



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Family Therapy

An information leaflet

Who is in the family team?

We are a small group of Family Therapists who offer therapeutic support to individuals who are troubled by a mental health problem and to their relatives or others who are close to them (for instance, partners or close friends).

What does the team do?

When a person is experiencing mental health problems this will also have an impact on the lives of those who care about them. This may include a partner, relatives, close friends and important others. The family team aims to offer meetings where those who are concerned about the situation can talk together in a relaxed manner. These meetings focus on people's strengths and on finding new ways of approaching difficulties and moving forward.

We recognise that the distress that people feel in their personal and family lives is often related to social injustices. Therefore, we aim to work in a way that recognises the influence of gender, age, race, culture, ethnicity, religion, sexuality and disability.

How can family therapy help?

There is a well established body of research showing that family meetings can be helpful in a variety of ways. These might include:

- Sharing ideas and information.
- Thinking together about new ways of understanding and dealing with problems and symptoms.
- Discussing hopes and plans for the future.
- Drawing upon family members' knowledge and experience.
- Providing support to family members who are under stress.

What happens during the therapy meetings?

The meetings provide an opportunity to talk together with the family therapist about things that are causing concern. The family therapist aims to talk with people in a way that feels relaxed and safe, and which helps to think about things differently and find new ways of tackling difficulties.

We work with families in different ways depending on the needs and preferences of family members. We will talk with you about the different options at a first appointment.

Sometimes find it very helpful to work as a small team of therapists (2-3) as this can increase the range of ideas available in finding a way forward. One member of the team will talk with you while one or two others listen. Then you will have the opportunity to listen and comment on the reflections and ideas that team members will share with you.

Everyone's situation is unique so there is no set plan for the discussion. Family therapy generally last an hour. There might be a single meeting, or they might occur regularly for a while. This will depend on the needs and preferences of the people involved. We will discuss the option of a team with you prior to your first appointment.

The team would be happy to discuss any questions at the meetings.

Who can come to the meetings?

We believe that it is often helpful for the whole family or all of those who are concerned about the situation to come together. At the same time, it is important that people don't feel pressurised to take part, and the meetings can still be extremely helpful when not everyone is present.

The team can also offer appointments to individuals and to couples who are seeking help with the impact of a mental health problem on their relationships or family life.

Where do they take place?

Family therapy meetings take place within various locations across the Trust. You will be invited to attend your nearest service or home visits can be an option. Should you be unable to attend this venue, please contact us to discuss this further.

Confidentiality boundaries

As part of our assessment process, and to help us plan your care, whilst in treatment, we need to gather information. It is sometimes also necessary to share information about you with other people involved in your care and appropriate colleagues within this team. The purpose of this is to ensure that we are able to make the most beneficial decisions about your care. At the point of assessment and again if you begin treatment with us, you will be asked to consent to this. Under normal circumstances we will not share information about you without your consent. Another way in which your case will at times be discussed is with appropriate colleagues within the team for the purpose of supervision. All of our therapists are supervised. This is to ensure high professional standards are continually being met. Again, we will ask your consent for this. Any information gathered will be kept in your Health Record. We have a duty to keep information about you private and confidential. As such, your Health Record will be required to be stored safely and securely. Also, we will only seek or share information that will be relevant to your assessment and helpful in planning your care. Where we seek or share information, those colleagues will be bound by the same rules of confidentiality.

Exception to the rule

There are certain circumstances when it does become necessary to share information without your consent, in accordance with Trust policy, common law obligations and the Data Protection Act (2018). Where there is a concern that you, a child or young person or other person are at risk of harm we are legally bound to share this with other appropriate professionals and this can be done without your consent. If possible, however, we would strive

to discuss this with you first of all. The information shared will be kept to the minimum necessary and will be handled under the terms of the NHS Confidentiality Code of Practice.

High standards of professional conduct

All our therapists act according to professional codes of conduct. You should be assured that your therapist will always be sensitive, respectful and non-judgemental.

Interpreters

If we would benefit from the use of an interpreting service when meeting you, please let us know and we will make arrangements.

