



Our aims

- To offer help before difficulties become crises.
- To reach families in need of help with emotions and behaviour.
- To work alongside other agencies to offer a seamless and well co-ordinated service to families.
- To provide an accessible service that is local to the family and flexible in meeting their needs.

Who we are

First Steps Psychological Service is a Child & Adolescent Mental Health Family Outreach Service. We provide:

- Support for the families of children aged 0-12 who are experiencing emotional, behavioural or social issues.
- Help to the parents of adolescents with behaviour difficulties.
- Psychological support to parents where anxiety, depression or stress is making it harder for them to parent.
- Training and supervision to other professionals who work with children and families.

The team members include: Clinical Psychologists, Counselling Psychologists, Psychotherapists, Psychological Therapists, Triple P Workers, Play and Parenting Specialists as well as Trainee and Assistant Clinical Psychologists.

Where we work

First Steps Psychological Service is available to anyone who lives in Stoke-on-Trent, Newcastle under Lyme, and Staffordshire Moorlands. For further details please contact us on **01782 425883**. If you live in the Staffordshire Moorlands area phone **01782 652769**.

How to get a service from us

You could either contact us yourself or ask anyone working with you to make a referral on your behalf (e.g. your health visitor, school staff or your GP). All our services are free.



Services

One-to-One Child Support
Individual support for you and your child to help them with emotional or behavioural difficulties. Age 0-12 years.

Enhanced Triple P certificate
Intensive support for parents who have completed Triple P and are finding it hard to put new strategies in place. Age 2-16 years.

Magic Mealtimes certificate
Playful workshops designed to help families with children who are having behaviour problems with eating or mealtimes. Age 2-5 years. (3 weeks)

Parental Mental Health
One-to-one work with parents who are having feelings of depression or anxiety which are affecting family life.

Relationship Play
Strengthening the relationships between parents and young children through learning and play. Age 0-12 years.

Parent Well Being Group
A chance to talk with other parents about ways of managing day-to-day stresses and worries.

Triple P certificate
An 8-week parenting programme promoting strong relationships between parents and children and adolescents including ideas to manage misbehaviour and promote positive behaviour. Age 2-16 years. (8 weeks)

Confident Kids certificate
A self-esteem and confidence building programme delivered in school and nursery to help children with transitions such as a move from nursery to school. Age 3-5 years. (4 weeks)

Stepping Stones Triple P certificate
A parenting programme specifically developed to address the needs of families who care for a child with a disability. Age 2-8 years.

Lifestyle Triple P certificate
A parenting programme designed to help parents establish healthy lifestyles and healthy eating within their family. Age 5-10 years.

Play Ideas
Get new ideas on interesting and different play activities for your children.

Triple P Seminars
A series of three 90-minute seminars for parents to improve confidence in handling common child and adolescent behavioural and emotional issues.

Stop Think Do certificate
A programme delivered in school to help children to develop lasting friendships by encouraging them to stop and think before they act. Age 4-12 years.

Parenting Tip Sheets
We provide a range of parenting tip sheets suggesting practical strategies for managing specific child or adolescent behaviours. Age 0-16 years.

Baby Massage certificate
Learn baby massage techniques which promote bonding with your newborn and can improve your baby's sleep and help relieve colic. Age 0-1 years. (5 weeks)

Tommy Walks Tall certificate
An anti-bullying programme delivered in school for nursery and young school children. Age 3-11 years. (6 weeks)

Arts for Health
Fun arts and crafts activities for you and your family to enjoy! Age 0-5 years.

For more information
Telephone: **01782 425883** or **01782 425480**
For Staffordshire Moorlands phone: **01782 652769**
Write to:
First Steps, Roundwell Street, Tunstall, Stoke-on-Trent. ST6 5JJ.
Fax: **01782 425879**
www.firststepsstoke.co.uk

How we can help

Psychology is a helping profession which aims to reduce distress and increase well-being. We can work with you to think about:

- The effect of thoughts and feelings on behaviour.
- How to relate better to partners, children and family.
- What children need to develop and learn.
- How people develop and grow.
- How people react to stressful events.
- How people cope with anxiety, depression and stress.

What happens when you ask for a service?

We will listen carefully to your worries and talk about ways we could help. We may call you or write to you to sort out a time to get together to discuss your needs. We will work with you at a venue of your choice (e.g. your home, at school or in a children's centre) and at a time that suits you.

First Steps,
Roundwell Street, Tunstall,
Stoke-on-Trent. ST6 5JJ.
Telephone: Staffordshire Moorlands 01782 652769
All other areas 01782 425883 or 01782 425480
www.firststepsstoke.co.uk

Get involved

Contribute to the running of First Steps by joining our informal Parent Steering Group. The Parent Steering Group gives parents the opportunity to forward ideas to make changes to the way First Steps works. If you have ideas that you want to share that could help other families please contact us about the Parent Steering Group.

Confidentiality

We want you to be offered the best possible service by our team and to do this we need accurate and up-to-date information about you and your situation.

We treat the information you give us as strictly confidential. We keep a file of the information you give us, along with records of all our meetings with you. This file does not form part of your medical record and will not be shared with any other agency (e.g. Social Care or Education) without your consent.

Any information you give us about yourself will be stored under lock and key. If the information is held on a computer it will be protected by a password.

We may share some of your information with other First Steps team members. This helps us to provide the right service for you. We may also share information with your GP and the professional that referred you to our service. If this happens, the information will be kept to a minimum and you can ask that we don't discuss certain details.

Sometimes we are required by law to release the information we hold about you. We will always try to discuss this with you first. Releasing information about you would only happen if:

- sharing the information would protect the public.
- there is evidence that either you, your child or another person are at risk of serious harm.
- the courts order us to release the information.

Comments, Concerns and Complaints

We aim to provide you with the highest quality of service at all times. However, if you are not completely happy with the service that you receive or feel that our service could be improved, please do let us know.

We value your opinions and feedback because by listening to your experiences it helps us to improve the services that we provide. You can give comments and feedback to anyone from the First Steps team. This helps us to keep doing the things that you find most useful and change the things that could be improved.

If you want to make a complaint, we encourage you to talk to a member of staff as soon as possible. This gives us the chance to listen to your concerns and take action to prevent similar issues from arising in the future. Complaints can be made to any member of the First Steps team, but if you prefer, you can contact our Patient Advice and Liaison Service (PALS). PALS will try to resolve your concerns as quickly as possible and they will also be able to tell you about the official complaints procedure.

PALS is free to contact either by phone, email or post.

The PALS Office,
Combined Healthcare NHS Trust,
FREEPOST NAT6749,
Stoke-on-Trent, ST2 8BR
Telephone: 0800 389 9676
Email: combinedpals@northstaffs.nhs.uk

PALS office opening times are
9.30am - 5.30pm, Monday to Friday

First Steps Psychological Service

North Staffordshire
Combined Healthcare
NHS Trust
A Keele University Teaching Trust

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NHS