

## Sparkle Helping Hands Service

### What is Helping Hands?

Helping Hands is a Sparkle support service for families (parents/carers, grandparents and brothers or sisters) of children with disabilities and/or developmental difficulties, living in Newport, South Torfaen and South Monmouthshire.

### How can we help?

#### Friendly Faces Service

Sparkle Friendly Faces is a one-to-one parent/carer service offering emotional support to those whose children have been recognised as having a disability or developmental difficulty, at any other time a parent feels overwhelmed with issues relating to their child's disability. The service is delivered by trained parent volunteers who are supported by professionals working within a structured quality scheme.

#### Individual Sessions for parents/carers

We can work with you on a one to one basis to help with wellbeing and resilience. You may be worried about particular challenges relating to your child's development (behaviour, sleep, toileting). Or maybe you just want a safe space to talk through your thoughts and feelings about your child's difficulties and how this affects the family. You do not have to be in 'crisis' or 'not coping' to use this service – it is there for you to support you on your parenting journey at whatever stage you need it. Your child does not need to have a diagnosis for you to use this service. We welcome families who may only be starting off on their journey.

The service is available for families who are not currently able to access support from statutory services, this includes the Child and Adolescent Mental Health Service, Child and Adolescent Learning Disability Service, Primary Care Support Service or Community Mental Health Team. Parents/Carers will be offered up to a maximum of 10 sessions.

#### Support following diagnosis

We know that sometimes the journey to diagnosis can be long, and this can be particularly difficult if you are managing uncertainty about the future. Sometimes diagnosis happens quite quickly and that too can be a shock. We offer a space for you process the emotional impact of diagnosis, and think about what support you and your family might need on the next part of your journey. We can also help you find more information about your child's issues.

#### Workshops for parents/carers

We run two-hour workshops for parents/carers on specific topics including understanding and managing behaviour, mindfulness for parents, supporting children to develop friendships, and puberty/growing up. You will be provided with information, meet other parents sharing the same experiences, and have an opportunity to discuss/ask questions with our team if you wish to. Please let us know if there are any specific topics you would like us to provide a workshop on.

#### Sparkling Sibs group

We run a weekly sibling group for brothers and sisters (age 7-11 years) of the child attending Serennu. Here the children have a chance to play/talk together with others in a similar situation, while being supervised by staff who are very experienced in helping children cope with the distress or difficulties this may cause for them. The children choose what fun activities they would like to do, while we add in some psychological education for them. This supports children to develop their emotional coping skills, and offers them a space to process their thoughts/feelings about living with a disabled sibling.

#### Serennu Dad's group

We welcome Dads/male carers to a monthly get together on a Saturday morning, for a chat and a breakfast roll. The group is led by the Dads themselves, and supported by our Helping Hands team. This offers Dad's a chance to chat about the issues that affect them specifically.

If you would like to come and talk to us please contact us in any of the following ways:

- Complete the self referral form and return it to us at the Serennu Centre or via a professional who is working with you and we will contact you.
- Please telephone or email Maisy Haines our Assistant Psychologist, 01633 748023; [maisy.haines@wales.nhs.uk](mailto:maisy.haines@wales.nhs.uk) with your contact details (name, address, phone and email) and some details about how you heard about the service and what you are looking for support with and we will contact you.
- Talk to Jayne Jones, our Family Liaison Officer and she will help you to complete the necessary forms or pass on your details for one of the Helping Hands team to get in touch with you.