



Jewell Trust Family Liaison Worker Information for Parents/Carers

What is a Family Liaison Worker?

The **Jewell Trust Family Liaison Worker** is employed to support parents and carers at Chailey Heritage School and Chailey Clinical Services.

The post is generously funded by a bequest - the Jewell Trust.

The Family Liaison Worker provides support to parents and carers of children with special educational needs at Chailey Heritage School as needed.



Denise Howard
Family Liaison Worker

What can the Family Liaison Worker help parents and carers with?

The support that each individual family needs varies and can change over time. The Family Liaison Worker provides parents and carers with help from a professional who is not directly involved in their child's care. Examples of help may include:

- Supporting families in the process of gaining a place at the school, including meeting with them at informal visits to the school, providing information and giving advice.
- Giving families information about the Chailey Heritage School assessment process, attending school assessments with them and helping them express their views about their child's needs.
- Helping families liaise with the many professionals at Chailey Heritage their child is involved with, and giving support in resolving any issues.
- Offering advice and support during the annual review process, and with changes to the EHCP.
- Giving help with education phase transfers, including Nursery to Primary, Primary to Secondary, and Secondary to post 16 age, visiting local provision as needed and helping parents and carers present their views.
- Providing support and advice in the lead up to leaving Chailey Heritage School at age 19
- Helping prepare for and attending meetings with parents and carers such as health reviews, clinics, annual reviews, Looked After Child reviews, Family Support Meetings and multi-disciplinary reviews, as well as following up any queries afterwards and liaising with the team about the families' needs.
- Giving help and advice with NHS Continuing Care and Continuing Healthcare assessments

The Family Liaison worker can meet with parents at Chailey, or in their homes as needed.

What other kinds of support can the Family Liaison Worker give?

Providing ongoing emotional support for parents, and being someone to talk to during difficult times. Being the parent of a child with complex needs can be stressful and exhausting.

How can the Family Liaison Worker help parents and carers in dealing with education and social care?

- Helping families in contacting and getting help from the Education and Special Educational Needs Departments, especially around your child's annual review, EHCP and school placement.
- Liaising with Social Care around respite issues.
- Informing families about other local services or resources that may be of help.

How does the Family Liaison Worker share information?

- To support parents and carers effectively the Family Liaison Worker works in close liaison with the multidisciplinary team at Chailey Heritage Foundation (CHF) and Chailey Clinical Services (CCS), and professionals from external services (for example the local authority), and will share relevant information with them as necessary.
- Any information parents wish the Family Liaison Worker to keep confidential will be treated and stored as such, unless there is a risk of significant harm to anyone, in which case the Family Liaison Worker is bound to share this information due to Safeguarding procedures.
- The Family Liaison Worker has a consent form which parents are asked to sign to which indicates parents' preferred methods of communication, and confirms parents' consent for the Family Liaison Worker to share relevant information with other professionals as necessary. Parents can also indicate if they give consent to receive any sensitive information from the Family Liaison Worker to parents' private email accounts, which may not be a secure method of communicating.

What courses and social events are run for parents?

The Family Liaison Worker organises regular coffee mornings for parents and carers. These are often around a theme, with a speaker giving some useful information. Ideas for coffee morning topics are always welcomed. Coffee mornings are a good way to meet other parents and carers and share experiences.

What do parents say about the support they have received from the Family Liaison worker?

- She is always at hand and very efficient
- She is irreplaceable. She is so supportive in every way. She never fails to think of everything, things that we might forget, she remembers. She is a massive support to us in meetings and I know we can call her at any time.
- She attends reviews and although we often can't make the courses/ coffee mornings, we know the FLW is there to help and support us if needed.
- Having just started at school, we were very pleased with the way the Family Liaison Worker helped us make our move to Chailey.

How do I get in touch with the Family Liaison Worker?

Parents are welcome to contact me on:

T: 01825 724736

M: 07842 307388

E: Denise.Howard2@nhs.net

Postal address:

Denise Howard
Family Liaison Worker
Chailey Heritage Clinical Services,
Beggars Wood Road,
North Chailey
East Sussex, BN8 4JN

My working pattern is 3.5 days a week 41 weeks a year, used flexibly in response to role demands. Non-working day therefore varies week to week.

If I am not available please leave a message and I will return it, if you need help urgently please contact Sarah Otway Deputy Head of CHS or school office on 01825 724444.



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