



Oxford Health
NHS Foundation Trust



**Thames Valley Provider Collaborative (TVPC) Family
Ambassadors**

Parent Leaflet TVPC

What is the Family Ambassador service?

Family Ambassadors provide support for parents and carers whose children need Tier 4 (usually inpatient) mental health care (see end of this leaflet for more about Tier 4 services). Family Ambassadors are all parents with a child who has needed inpatient mental health care in the past.

We aim to provide emotional and practical support from the time your child is referred to Tier 4, until shortly after they are discharged. We can help with the following, as and when you would like us to:

- Support you to work in partnership with the hospital team to create the best care plan for your child
- Explain the different roles of your child's hospital clinical team
- Explain the different meetings and legal processes you may come across while your child is in hospital, at a day unit, or with Hospital at Home
- Support you to prepare for these meetings, for instance thinking about questions you might ask
- Listen to any concerns and explore ways you can work with the clinical team to resolve them
- Provide practical support with applying for Disability Living Allowance (DLA) or Personal Independent Payments (PIP) for your child, and travel claims

- Help you to work with your child's school, for instance to apply for an Education, Health and Care (EHC) assessment or reviews
- Support you if your child needs to move to a different type of care
- Help you prepare for your child's discharge, for instance thinking about next steps with education, social care, NHS, or the local authority
- Highlight where to find all kinds of extra information and support for you as a parent or carer

Family Ambassadors don't attend ward meetings, or replace the support and communication that you will receive from the staff caring for your child.

How does the Family Ambassador service work?

As soon as possible after your child is referred to the Tier 4 service, we will contact you to ask if you would like us to support you through the assessment. If your child is then admitted to a Tier 4 service, you will have an allocated Family Ambassador (usually the FA who is most familiar with that hospital or service). However, you may be supported by more than one of the team while your child is being cared for in the service. There are four Family Ambassadors, and we work flexibly to ensure there is support available to you throughout the week: Elaine Howitt, Sian McCoubrey, Tamara King and Sue

Rose. We are supported by our Regional Family Ambassador, Lara Barnish.

You will be able to meet your Family Ambassador via MS Teams, by phone and, in some instances, in person. Once your Family Ambassador has been allocated to you, you will be given their phone number and email so you can also contact them by text or email.

Confidentiality - what will be recorded and shared about our meetings?

We will make brief notes about our contact with you, such as the date and the nature of support offered. This information will be shared between the Family Ambassadors so that support offered to families is consistent. The hospital team caring for your child will know you are supported by our service and will be kept up to date with a brief summary of the information and support we have offered. We will agree with you what will be shared during your appointments.

You can speak to us in confidence. Nothing you tell us will be shared outside the Family Ambassador service without your consent, apart from the brief note sent to the clinical team mentioned above. There is one exception: where there are significant concerns about the welfare or safety of a member of the family being supported, these will need to be shared, confidentially, with a member of the hospital or safeguarding

team. Wherever possible this will be discussed with you in advance.

What if my child isn't admitted into a Tier 4 CAMHS service?

Family Ambassadors are part of the Tier 4 services. About two thirds of children referred to Tier 4 services will need an admission. If your child isn't admitted to a Tier 4 service, then support will be continued via the community-based teams.

What happens after my child is discharged?

We will work with you to prepare for the ending of the Family Ambassador contact. Feedback about our service is very much appreciated at any time but especially after discharge, where we invite you to share your views on the service. The link for this is <https://forms.office.com/e/YTZb68Sfzv>.

How to contact us

You can contact us via email familyambassadorsTVPC@oxfordhealth.nhs.uk. Visit our website for more information: www.oxfordhealth.nhs.uk/camhs/carers/family-ambassadors

More about Thames Valley Tier 4 Services

Thames Valley Provider Collaborative (TVPC) is a group of providers working together to provide specialist mental health care for children and young people. TVPC covers Berkshire, Buckinghamshire, Oxfordshire, Gloucestershire and BSW (Bath and Northeast Somerset, Swindon and Wiltshire). See www.oxfordhealth.nhs.uk/camhs for more information.

Tier 4 CAMHS (Child and Adolescent Mental Health Services) offers highly specialised care to children with mental health difficulties. This care is provided as an inpatient, at home or in a day unit. Very careful thought and assessment is applied by our specialist teams to advise the most appropriate place for each child referred.

The Thames Valley Tier 4 services currently include:

- Highfield Inpatient and Day Patient
- Marlborough House Inpatient and Day Patient
- Hospital at Home for Eating Disorders
- Hospital at home for Learning Disability and Autism
- Phoenix House Day Patient
- Meadow Psychiatric Intensive Care Unit

Accessibility

Patient information leaflets are available on our website:
www.oxfordhealth.nhs.uk/leaflets

Get in touch

Address Oxford Health NHS Foundation Trust
 Trust Headquarters
 Littlemore Mental Health Centre
 Sandford Road, Oxford OX4 4XN

Phone 01865 901 000
Email enquiries@oxfordhealth.nhs.uk
Website www.oxfordhealth.nhs.uk

Feedback

Our Patient Advice and Liaison Service (PALS) provides advice and support to patients, families, and carers, helping to resolve any problems, concerns, or complaints you may have.

Phone 0800 328 7971
Email PALS@oxfordhealth.nhs.uk

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