

Helen House opened in 1982 and provides specialist care and support for children and their families in a comfortable and homely environment.

Tel: 01865 794749 (24-hour care team)
Email: reception@helenanddouglas.org.uk
www.helenanddouglas.org.uk

How to find us: the entrance to Helen House for families and children is Helen House, 37 Leopold Street, Oxford OX4 1QT.



Helen & Douglas House is a registered charity and no payment is requested from families or those who come for treatment, accommodation and care.

Registered Charity No: 1085951

Helen & Douglas House, 14a Magdalen Road, Oxford, OX4 1RW (Registered address)



Updated Dec 2022



**Using the Little Room at
Helen & Douglas House**
Information for parents

Within this leaflet you'll find information that you may find useful while your child spends time in the Little Room, here at Helen & Douglas House.

The Little Room

Your child can stay in the Little Room, which is a specially cooled bedroom, for up to 5 days. During this time we will monitor your child, on a regular basis, looking out for any signs of deterioration.

In the event that a member of the Care Team, having sought advice from a funeral director, feels that this room is no longer the best place for your child, there is a possibility that your child could be moved to a more appropriate facility, such as your chosen funeral directors. We will of course keep you informed and involved in decision-making at every stage. To maintain the low temperature, it is vital that we keep the Little Room door closed at all times even, when you and visitors are in the Little Room itself.

A flat will be allocated to you for the entire period you are staying with us. If there is anything that needs replenishing, please let us know. Meals will be provided for you and your immediate family. Tea and coffee will always be available for your visitors.



Visitors

We very much welcome visitors to Helen House. We kindly ask that all visitors arrive at the Helen House front door and sign in with our visitor book. The address for the Helen House front door is: 37 Leopold Street, Oxford, OX4 1QT

Family support

You will be allocated a member of the Care Team to support you during your time spent here at Helen House. A referral can be made, with your permission, to our Family Support & Bereavement Team to support you through the coming months. Also, if appropriate, a referral can be made to our Sibling Support Team who can support your child's brothers and sisters.



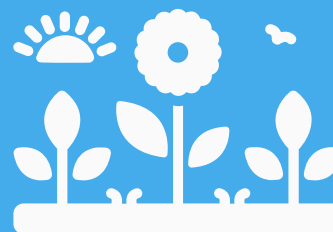
Memory making

All care staff can assist you with memory making such as hand and footprints. This will be carried out extremely sensitively and with as little disruption and movement to your child as possible.



Spiritual and religious support

We will do our utmost to ensure any spiritual and religious needs you may have are met. Please speak to a member of the care team for any information and guidance. We understand this is a most difficult time for you all and extremely confusing and bewildering; we will endeavour to support you in any way possible.



Access to the grounds

We have full access to the wider grounds of Helen & Douglas House. Please feel free to make use of the beautiful Helen House garden and walking around the Convent grounds.



Parking

We have parking at the front of Helen House and also parking at Douglas House which can be reached via the Magdalen Road entrance.



Smoking

Helen & Douglas house is a strictly no smoking environment. Should you wish to smoke, we ask you to smoke in the smoking shelter situated in the car park at the front of Helen House.