



Registered Charity No. 1003314

Children's Hospice South West

Statement of Purpose

Health and Social Care Act 2008

Part 1

CHSW's Contact Details and Organisational Information

1. Provider's name and legal status	
Full name¹	Children's Hospice South West
CQC provider ID	1-101728853
Legal status¹	Organisation

2. Providers address, including for service of notices and other documents	
Business address	Little Bridge House
Town/city	Redlands Road, Fremington
County	Barnstaple, North Devon
Post code	EX31 2PZ
Business telephone (care)	01271 321999
E-mail address	allison.ryder@chsw.org.uk

Part 2

CHSW's Aims and Objectives

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1. Our central purpose is to **make hospice care available to children with life-limiting/life threatening conditions and their families across the South West of England** and to ensure that all families have equal access to the full range of hospice services we provide.

Families of children with life limiting/life threatening conditions are often overwhelmed by: the challenge of caring for their children; the complexities of juggling a myriad of professionals, services and appointments; the difficulties of maintaining family life and employment; and are isolated in the community.

Accessing hospice care from Children's Hospice South West (CHSW) helps by providing them with: relief from the day to day responsibility of care; expert care for their sick child and support for the whole family, including siblings; and friendship and support within the hospice from the Care Team and the community of other children and families who use the service. This means that families feel supported and enabled to continue to care for their life limited child at home and the child's needs are assessed and reviewed by doctors and nurses who specialise in children's palliative care.

2. CHSW aims to **provide a service to the whole family**, recognising that the impact of caring for a life limited child impacts upon all members of the family and has a devastating affect upon the whole fabric of family life.

CHSW helps by providing family members with the chance to take short breaks away from home and to recharge their batteries in a homely, warm and welcoming environment. We recognise the specific needs of brothers and sisters for both attention and support. A dedicated Sibling Team befriends brothers and sisters and offers them an exciting programme of activities and outings whilst staying at the hospice and emotional support from trusted adults. This means that family members receive essential emotional and social support for their own needs, as well as care being provided for their sick child.

3. CHSW believes that **children should be listened to and involved in as much of the decision making regarding their life, personal care and treatment as they wish**. CHSW aims to develop personalized care plans with the child, where possible, and their family. CHSW are also committed to **working in partnership with families** and believe that, whilst at the hospice, children and families should be: given time to discuss treatment and care; provided with information and choices; and all care provided should take into account their preferences and requests.

CHSW helps by ensuring that, at regular intervals and in partnership with the child and family, all care that a child receives is reviewed, (and their current wishes/preferences documented) particularly at times when changes to ongoing treatment and care is required for either symptom relief or end of life care. This means that children and their families are involved in making decisions about their care, treatment and support and their views are respected and incorporated into plans of care, (including end of life plans) so that they receive personalized care appropriate to their circumstances.

4. CHSW aims to **provide the highest quality emergency and end of life care when needed**.

We help by undertaking a thorough assessment of the child's needs and gain a clear understanding of the child and families choices and preferences at this time and to support them in a way which is sensitively tailored to their wishes.

This means that children receive effective, appropriate and personalised care which meets their holistic needs.

We recognise that care for the family does not stop at the child's death and aim to support the whole family in bereavement for as long as they wish. This means that bereavement care is provided by members of the Care Team who know the family well and have built a close and supportive relationship with them so that the family receive highly personalised care in bereavement.

5. CHSW aims to **provide care from the point of diagnosis or recognition of a life-limiting condition** and cares for the child and family throughout the child's life as well as in the terminal stages. This is especially important because many children have conditions that may deteriorate over many years and it is crucial that they and their family have access to palliative care services for the duration of this journey.

CHSW helps by: providing ongoing friendship and support, through access to telephone advice and support 24 hours a day/365 days a year; and through contact from named workers, both at the hospice and at home between visits to the hospice.

This means that children and families experience continuity of care from named workers who know their child's and their own needs well.

6. CHSW aims **to deliver the highest standard of children's palliative care for children and families.**

We employ and retain a dedicated and skilled multi-disciplinary Care Team. Members of the Care Team are rigorously screened at recruitment to ensure they have appropriate qualifications to work with life limited children and their families and also have the personal qualities and interpersonal skills to embrace the philosophy of children's hospice care. CHSW then aims to foster and develop the knowledge and skills of members of the care team through a comprehensive induction and ongoing training and development activities, including regular training and supervision sessions and annual personal development reviews.

This means that children and families receive care from competent and skilled practitioners who also have well developed communication skills and caring qualities.

7. CHSW recognises it is part of a wider network of services providing care and support to children and families. CHSW aims **to work closely with other professionals, services and agencies involved in the care of children** in order to maximise the support which can be offered and to create a seamless service which minimises disruption to the family. CHSW aims to support the development of children's palliative care knowledge and skills in the wider community through the provision of education and participation in relevant networks and forums.

This means that children and families in the South West benefit by receiving safe and coordinated care, treatment and support from organisations who are working collaboratively and who are supporting each other in the development of specialist knowledge and skills to enhance the care of children and families.

