

Comments, compliments and complaints

You can tell us what you think of our service, good or bad, either by email or text. You can also give your views by contacting our Patient Advice and Liaison Service (PALS).

PALS is a free, informal and confidential patient advice service providing support and guidance across our services.

Please note that PALS are unable to give medical advice or emergency assistance.

Patient Advice and Liaison Service (PALS)
Freepost RLYE-TKEY-UYKS
Berkshire Healthcare NHS Foundation Trust
Prospect Park Hospital, Honey End Lane,
Tilehurst, Reading, RG30 4EJ

Tel: **0118 960 5027**

Email: **BHT@berkshire.nhs.uk**

9am until 5pm Monday to Friday
(not including bank or public holidays)

Berkshire Healthcare NHS Foundation Trust is committed to the eight principles of the Data Protection Act 1998.

For further information please contact the Data Protection Officer,
Fitzwilliam House, Skimped Hill Lane, Bracknell, Berkshire, RG12 1BQ.

Berkshire Healthcare **NHS**
NHS Foundation Trust

Contact us

Looked After Children

Tel or text: **0755 200 7487**

Email: **lac.nurse@nhs.net**

9am until 5pm Monday to Friday
(not including bank or public holidays)

Can I contact you at other times?

Yes. You or your carer and social worker can contact us either by phone, text or email anytime during our opening hours.

Contact us if you would like to discuss a health concern you may have, or even if you want to talk to someone about issues such as:

- Sexual health
- Drug use
- Emotional health

We can also help you to find other health services.

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www.berkshirehealthcare.nhs.uk

DL087(LAC/1903) Review: 06/2015

Berkshire Healthcare **NHS**
NHS Foundation Trust

Your health assessment: **Information** for young people

Looked after children and young people

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Healthcare
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your **community**

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Your health assessment

The health team for looked after children and young people are here to help you stay healthy. We organise health assessments as well as other services and advice.

What is a health assessment?

A health assessment is a regular checkup. We will offer you a health assessment once a year. Children under five years old will be offered two assessments each year.

What happens at my assessment?

At your **first** health assessment you will be seen by a doctor. This usually happens within a month of you becoming looked after.

The doctor will ask you a few questions about your health and any concerns or questions you may have. They may also ask your carer about your health as well.

He or she will:

- Check you height and weight
- Ask about your hearing and vision
- Ask about your visits to your dentist
- Ask if you have any concerns about your health or the way you are feeling.



Your review health assessment will take place [a year later](#). You can let the nurse know where you would like to be seen - e.g. in school, at your placement or at a health centre.

They will ask you about your health and how you are getting on generally.

This is also an opportunity to discuss anything you're concerned about.

Communications and language support

If you need help or communication support, (including British Sign Language) this can be arranged. This leaflet can be provided in other languages if needed.

Can I be seen on my own?

Yes, but if you want, a social worker, a key worker or carer can come too.

Confidentiality

If you agree we will share information about your health assessment with your social worker and carer.

If you do not want us to share this information, [we will respect your wishes](#). We will only share information if we are worried about the safety, health and well-being of yourself and others.

What happens if I do not live in Berkshire?

It doesn't matter if you do not live in Berkshire. We are here to help you use health services, wherever you live. You can contact us for advice by email or phone.

caring for and about
you is our
top priority

committed
to providing good quality,
safe services

working **together**
with **you** to develop
innovative solutions

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community people together help care understanding specialist dedication safe local support trust dependable hope enthusiastic service making a difference compassion quality respect health