



Helen House, which opened in 1982, aims to look after children and their families in a comfortable and homely environment.

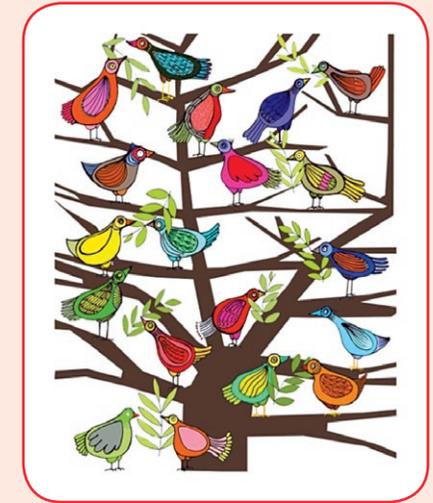
Helen & Douglas House
14A Magdalen Road
Oxford OX4 1RW

Website: www.helenanddouglas.org.uk

Telephone: 01865 794749
(24 hour care team)



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



Oxford University Hospital
Newborn Intensive Care Unit

The next step

From the Neonatal Unit to supportive care and onwards



Services available

- Early transfer from hospital (as a stepping-stone from hospital to home, usually for 1-2 weeks) with support from doctors and nurses. Babies are accepted for care where the prognosis is uncertain.
- A caring environment with nursing support that will allow you a chance to just be mum and dad and enjoy that time as a family.
- A chance to be together as a family with support for any siblings and yourselves.
- Emergency admissions – for social or medical reasons.
- Access to 24-hour medical consultants and nursing advice.
- Ongoing care for you and your family, including outreach support in your own home and residential respite care.
- Care for your baby and your family at the end of their life if needed.

Introduction

This leaflet is designed to help you plan the next place of care for your baby and family.

Leaving the neonatal unit can be very daunting, but at Helen House we are here to help you make that transition from the hospital environment to a more homely setting.

We are able to support you twenty-four hours-a-day, to help care for your baby so that you'll feel confident to carry on that care in your own home.

Who we are and what we do

Helen House is a hospice providing care for babies, children and young people aged from birth to 18 years who have life-shortening or life-threatening illnesses.

We can help to manage your baby's symptoms and if needed offer a range of palliative care services. We provide residential short-breaks for babies and children and, where appropriate, their parents, siblings and other carers.

Members of the team can visit you on the neonatal unit to discuss ways we can support you in hospital, at Helen House and even at home.

Jack's story

'Jack was born premature and suffered severe brain damage as a result. It would have been a huge struggle without Helen House's support.'

We were daunted by the fact we were referred to the hospice worrying it was for end-of-life care. However, we could not get over how the transition from hospital to the hospice and then home was possible in a week. Within the first day staff reassured us that we could learn to manage Jack's ways and allow him to enjoy life.



The whole environment was happy and relaxed, which relaxed us and Jack. It was so much nicer to bond with Jack and be a 'normal' mum in a non medical environment. We have come such a long way with the help and ongoing support of Helen House. We are very grateful.'
Mary, Jack's mum



Thomas' story

'Thomas was born a healthy baby boy. At just three days old, he fell ill with a severe infection, which led to meningitis and terminal brain damage. After ten days in intensive care, separated from our other children, we were emotionally overwhelmed, exhausted and uncertain as to the next step.'

"Helen House brought our family unit back together again and gave us a chance to rebuild our lives."

They taught us how to look after Thomas, and 11 days later we moved back home for the remainder of Thomas' life. We now cherish those wonderful memories created.'
Emma, Thomas' mum