Part 3

CHSW Hospice Sites

Name of Hospice Location number 1-118646474	Little Bridge House
Address	Redlands Road, Fremington Barnstaple, North Devon
Postcode	EX31 2PZ
Telephone (care)	01271 321999
E-mail	tracy.freame@chsw.org.uk
Number of overnight beds (not NHS)	8

Name of Hospice Location number 1-118646507	Charlton Farm
Address	Charlton Drive, Wraxall North Somerset
Postcode	BS48 1PE
Telephone (care)	01275 866611
E-mail	Helen.rogers@chsw.org.uk
Number of overnight beds (not NHS)	8

Name of Hospice Location number 1-341388066	Little Harbour
Address	Porthpean Road, Porthpean St. Austell, Cornwall
Postcode	PL26 6AZ
Telephone (care)	01726 871811
E-mail	claire.kilbey@chsw.org.uk
Number of overnight beds (not NHS)	6

Description of our hospices

Our three hospices are purpose built children's hospices to which children are admitted for the purpose of receiving hospice care. They have been designed to provide a warm and welcoming environment; a range of exciting opportunities and facilities to enrich each child and sibling's day; fully accessible facilities; and the clinical equipment and facilities to meet the needs of children with complex needs, including technology dependent children.

The accommodation comprises:

- 8 brightly decorated single bedrooms for the sick children (at Little Bridge House and Charlton Farm).
- 6 brightly decorated single bedrooms for the sick children (at Little Harbour).
- Comfortable and spacious family accommodation for other family members.
- Play and recreational needs are catered for with a: Messy Play Room for art and craft activities; wide variety of play and recreational equipment suitable for all ages; family activities room, including state of the art computer facilities; soft play area; and outdoor play areas in a large garden.
- Sensory provision is made for those with sensory impairment, including: a multi-sensory room; sensory garden; and extensive range of sensory equipment.
- A Jacuzzi/Hydrotherapy Pool is available for water activities.
- Provision and space has been made for peace, prayer and spiritual reflection in a multi faith room, and a suite of rooms is available where families, and their friends and relatives, can be supported in the immediate period following their child's death.

Comprehensive provision has been made to meet the health and care needs of the sick children:

- All children's accommodation/facilities are on the fully accessible ground floor.
- Low windows and under floor heating in all children's areas.
- Intercoms in all children's bedrooms to allow close monitoring of their condition.
- Emergency call bells in all areas of the house,
- Resuscitation equipment to fully meet the basic life support needs of infants, children and adults in an emergency.
- Wide range of moving and handling equipment, including built in hoists.
- Assisted bathroom and wide range of bathing aids.
- Separate pharmacy and medicine cabinets in children's rooms.
- A range of electric beds, cots and specialist mattresses.
- Access to oxygen via oxygen concentrators, oxygen cylinders, and for named children, liquid oxygen
- Access to essential clinical equipment, such as suction machines; syringe drivers; oxygen saturation monitors, blood glucose monitors and others.

Our multi-disciplinary Care Teams are appropriately skilled and qualified to deliver children's palliative care in a hospice setting and a dedicated education team deliver both an induction programme on appointment and an ongoing education programme to maintain and develop this skill base.

CQC service user bands	
The children and young people that use our hospices have:	
Physical disabilities	✓
Sensory Impairment	✓
Learning difficulties or autistic disorders	✓
Children and young people aged	0 – 21 years

The CQC service type provided at all our locations	
Hospice Services	✓

Regulated activities at all our locations	
Treatment of disease, disorder or injury	✓

Part 4

Registered Manager Details

Hospice Name	Little Bridge House
Name of Registered Manager	Tracy Freame
Registered Manager ID	1-901904282
Manager's contact details	
Hospice address	Little Bridge House
Town/city	Redlands Road, Fremington
County	Barnstaple, North Devon
Post code	EX31 2PZ
Hospice telephone (care)	01271 321999
Manager's e-mail address	tracy.freame@chsw.org.uk
Percentage of time spent at this location	100%
Regulated activities managed by this manager	
Treatment of disease, disorder or injury	✓

Hospice Name	Charlton Farm
Name of Registered Manager	Helen Rogers
Registered Manager ID	1-3995576160
Manager's contact details	
Hospice address	Charlton Farm
Town/city	Charlton Drive, Wraxall
County	North Somerset
Postcode	BS48 1PE
Telephone (care)	01275 866611
E-mail	Helen.rogers@chsw.org.uk
Percentage of time spent at this location	100%
Regulated activities managed by this manager	
Treatment of disease, disorder or injury	✓

Hospice Name	Little Harbour
Name of Registered Manager	Claire Kilbey
Registered Manager ID	1-1029562675
Manager's contact details	
Hospice address	Porthpean Road, Porthpean
Town/city	St. Austell, Cornwall
County	PL26 6AZ

Telephone (care)	01726 871811
E-mail	claire.kilbey@chsw.org.uk
Percentage of time spent at this location	100%
Regulated activities managed by this manager	
Treatment of disease, disorder or injury	✓

Children's Hospice South West: Statement of Purpose – November 2017