Travel information

Contact Traveline: Tel: 0871 200 22 33

Website: www.traveline.info

Further information

If you have any questions please contact us.

You can find out more about how Family Therapists work by visiting the Association of Family Therapists website

www.aft.org.uk

What if I have a comment, suggestion, compliment or complaint about the service?

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If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website
www.cntw.nhs.uk/contact/complaints/
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@cntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at www.cntw.nhs.uk/poy
- complete a Points of You survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience
www.cntw.nhs.uk/yourfeedback

Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

PALS

Tel: 0800 032 0202

Email: pals@nhct.nhs.uk

Post: FREEPOST PALS

South of Tyne

Tel: 0800 328 4397

Text: 07825 061 035

Email: pals@cntw.nhs.uk

Post: Patient Advice and Liaison Service, Garden Lodge,
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9.00 am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

Useful contacts

Please contact us if you would like a list of related reading materials or if you would like us to send you any further information. In the meantime, if you have access to the internet, here are some useful websites:

- Association for Family Therapy - www.aft.org.uk
- Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust www.cntw.nhs.uk
- Self help guides, Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust www.cntw.nhs.uk/selfhelp
- Royal College of Psychiatrists www.rcpsych.ac.uk
- National Institute for Health and Care Excellence www.nice.org.uk
<https://www.nice.org.uk/guidance/ng116>
(information on PTSD and its treatments).
- Mind factsheets www.mind.org.uk

Other useful organisations

- Recovery College Collective (Re-Co-Co)
1 Carloli Square, Newcastle upon Tyne, NE1 6UF
www.recoverycoco.com
Email: info@recoverycoco.com
Tel: 0191 261 0948
- If you need urgent help with your mental health, you can contact:
 - Northumberland Initial Response Team (for people living in Northumberland and North Tyneside)
Freephone 0800 652 2861
 - South of Tyne Initial Response Service (for people living in Sunderland and South Tyneside) – Freephone 0800 652 2867
 - Crisis Resolution and Home Treatment Team (for people living in Newcastle and Gateshead) – Freephone 0800 652 2863
 - Cumbria Crisis (for people living in North Cumbria) -
Freephone 0800 652 2865
- MIND infoline 0300 123 3393 (9am-6pm, Monday to Friday)
- SANEline 0300 304 7000 (4.30pm-10.30pm, every day)
- Rethink Mental illness Advice Line 0300 5000 927 (9.30am-4pm, Monday to Friday)
- Recovery College contact details
 - Newcastle: 0191 261 0948
 - South Tyneside: 0191 427 0011
 - Sunderland: 0191 553 2255
 - Durham: 0191 384 3895
 - Durham: 0191 441 5738

Further information can be found at www.cntw.nhs.uk/recovery

References

- Association for Family Therapy - www.aft.org.uk

Contact details

Newcastle

Kevin Hawkes

Family Therapist

Centre for Specialist Psychological Therapies

Benfield House

Benfield Road

Newcastle upon Tyne, NE6 4PF

Tel: 0191 287 6100

Joanne Patterson

Family Therapist

Early Intervention in Psychosis Service

1 Benton View

Forest Hall

Newcastle, NE12 7JJ

Tel: 0191 287 6100

Emily Barber

Family Therapist

Sunderland Early Intervention in Psychosis Service

Wellfield Day Unit

Ryhope

Sunderland, SR2 0NB

Tel: 0191 287 6100

North and South Tyneside

John Simons

Psychological Therapist in Family Interventions/Family Therapist

Community Treatment Team(CTT)

Palmer Community Hospital

Wear Street, Jarrow

Tyne and Wear, NE32 3UX

Tel: 0191 287 6100

Gateshead

Caroline Waugh

Family Therapist

Gateshead CTT and Early Intervention in Psychosis Service

Dryden Education Centre

Evistones Road

Gateshead, NE9 5UR

Tel: 0191 287 6100

Northumberland

Estelle Clinton

Family Therapist

Northumberland CTT

Greenacres Centre

Green Lane

Ashington, NE63 8BL

Tel: 0191 287 6100



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre
Tel: 0191 246 7288

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