

Services available

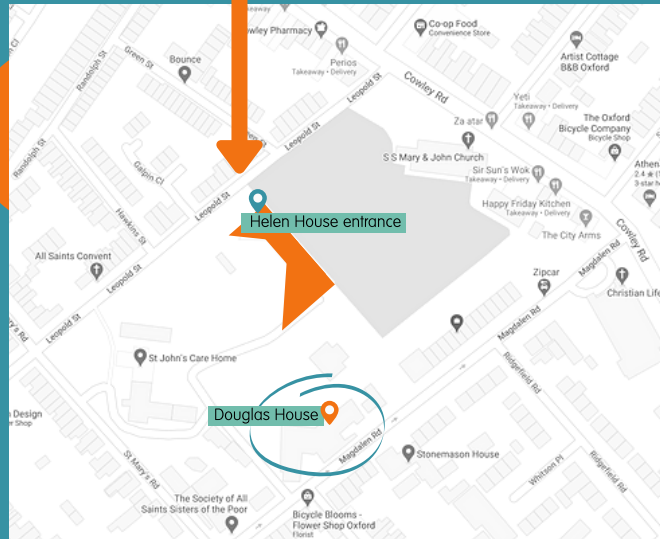


- An in-patient unit that provides excellent care in a homely and comfortable environment where babies are accepted for care where the prognosis is uncertain enabling early transfer from hospital as a stepping stone to home for assessment and symptom management.
- A caring environment with nursing support 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.
- Provision of 24-hour telephone nursing advice and support with access to the medical team when a specialist opinion is required.
- Provision of specialist advice and support to parents and other health teams in the community by the Outreach Nursing Team.
- Provision of family support during your baby's life and afterwards, helping families to cope during difficult times.
- Sibling support for brothers and sisters to help them understand what is happening.
- Emotional, social and practical support for families from our Social Worker.
- Care for your baby and your family at the end of their life if needed.

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.

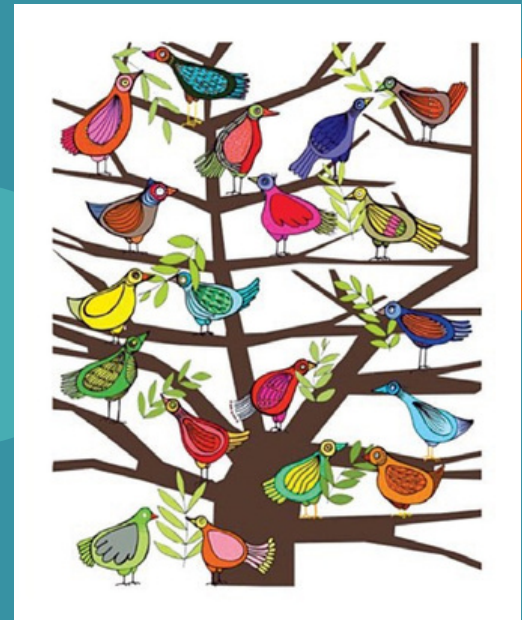
Registered Charity No: 1085951

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

Helen & Douglas House

Helen & Douglas House
your local children's hospice

**Helen & Douglas House
working in collaboration
with Oxford University
Hospital Neonatal
Intensive Care Unit**



The Next Step

**From the Neonatal Unit to
supportive care and onwards**

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 & Douglas 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 24 hours a day to help care for your baby so that you will feel confident to carry on that care in your own home.

Who we are and what we do

Helen & Douglas 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 short supportive breaks for babies and children and, where restrictions allow, 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 & Douglas House or at home.

Privacy notice

Your information is held securely and in the strictest confidence. Our privacy notice can be found on our website at www.helenanddouglas.org.uk/privacy.

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 on-going support of Helen House.

We are very grateful.'

Mary, Jack's mum



Roman's story

At only a few days old twin Roman was unexpectedly diagnosed with a rare genetic heart condition. He spent several weeks between various hospitals for different tests before they confirmed that nothing could be done for him. He was given weeks to live.

Roman was then referred to Helen & Douglas House for emergency medical care. We welcomed his exhausted family and took over Roman's care from the hospital. Once his family had recuperated a little we showed them how to care for Roman with his complex needs. This was so that they could eventually go home together a few weeks later. Weeks soon turned in to months and, despite being admitted back to the hospice on multiple occasions, Roman got to enjoy Christmas at home with his healthy twin brother, Harley.

'Helen & Douglas House was the stepping stone from hospital to bringing Roman home. Every member of staff at Helen & Douglas House is wonderful and have done everything they can for the family'. Ellie, Roman's Mum



Sadly, just a few weeks after Christmas, when Roman was 10 months old he died peacefully at home surrounded by his family. Once again, they all came back to the hospice where they received support and care to cope with losing their precious boy.