



Our Service

- **What support we can offer**

Our service provides personalised sleep support to families resident in Scotland. We offer one-to-one support through phone calls and e-mail for any child aged 18 months to 18 years. We begin with a telephone sleep assessment and then create a customised sleep plan, which incorporates cognitive and behavioural approaches tailored to each family's needs. Older teenagers have the option to contact us directly for support.

- **How we work with families and young people**

We invite families to select an appointment from a range of dates and times. This will be a telephone appointment for an assessment which may last around an hour. The assessment will focus on questions relating to current routines, diet and exercise as well as the sleep issue. Depending on the individual case, we may draw up a sleep plan at this point to share with the family, or we may refer the case to one of our Telephone Sleep Counsellors for more specialised support.

Our sleep plan may suggest changes to sleep schedules, routine, diet and activities for the family to implement. We will provide guidance to the family on how to introduce these suggestions and how to encourage the child or young person to engage with them.

- **What we do not offer**

- Our sleep support is offered by telephone and email. We cannot provide in-person or at-home visits. We do not provide overnight support in any form. We do not routinely make video calls (such as Zoom) but may be able to do so in some situations
- We never ask for or accept payments relating to any part of our support. Our service is available free-of-charge to families. Donations to support our service are welcome but never expected
- We do not endorse 'sleep training' which forces abrupt or radical change or includes 'cry-it-out' programmes
- We cannot arrange for changes in housing, schooling or medical treatment
- This is not a clinical service and we cannot provide medical advice or diagnoses
- We do not supply, prescribe or provide recommendations for:
 - Medication, including melatonin
 - Medical equipment associated with sleep
 - Sleep monitors, studies or testing
 - Specialist beds or bedding

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You and your information

- **Who we can support**

We will work with the primary adult carers of any child resident in Scotland. We use the term family to include parents, step-parents, co-parents, kinship carers, foster and adoptive parents, and carers in the residential care system. If parenting is shared across households (for instance when parents are separated) we can work with more than one household and will arrange mutual consent for this.

Older teenagers may contact us themselves and we can work with them directly.

We do not provide support directly through social workers, health care practitioners or other professionals other than those involved with the residential care of a child or young person.

- **Additional Support Needs**

We will provide support for any child and young person resident in Scotland, including those with a suspected or diagnosed additional support need or health condition. We may refer some families to one of our Telephone Sleep Counsellors with specific expertise, on a case-by-case basis.

- **Support in Other Languages**

We are not able to fund, locate or provide sleep support in languages other than English and recommend that families requiring language support contact services within their local authority area.

Working together

- **Sleep plans are a combination of changes**

Each sleep plan is likely to contain a range of suggestions designed to encourage gradual changes across sleep patterns, routine, diet and activities. Any one of these changes is unlikely to produce significant results in isolation, so it is important not to discount suggestions, even if similar strategies have been attempted in the past by the family. Families should implement the suggestions over the course of several weeks before assessing their impact. If a family feels that a suggested change is not a feasible option, they should discuss this with their Sleep Advisor or Sleep Counsellor.

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- **Commitment, consistency and patience**

Making these adjustments requires time, and changes need to be implemented consistently before they become familiar habits. Families need to apply sleep plans for some weeks and should expect progress to be gradual. Holidays, illnesses or changes to the sleep environment can cause disruption but progress should resume if the family return to the sleep plan. If a family do not feel able to apply a sleep plan consistently for a period of a few months at the time they contact us, we would suggest waiting until a more appropriate point.

- **Transparency and accuracy**

We can only provide the best support for families if they provide us with accurate information about sleep patterns, routine, diet, activities and any other factors which may affect the child or the family's capacity to engage with sleep support. We request that families are as transparent with us as possible, and stress that all information is treated non-judgementally and with the strictest confidence.

- **Personalised support and intellectual property**

We provide customised support designed specifically for each child or young person, their family, and home environment. The support given is unique and remains our intellectual property. We request that families do not share our sleep support either directly or more generally, for instance over social media.

Our support is based upon respect

Our support for families is based upon respect. We will always endeavour to recognise and value beliefs and values of families we support.

We request that families show respect towards our staff. Any form of disrespectful, abusive, aggressive or discriminatory behaviour, whether it occurs over the phone, through email, or any other means of communication, will not be tolerated under any circumstances.

Our service is committed to providing families with support for their child's sleep. If we feel that a parent or carer is not engaging with due respect for our aims, we reserve the right to cease support

Timescales and outcomes

- **Waiting lists**

Sometimes the level of demand for our service means there may be a waiting list. We will provide an estimated waiting time and keep families updated as necessary. We will always try to let families know at the start how long they can expect to wait, and we will keep families updated.

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- **Expectations**

Making gradual adjustments to sleep takes time and changes need to be implemented consistently before they become familiar habits. It is important to recognise that there may be occasional setbacks, particularly during holidays, illnesses, or changes to the sleeping environment. Families should anticipate that it might take several weeks of following a plan before improvements become apparent and new habits become engrained.

- **Duration of support**

After conducting a telephone assessment, we will schedule a follow-up call at a mutually convenient time with the family, typically within a week.

If we feel a family requires more specialised advice (e.g. if a child or young person has an additional support need) we will discuss referring the case to one of our Telephone Sleep Counsellors. The Telephone Sleep Counsellor will usually be in touch within 21 working days. They can offer regular and on-going support throughout the process of implementing the sleep plan, which may extend over several weeks or even months, depending on individual circumstances.

- **When our support finishes**

We will close a case after providing a sleep plan and making a follow-up call.

Cases which have been referred to a Sleep Counsellor will close if:

- The Counsellor and family reach mutual agreement about closure
- The family have not responded to repeated attempts to contact them (we will usually make at least three contact attempts over a period of at least two weeks)

After we close a case, we will send an evaluation email around four weeks after the follow-up call.

Families are welcome to contact us again for further support if there is a change to their child or if they feel they are now better able to engage with support.

Your information

- **General Data Protection Regulation (GDPR)**

By providing us with any information families are consenting to us processing their personal information in order to provide our services. Families' data will be held in a protected database in line with our GDPR policies. Families have rights in relation to the personal data we process about them. For more information see: Your Data Matters (<https://ico.org.uk/your-data-matters/>) or email us at office@sleepaction.org.

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- **Confidentiality**

Sleep Action takes service user confidentiality very seriously.

Confidentiality is between the service user and the Sleep Support Line staff. The objectives of the Confidentiality Policy are:

- To protect service user information
- To provide an environment where service users can speak freely knowing their information is held in confidence
- To ensure the protection of service users and staff
- To ensure our service adheres to the Data Protection Act
- To ensure staff understand and adhere to this policy

Exceptions when confidentiality may be broken

Instances in which we would break confidentiality without consent are as follows:

- A service user is perceived as presenting a serious risk to themselves or others
- Any communication which seems to indicate abuse or neglect to a child or young person
- If we receive a court order to do so
- If we are instructed to by the police
- A service user threatens Sleep Action staff

In these situations, we would contact the relevant support organisations or emergency services as appropriate. Whenever possible the service user will be informed.

Feedback, Comments and Complaints

Sleep Action aims to provide services of a standard acceptable to everyone who contacts us for help, information or support.

All complaints are dealt with in line with our complaint procedure.

Please email sleepsupport@sleepaction.org with any feedback, comments, complaints. Any correspondence will be treated in confidence and without prejudice.

If you wish to make formal complaint please do so in writing to:
Sleep Action, 95 McDonald Road, Edinburgh EH7 4NS

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enquiries@sleepaction.org