

## Your notes

Please use this space to write any notes or details you wish to keep.



If you would like to access our Outreach support please contact us by:

Email (referrals only):  
[cafss@helenanddouglas.org.uk](mailto:cafss@helenanddouglas.org.uk)



Email: [outreach@helenanddouglas.org.uk](mailto:outreach@helenanddouglas.org.uk)  
Tel: 01865 794749 (ask for the Outreach team)

Service is available from Monday to Friday, 8am to 6pm (excluding public holidays). Outside of these hours, the care team at Helen House are available 24/7 for support and advice.

[www.helenanddouglas.org.uk](http://www.helenanddouglas.org.uk)

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

Registered Charity No: 1085951



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

  
Helen & Douglas House

  
Helen & Douglas House  
your local children's hospice



**Outreach  
Nursing**  
at  
**Helen & Douglas House**

## Who are we?

We are a small team of nurses, with specialist palliative care experience, including advanced assessment skills and independent prescribing. We work alongside the medical team at Helen & Douglas House.

We provide support and advice to children/young people with complex medical needs, who need supportive, palliative, or end-of-life care.

We will endeavour to support you and your child/young person in your preferred place of care, be that at home, in hospital, or at the hospice.

We cover the whole of the Thames Valley area which covers Oxfordshire and the surrounding counties.



## What we do

We work in partnership with your child or young person's key professionals to ensure individualised and holistic care. We work alongside perinatal services, and we may meet you before your baby is born.



We will assess your child/young person's needs/symptoms and work closely with you and other key professionals (as required) to develop an appropriate management plan.

We can help with and support advance care planning if, and when needed. We support end-of-life care at home, working closely alongside your child's local team to facilitate this.



## Parents comments and quotes



"The Outreach team at Helen & Douglas House have been invaluable to us as a family. They provide phenomenal support and always go the extra mile."

Having a child with complex medical needs is challenging and to know that you have someone there who is medically trained, whom you can ask questions of at any time, and who provides advice, makes life that little bit easier.



"They also provide amazing support in terms of medication advice and prescriptions, consulting with doctors and medical teams, assisting with respite and providing emotional support and counselling for the whole family. We feel so lucky as a family to have the Outreach team."