



## What about confidentiality?

At all times, healthcare records are treated with respect and the information they contain is protected in accordance with the Data Protection Act (1998). This Act is designed to protect your rights and ensure confidentiality.

In consultation with you, your information will be shared with people involved in your care. However, information cannot be kept confidential if in doing so it could pose a risk to yourself or others.

## How do I give feedback about the service?

If you have a concern, please feel free to speak with a member of the Team in the first instance if you wish. Alternatively, the Service Experience Desk (SED) is the central point of contact for all concerns and enquiries, whether these are formal or informal, complaints, compliments or suggestions. We welcome any comments you may have on the services we provide and consider this to be a valuable source of information and use it to help us provide the very best possible service. You can contact SED on:

**Tel:** 0300 555 0535 (Freephone from a BT Landline) or 01384 325014 **Fax:** 01384 324567

**Email:** [SED@dwmh.nhs.uk](mailto:SED@dwmh.nhs.uk) **Address:** SED, Second Floor, Trafalgar House, 47-49 King Street, Dudley, DY2 8PS

## Need More Information?

Every effort has been made to ensure that the information in this leaflet is clear and concise. However, if there is anything that you do not understand or you require the leaflet in a different format, please ask a member of staff.

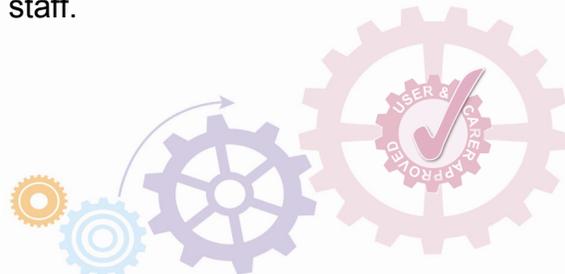
### Leaflet Control

Ref: SO08

Version: 2

Issue Date: August 12

Review Date: August 13



# Family Therapy

## Information for Families





## What is Family Therapy?

Family therapy is a way of working with families so that they can understand and deal more effectively with any difficulties that family members may be experiencing.

The aims of family therapy are to:

- draw upon the strengths and commitment of families to help tackle difficulties
- improve communication
- help family members to understand each other better and to work together.

## Who is Family Therapy for?

All families have their ups and downs and most have to cope with crises from time to time. Usually, people can cope well enough with these difficulties, but sometimes things can mount up and seem too much.

Some family members may show signs of strain. A mother or father may become extremely over-tired, depressed or ill. A child may become withdrawn and lose interest in school or friends. A teenager may start getting into trouble.

All these things can affect relationships within the family.

Family Therapy can often help to work through these difficulties.

## Where and when will our sessions take place?

You will be seen in one of our Family Therapy Clinics. You'll be offered regular appointments for as long as they are making a difference.

## Who will we see?

The family therapy team consists of different professionals who all have a special interest in working with families. One or two team members will work directly with your family to explore your concerns.



## Who comes to the sessions?

It is helpful if everyone in the family home can attend the first appointment. This helps us to hear everyone's point of view and agree on how best to arrange future meetings. Sometimes families may want to bring other family members, a close friend or a professional to other appointments.

## What will happen during our sessions?

All family members are encouraged to speak and are listened to in an atmosphere of respect. This can help understanding and allow all points of view to be shared. The family's own strengths and skills are recognised, enabling these skills to be valued and built upon.

On your first appointment:

- you will be met by a member of the team
- you will then be introduced to the other team members
- one or two team members will work directly with your family to explore your concerns
- the remaining team members will observe the session
- On occasion, the team will share their thoughts with you, if this would be helpful for your family.

During the sessions we will regularly review our work together. Sometimes we may ask your permission to video record the sessions, as it can often be helpful to review our discussions between meetings. If you are not happy about this we won't record, and that's okay too.

## How can I contact the team?

The team can be contacted at:

Walsall - 01922 607400

Dudley - 01384 366232