child needs to see a counsellor, have a chat with their consultant, a nurse or a family support specialist and they can make a referral.

How many sessions can my child have?

The number of sessions your child has is dependent on the level of need.

Will this go on my child's record?

For clinical safety, limited records must be maintained within the electronic medical records for counselling. Any more detailed information that needs recording in this manner will be discussed with your child before any records are made. Your child's school or college does not need to know and other professionals within the hospital will only be informed on a need to know basis. There are exceptions to this, which will be discussed during the initial appointment.



Will you let me know what happens in counselling?

Confidentiality is a very important aspect of building a therapeutic relationship; this means that whilst you'll be kept informed about how things are going, what happens in the room won't be discussed with you without your child's permission. You will be informed however if something arises that you need to know about.

What if my other children need support?

Counselling is available for patients of Moorfields. Having said that, if you think your other children are also being adversely affected it may be possible for them to be seen too.

Will I have to attend sessions with my child?

Sessions are available for children and young people, however counselling at the Richard Desmond Children's Eye Centre takes a holistic approach, which means that the needs of the whole family are taken into consideration.

You will be asked to attend an initial assessment session as well as the occasional meeting to discuss how things are going. There may also be times when you'll be asked to join sessions if your child agrees.

What if I want to withdraw my consent?

Counselling is voluntary; therefore it's okay to withdraw your consent. It would be advisable however to have a chat with your child's counsellor or one of our family support specialists, in order for us to understand your reasons. It's possible that we'll be able to talk things through with you or point you in the direction of alternative support.

Information for children and young people

How many sessions will I have to attend?

The number of sessions you'll need depends on how well you're coping. Your counsellor will discuss this with you as the sessions progress.

What if I don't want to talk?

Don't worry if you're not keen on talking too much, it's the counsellor's job to help you to express yourself in a way that feels comfortable. There are books, toys and art materials in the room so there are lots of ways to use the space.

Will my school or college know that I'm seeing a counsellor?

Sessions are confidential therefore your school or college needn't know that you're seeing a counsellor. It may be advisable for them to know in some instances but this will be discussed with you first. Other



professionals within the hospital may be told on a need to know basis but only limited records will be kept in your electronic patient files.

Will my parents be told what we talk about?

The fact that sessions are confidential means that for the most part what's said in the room stays in the room. There are exceptions to this, which will be discussed with you.

It's important that your parents are involved in supporting your counselling, therefore, with your permission, they may be asked to attend some sessions and/or meetings.

Can I change my mind?

Sessions are for you and it's your choice if you attend. If you decide not to continue we recommend that you speak with your counsellor or a family support specialist so that we understand your reasons. It's possible that together we'll be able to resolve things and if not, we may be able to help you find more suitable support.

When are sessions available?

Sessions are available on Mondays, Tuesdays and Thursdays, between 9:30am and 4:30pm, and on Wednesdays, between 8:30am and 3:30pm.

How long are the sessions?

Sessions usually last between 45 and 50 minutes.

What if I need to cancel a session?

If you need to cancel a session please give at least 24 hours' notice. You can do this by contacting the following phone number or email address.

Contact

Genene Grubb – Counsellor

Phone: 020 7253 3411 Ext. 4663

Email: moorfields.cyptreferrals@nhs.net

Write to:

Counsellor for children and young people
Richard Desmond Children's Eye Centre
Peerless Street
London
EC1V 9EZ

Useful support organisations

ChildLine

Helpline: 0800 1111

Information and advice for children and young people of all ages

www.childline.org.uk

Contact a Family

Helpline: 0808 808 3555

A charity that provides information, advice and support to families of disabled children

info@cafamily.org.uk

www.cafamily.org.uk



Royal London Society for Blind People (RLSB)

Tel: 020 3198 0225

A national charity that provides practical advice and emotional support to blind and partially sighted children from birth to twenty-five years, as well as their families

info@rsbc.org.uk

<http://rsbc.org.uk>

Royal National Institute of Blind People (RNIB)

Helpline: 0303 123 9999

helpline@rnib.org.uk

A national organisation that provides practical and emotional support to anyone affected by sight loss

Young Minds

Parents helpline: 0808 802 5544

A charity that provides advice and support to parents of children with emotional and behavioral problems.

<https://www.youngminds.org.uk/>

Useful publications

Starting Point

An information booklet that introduces parents and carers of children with sight loss to help and support

Available to download online at:

<https://gd-prod.azureedge.net/-/media/project/guidedogs/guidedogsdotorg/files/services-we-provide/family-support/starting-point-leaflet.pdf>

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Moorfields Direct telephone helpline

Phone: 020 7566 2345

Monday to Friday, 8.30am - 9pm

Saturday, 9am - 5pm

Information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.

Patient advice and liaison service (PALS)

Phone: 020 7566 2324 or 020 7566 2325

Email: pals@moorfields.nhs.uk

Moorfields' PALS team provides confidential advice and support to help you with any concerns you may have about the care we provide, guiding you through the different services available at Moorfields. The PALS team can also advise you on how to make a complaint.

Your right to treatment within 18 weeks

Under the NHS constitution, all patients have the right to begin consultant-led treatment within 18 weeks of being referred by their GP. Moorfields is committed to fulfilling this right, but if you feel that we have failed to do so, please contact our patient advice and liaison service (PALS) who will be able to advise you further (see above). For more information about your rights under the NHS constitution, visit

<https://www.nhs.uk/using-the-nhs/about-the-nhs/your-choices-in-the-nhs/>