



# **BAIRNS HOOSE:**

Supporting children,  
young people and  
families to recover

A guide for parents and carers

Families who are supported by the Bairns Hoose team have usually been through something really difficult. We can support you to understand what has happened and help things get better for you as a family.

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Children and young people who come to the Bairns Hoose team usually start by talking to interviewers. This may be about something that has happened to them or something that other people are worried about. We know that this can be a difficult and upsetting time for everyone involved. We will give you information about what happens next and take time to talk to you about what support you may need to get through this.

We understand that the carers of a child who comes to the Bairns Hoose may need support to deal with the impact of their child's experience. We are here to help answer questions that parents, extended family or carers may have. We will support your child and your family to recover from the experience that your child has spoken about.



### Common questions families have:

- How can I get help for my child?
- What should I tell other people about what is happening?
- How do we manage social media?
- How can I help my child return to school?
- How can I support my child when they are angry, confused
- How do I keep my child safe from any future risks?



# Support from Bairns Hoose

Our Bairns Hoose team want to ensure that children and young people who have been hurt or harmed get the support that is right for them. When your child comes to meet with us, we will take time to get to know them, your family and anyone else who is important. We will do this at a pace that is comfortable. We will be guided by you about what feels best for your family. We will help your family to develop and strengthen your relationships and provide support and guidance so your child can recover from their experience and move forward.

Children's behaviour can change when they have been hurt or harmed. This can be distressing and hard for parents/carers to manage. We will help you to understand why your child may be thinking, feeling or behaving in different ways and will support you to find ways to manage this. Whatever the issue, we will support your young person, as well as your family, to cope with these challenges.



If you find that the matter that your child reported goes to court, this can take time to progress. We understand that this wait can be very difficult and that the court process can be extremely anxiety provoking for families. Our Bairns Hoose team will provide emotional support, advocate for your child when needed and work with the courts to help make the process as smooth as possible.

The experience that led to your child being referred to social work may have a long-term impact. We will work with your family to develop a plan to help you all recover and move on as a family when the time is right for you.



“They actually understand how I’ve been impacted by trauma. You don’t need to just talk about trauma, but you can talk about other stuff that’s important to you too... you have an actual relationship with the person you’re talking to and it means you’re honest.”

**Young woman, 16**



“Friendly, understanding and patient.”

Mum of 11 year old girl

## **CONTACT US**

### **Bairns Hoose Aberdeenshire**

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[childrenfirst.org.uk/bairnshoose](https://childrenfirst.org.uk/bairnshoose)

**Children First support line** offers families emotional, practical and financial help 365 days a year.

Call free: **08000 28 22 33** | Webchat: [childrenfirst.org.uk](https://childrenfirst.org.uk)

Monday to Friday **9am to 9pm** | Weekends **9am to 12 noon**.

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