

## **PARENT/CARER Drop In SERVICE**

Worcestershire County Council (WCC) Educational Psychology Service (EPS) and Complex Communication Needs Team (CCN) are offering a remote drop in service, via MS Teams, or over the telephone to parent/carers who have a CYP who attends a Worcestershire setting or who live in Worcestershire.

The aims for our service are that parents/carers:

- will feel an improved sense of well-being/will feel better after the conversation;
- will feel listened to and that the Psychologist/Specialist CCN practitioner has worked hard to understand their concern(s);
- will feel better able to cope with the concern(s) and empowered to take some actions;
- may view the issue(s) in a different way and will work with the Psychologist/Specialist CCN Practitioner to identify different possibilities and solutions;
- may be provided with any useful resources and/or ideas to support them in dealing with the issue(s);
- may be signposted to other agencies to support them with the concern(s) at this time.

Parents/carers will be offered a one-off conversation of up to 45 minutes with a member of either the Educational Psychology Service or CCN Team. The offer varies slightly, with the CCN Team having a specialism in supporting families and autistic YP so if this applies to your situation as a primary area of concern, a booking will be made with the CCN Team. The EP Team can support with a wide range of concerns relating to the needs of C/YP in their family context, for example in the home and their local community. A summary of actions for the parent/carer will be provided following the conversation.

Areas you may wish to discuss or explore with us could include:

- How can I promote emotional wellbeing and positive mental health for me and my family;
- How do I support my child's learning, social and emotional needs at home;
- How do I support my child who is anxious or worried;
- How do I promote positive behaviour in the home context;
- How can I support positive relationships in my family;
- What can I do as a parent/carer to support my child or young person through transitions;

*Please note that this is a distinct offer for parents/carers and is not an extension of our work in schools. Therefore, if the concern(s) is specific to the school environment, the parent/carer will be advised to talk to the school SENCO.*

To book a drop in conversation, please contact 01905 844 499