NHS
North East and
North Cumbria

Family Support Service

A service supporting families across the Tees Valley

family.support@wearedaisychain.org
01642 531248 (Option 1)
https://daisychainproject.co.uk/family-support-service/

Middlesbrough moving forward
DARLINGTON Borough Council
HARTLEPOOL BOROUGH COUNCIL
REDCAR & CLEVELAND BOROUGH COUNCIL
Stockton-on-Tees BOROUGH COUNCIL

If you live in the Tees Valley, the Family Support Service, delivered by Daisy Chain, is here for you. The team supports the families of young people aged 0-18 years, no matter where they are on their Autistic, ADHD, Sensory Processing or Foetal Alcohol Spectrum Disorder (FASD) journey. This means that your young person does not need to have a diagnosis or be on the neurodevelopmental pathway to access support from the service. The Family Support Service is here to listen to your concerns and offer you support.

This information is available in other languages on request.

What We Do
Telephone Appointments
Support Strategies
No limit to the number of times you can access support
Review of support
Sessions for children and young people
Free online learning opportunities for parents/ carers
Community coffee mornings
Multi-Agency Drop-In's
Referral to appropriate services if applicable
Offer support
Custom visuals
Social Stories

Support

Your Family Support Team can support in various different ways, including developing routines, visuals, social stories, understanding communicative behaviour, sensory strategies and regulation. We can also signpost and refer to other services that could support you.

Support is available to anyone living in the Tees Valley. This encompasses Stockton-on-Tees, Middlesbrough, Hartlepool, Darlington, and Redcar & Cleveland. Bespoke visuals include visual timetables, 'now and next' boards, and social stories. These can help children and young people to feel more confident about what is happening and when it's happening throughout the day, and in turn support them to feel less worried. The visuals can support transitions from one activity to the next and increase understanding and processing of situations, events and changes to normal routines.

What can I expect?

Once we receive your referral, a member of our Triage Team will call and register you. They will then offer you a telephone or face to face appointment with one of our Family Support Leaders if required. This will give you an opportunity to have a 1:1 chat about your family, what is working well, and what you would like support with. We can also provide you with all the information for community drop-in sessions in your area if you prefer. You can view information for all drop-in sessions at *www.daisychainproject.co.uk /neurodevelopmental-child-and-family-support.*

We always enjoy meeting parents/carers. Attendees of our community coffee mornings often feedback that it's a great place to feel heard and supported by other parents/carers who understand. A member of the family support team will always be there to lead the session.

Learning Opportunities

Our parent learning opportunities are delivered virtually and face to face, covering a variety of neuro related topics. The topics below are examples only and this list is not exhaustive. It is designed to give you an idea of the content we can cover, but if there are any specific sessions you would like us to host, please do let us know. We love to hear your feedback and will do our best to accommodate!

- Introduction to Neurodiversity
- Sleep
- Girls and Autism
- Transitions
- Back to School Anxiety

Our sessions are relaxed and informal and a great opportunity to gain knowledge and share tips and ideas. Find out more and book sessions via this link
https://daisychainproject.co.uk/product/parent-learning-opportunities-tees-valley/

Referral routes

Self referral: Parents/carers can contact the team directly via email, phone, online or attending a drop in.
Professional referrals are not being accepted at this time

family.support@wearedaisychain.org 01642 531248 (option 1)
https://daisychainproject.co.uk/family-support-service-contact-us/

Parent / carer support

We provide a range of parent/carer support sessions in addition to learning opportunities, including weekly coffee mornings and monthly multi-agency drop-ins in each local authority area.

View all information, including drop-in locations and times at:
www.daisychainproject.co.uk/family-support-service/

Join the Family Support Service Facebook group:
https://www.facebook.com/groups/familysupportserviceteesvalley

Getting in touch

We know that you could be feeling overwhelmed right now and that picking up the phone might be difficult. If you'd rather not contact us direct you can ask school, your health visitor or any other professionals involved in your family's care to share your details with us, then we will contact you.

DARLINGTON PARENT CARER FORUM

Middlesbrough SEND Parent Carer Forum (Connect, Listen, Represent)

STOCKTON PARENT CARER FORUM

1 hart mind future – Hartlepool's Parent Carer Forum

SEND family voice REDCAR & CLEVELAND

DAISY CHAIN Autism & Neurodiversity

Daisy Chain | Calf Fallow Lane | Norton | Stockton-on-Tees | TS20 1PF
Registered Charity No. 1109792 Company Limited by Guarantee 4763989