

Hospice Service Provision across Cheshire

	Claire House	Hope House	Dougie Mac (Donna Louise)	Francis House
Location	Wirral	Oswestry	Stoke-on-Trent	South Manchester
Where do you accept patients from?	West and South Cheshire (Would accept from other areas if suitable)	All of Cheshire	East and South Cheshire	All of Cheshire
Ages of patients accepted (Up to day of birthday)	0-25 accepted <18 years: new referrals accepted for palliative and end of life care only	0-18	Children 0-18 Young Adults 18 – 30	0-16 (Can be flexible)
Antenatal and Neonatal Support	✓ Designated and commissioned perinatal service for C&M	✓	✓	✓ Often not needed due to local services
Eligibility Criteria	Life limiting or life-threatening condition - considered at a monthly referral panel to identify eligibility for group 4 and child and family needs. Service offer will be planned respite or planned day care or groups. All perinatal and urgent referrals for end of life care are accepted	Under 18 Accept life limiting condition, not going to reach adulthood. Don't accept invasive ventilated children at any time but will accept non-invasive. Start transition process 14 – 18	Children's - Accept life limiting condition and not likely to reach adulthood Young adults – complex disabilities	Life limiting or life-threatening condition No Upper age limit – stay with as long as needed
Hospice Beds	✓ 8 beds – 5/6 planned and 2/3 unplanned	✓ 6 beds pre planned respite 1 complex or end of life	✓ 8 for children 5 for young adults	✓ 2 houses for children and young adults 14 beds in total (7 for children and 6 for young adults, 1 specially equipped room)
Residential Respite (Short Breaks)	✓ 14 nights per year in blocks of 3 or 4 nights as well as unplanned emergency respite Young Adults – 2 weekends per year	✓	✓ Young adults only one weekend a month	✓
Day Respite (Short Breaks)	✓	✓	✓	✓
Step Down Care Offered	✓ As long as they meet the eligibility criteria	✓	Would consider step down care if resource allowed	*

Hospice at Home /Domiciliary Care	✓ 7 days a week 8 - 5	*	✓ Provide respite in home but not on a 24/7 basis, only 9am – 5pm	✓ Can offer 5 days over 7 – flexible hours to work with other services
24/7 end of life (Home based)	✓ Rapid Response Team led by nurse consultant	* Work with community team to support with this subject to commissioned service	* Work with community team to support with this subject to commissioned service	* Work with community team to support with this
24/7 end of life (Hospice based)	✓	✓	✓	✓
Emotional and practical support, including advocacy	✓ Clinical Psychologist (from June 23) Offer to whole family	✓ Offer to whole family	✓ Offer to whole family	✓ Offer to whole family
Bereavement support	✓ Offered at home and in Hospice Setting. Dedicated Butterfly team to support families both at the hospice and at home post death for 7 days, incl. specialist cooling equipment	✓	✓	✓ Bereavement support, Emotional Support and Psychotherapy Support available to existing families
Parent Support Services / Counselling services	✓	✓	✓	✓
Parent Support Groups	✓	✓	✓	✓
Sibling support services/groups	✓	✓	✓	✓
Activities and Play (for child)	✓	✓	✓	✓
Complementary Therapy	✓ Yes: 2.4 Comp therapists provide a range of services for all care and family support services hospice/ home	*	✓ For children, young adults and families	*
Physiotherapy	✓	✓	✓	*

24 Hour Medical/Nursing Support	✓ Hospice and 24 hour symptom management and end of life access via Rapid response team Nurse consultant/ Nurse specialist support 24/7	* 24 hour access to telephone support/advice Medical support not available 24 hours	* Nursing support and advice for children available. No medical support 24 hours (CAU at local trust if medical is needed).	✓ 24 hour nursing and GP support
24 hour Telephone Advice Services	✓	✓	✓	✓
Access to Equipment (any issues?)	✓ Specialist equipment normally through charitable donations	✓ Support to get access to equipment	✓	✓ Support to get access to equipment
Access to pharmacy	This is done through local hospital and SLA	This is done through local hospital and SLA	Order stock drugs from local hospital. SLA with acute trust	Pharmacy visits twice a week and on call service
24 hour Access to spiritual care?	✓	✓	✓	✓
Provision of specialist education and training to families	✓	✓ Provide some training and support to families	Bespoke training for families if required	*
Provision of specialist education and training to professionals	✓	✓ By request	✓	*
Bereavement Suite	Butterfly suite (post death care/ support)	Snowflake Room and cool blanket and cuddle cot	Bereavement suite in Garden Room and post death support	3 Bereavement Suites (Rainbow Rooms) – can stay until funeral
Symptom Management	✓	✓	✓	✓
Respite for Non-Invasive ventilation	✓	✓	✓	✓
Respite for Invasive Ventilation	✓	*	✓	✓
Other	<ul style="list-style-type: none"> Joint Palliative Care Consultant with Alderhey All nurse verification of death 			<ul style="list-style-type: none"> 13 beds separate residential house for young adults whose parents can no longer care for them

Referral Process:

Hospice	Process	Notes
Claire House	Online Referral Form: https://www.clairehouse.org.uk/parents/referral-form/ Or Contact Referrals: Clairehouse.referrals@nhs.net Urgent referrals: 07717 888604	Accept referrals from healthcare or self-referrals from family/family member. Urgent referrals are made through the Rapid Response Team
Hope House	Phone/Email for referral form on details below: care@hopehouse.org.uk 01691 671999	Accept referrals from healthcare or self-referrals from family/family member
Dougie Mac	Phone/Email for referral form on details below: childrenfamilysupport@dmhospice.org.uk 01782 654440	Accept referrals from healthcare or self-referrals from family/family member
Francis House	Online Referral Form: https://www.francishouse.org.uk/referrals/make-a-referral/	Accept referrals from healthcare or self-referrals from family/family member

Contact details:

Name	Address	Telephone	Email	Website
Claire House	Clatterbridge Road Bebington Wirral, CH63 4JD	0151 334 4626	Clairehouse.referrals@nhs.net	https://www.clairehouse.org.uk/parents/
Hope House	Nant Lane, Morda, Oswestry, SY10 9BX	01691 671999	care@hopehouse.org.uk	https://www.hopehouse.org.uk/
Dougie Mac	Douglas Macmillan Hospice Barlaston Road Stoke-on-Trent ST3 3NZ	01782 654440	childrenfamilysupport@dmhospice.org.uk post@dmhospice.org.uk – Senior Receptionist will forward query on	Children and Young Adult Care - Dougie Mac
Francis House	Francis House Children's Hospice 390 Parrswood Road Didsbury Manchester M20 5NA	0161 434 4118	karen.smail@francishouse.org.uk – PA will direct query where relevant	Francis House Children's Hospice

Other helpful links:

- Together for short Lives family support hub:
 - <https://www.togetherforshortlives.org.uk/get-support/>
- Elsie Ever After Bereavement Support:
 - <http://www.elsieeverafter.org.uk>
- Compassionate Friends Contact Bereavement Support
 - Web: www.tcf.org.uk/ Helpline: 0845 123 2304 email helpline@tcf.org.uk
- Child Death Helpline
 - www.childdeathhelpline.org.uk/

