



Who are the professionals involved in my child's care and what can they do for me?



This booklet is designed to help you find the most appropriate support for your child and yourself.

If you are still unsure whom to contact, please get in touch with the Family Support Team at Oaklands School, and they will be able to direct you to the most appropriate place.

The Family Support Team:

Jack Allsopp

Rachela Klimczewska

0131 315 8100 / 07729 080 271



Why might a professional not be able to help me?

They may not have the expertise, resources, or permission to support you with a particular issue.

However, all professionals have a duty of care. If they are unable to support you, they must signpost you to another professional or organization that may be able to help you.





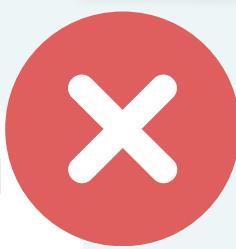
Staff at Oaklands School

WHAT CAN THEY DO FOR ME?



- Inform you about how your child is doing in school,
- Liaise with various organisations on your behalf,
- Help you apply for benefits,
- Help you apply for grants and funding,
- Refer you to other organisations,
- Assist you in planning for the future,
- Help you create an 'All About Me' document for your child,
- Write letters of support,
- Provide information about your child to other organisations with your consent,
- Attend meetings about your child.

YES, THEY CAN



NO, THEY CAN'T

- Influence the decisions of other agencies and organisations, such as social work, charity grants, healthcare referrals, but can help you appeal their decisions.
- Request healthcare referrals – these usually must be done by the parent / carer. In some instances, the school may be able to request a specific referral. The school can support you in requesting a referral, for example, by providing you with a supporting letter or speaking to the healthcare professional to provide any extra information following the request for a referral.
- Escort your child to medical appointments – staff cannot make decisions about your child's treatment; therefore, you have to be present for appointments.
- Please do not send your child to school if he or she is unwell and needs emergency healthcare appointment (for example, to see the GP or to see the dentist – school staff cannot help in arranging or attending these).
- Provide support during school holidays.





Healthcare Professionals

WHAT CAN THEY DO FOR ME?

- Inform you about your child's health.
- Inform you about any upcoming appointments.
- Refer your child to other healthcare professionals/teams.
- Refer your child for further medical investigation.
- Advise you on and prescribe medication.
- Talk to other agencies about your child's health with your consent.
- Perform a variety of treatments and therapies.
- Assist in a medical emergency.
- Refer you to other organisations.
- Provide letters of support.
- Attend meetings about your child.

YES, THEY CAN

- Please remember that not all healthcare professionals can help with all types of healthcare needs.
- The school nurses cannot provide emergency care if your child is unwell before coming to school – your child may need to see the GP or the dentist instead.
- If your child becomes unwell at school, the nurses will provide help, such as administering pain relief, but will also contact you. You may need to collect your child from school and contact the GP or the dentist.
- Only some healthcare professionals can prescribe medication or change your child's prescription – this will usually be your GP or your child's paediatrician.
- Help you apply for benefits, grants, and financial assistance, but they are likely to refer you to an organization that can help.

NO, THEY CAN'T





Social Work

WHAT CAN THEY DO FOR ME?

YES, THEY CAN



- Support your family in ensuring that everyone is safe.
- Support you through crises.
- Apply for Local Authority funding.
- Source support for you.
- Apply for charitable grants and funding.
- Help you make plans for the future.
- Inform you about available support.
- Help you with emergency grants and vouchers.
- Complete assessments of needs.
- Refer you to other organisations.
- Attend meetings about your child.
- Speak to others about your child and your family circumstances with your consent.

IMPORTANT

If you do not have a named social worker, you may have to go through Duty Social Work

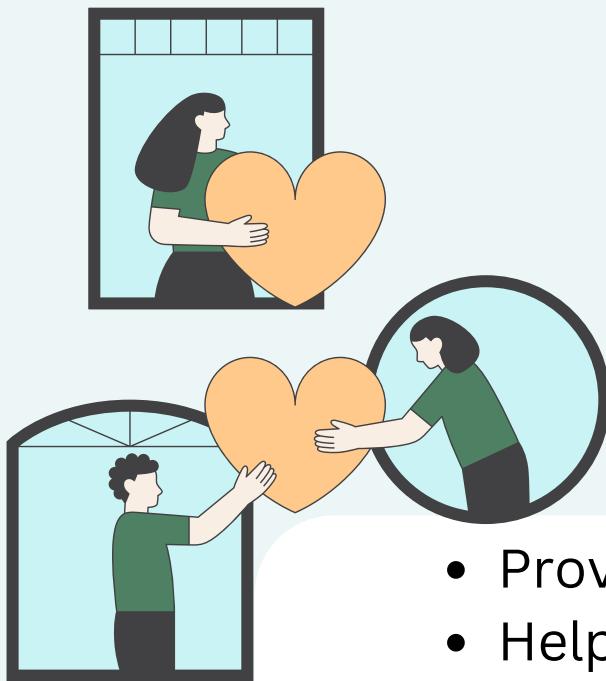
0131 200 2327





Charities

WHAT CAN THEY DO FOR ME?



Examples of charities:

REACT, VOCAL, Kindred, Family Fund, ILF Scotland, and many more!

- Provide ongoing support,
- Help advocate for you or your child,
- Provide short term support,
- Assess your circumstances and inform you about any support available,
- Perform a benefits check,
- Refer you to other organisations,
- Listen to you,
- Organise support groups,
- Provide funding,
- Provide equipment,
- Provide holidays or leisure vouchers,
- Help you apply for benefits or fill in various forms



IMPORTANT

- Charities usually specialise in a specific area and can only help with that, but will often inform you about other charities/organisations which may be able to help you.
- Charities are often funded by the government, and they are accountable for how they spend their budget; therefore, they may have quite strict rules on how much funding is available or how it can be spent on equipment, and they will very often require that you provide invoices for how you spent the money they provide.
- Charities usually have specific qualifying criteria, such as the type of disability your child has or your household income, and they may decline support if you do not qualify

YES, THEY CAN





Other Agencies

WHAT CAN THEY DO FOR ME?



Examples of these:
Refugee Coordinator, Pastor,
Advocacy Worker, etc.

- Refer you to other organisations.
- Attend meetings about your child.
- Help you with applying for benefits or filling in various forms.
- Provide letters of support.
- Provide ongoing holistic support.
- Provide short-term support.
- Help you source additional support.
- Liaise with other organisations and professionals.
- Help with immigration.
- Help you plan for the future.
- Advise you on money matters.
- Provide you with a listening ear.



YES, THEY CAN