



The Family Guide to Chestnut Tree House



Information for Families

**Chestnut Tree House
Dover Lane
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West Sussex
BN18 9PX
Telephone 0845 450 5820**

Chestnut Tree House

Chestnut Tree House is part of St Barnabas Hospices (Sussex) Limited Registered Charity 256789.

The Hospice was officially opened by HRH Princess Alexandra on November 11th 2003.

Chestnut Tree House is built on land generously donated by Lady Sarah Clutton and entirely from voluntary donations. It is the only Children's Hospice in Sussex.

We specialise in supporting children and young people with life limiting and life threatening conditions. This support extends to their families and those closely involved with them.

We are very pleased to welcome your family to Chestnut Tree House and hope you will enjoy your time here.

We aim to provide a caring and safe environment. At Chestnut Tree House we respect the individual needs, culture and beliefs of our children and young people.

We provide a range of activities to encourage each child or young person to participate and enjoy the fun. Every child and young person is enabled to express themselves through art and music or to rest and relax.

The Care Team are committed to making your stay with us as carefree as possible. If you have any particular wishes let us know and we will do our best to accommodate you.



Your first stay is usually for two nights. The community team member who completed the care plan, will have arranged your stay with the booking team.

Subsequent visits will be booked by you via the booking system. These bookings can be anything from one to seven nights. If you have any questions please telephone before your visit for your concerns to be dealt with.

All families are given the same number of nights. To meet each families needs, more beds are available at week-ends and during school holidays. Emergency care, however, will always take priority. This may occasionally mean postponing booked short breaks.

The care team work a variety of shifts. Beginning each shift there is a “handover” when information is shared about the children and young people we are caring for. This time is important, to ensure that everyone is aware of the needs of the family and the care required.

During your first visit we will need to lean a lot about you and your family. This is so that our care team can provide the best possible care for you and your child.

Care plans will have already been completed. These then need to be checked at every visit to ensure we keep them updated with any changes.

On each visit the wishes of you (and your child where appropriate) will be discussed regarding emergency treatment. If you want your child to receive emergency treatment following a sudden deterioration, the emergency care instruction will reflect your wishes.

We offer basic life support, including the use of oxygen, suction and transfer to hospital via 999 call and ambulance. Some children / young people have a specific emergency care plan agreed with their Doctor. This emergency care plan needs to accompany them on every visit to Chestnut Tree House.

In an emergency the care of your child will be the priority. Parents will be informed as soon as possible.

You will receive a “short break booking request” form to complete for another stay. You can return this booking form whist staying here, or post to our booking team.

The range of services includes

- Nursing and medical Care
- Assessment and information
- Training
- Bereavement Support and Counselling Services
- Spiritual support
- Catering for various diets
- Play and Music Therapy
- Massage and reflexology
- Sibling support

The Care Team

The Care team includes GP's, nurses, and care support workers. These are supported by a range of other professionals and administrative staff and volunteers. The team provide short breaks in-house or care at home together with telephone advice and support.

At Chestnut Tree House we practice a multi-disciplinary and multi-skilled approach. This enables us to recognise the individual physical, emotional, spiritual and social needs of each child / young person and family. We focus on providing opportunities and experiences that the children and young people might otherwise not have.

Inviting your comments and feedback

We hope that you enjoy your stay at Chestnut Tree House. We learn how to improve our care by listening to you. We are interested in any feedback you can give us. Your comments and suggestions are welcome either verbally or written.

Feedback cards are provided in your bedroom, if you are resident, or in the lounge. Please return them to the suggestion box which is located in the dining room. We welcome comments on every aspect of our service.

If you have any complaint, please see the Clinical Nurse Manager personally or write to them. We follow up every complaint and respond to you with a written answer within two weeks or sooner.

If you prefer, share your concerns with your child's key worker, who will be pleased to carry these forward on your behalf.

The Care Quality Commission inspect Chestnut Tree House regularly to ensure good standards of social and health care are being provided.

The latest inspection report is an open document and can be found in the information folder in Reception.

Contact details Care Quality Commission, Finsbury Tower, 103 – 105 Bunhill Row, London EC1Y8TG

Family Accommodation

We have eight bedrooms for family use. Six twin rooms and two single rooms, all with en-suite facilities. Each room has a sofa bed, a cot is available and most have a television.

An internal telephone is available for when the condition of your child / young person becomes unstable. The team can then to inform you of any changes. You would also be welcome to check on their condition during the night.

Mobile phones may be used within the house. Please consider carefully your choice of ring tones and volumes, as they may upset sensitive children.

Your room will be prepared by a member of our housekeeping team. It would assist them if you are able to strip your beds before leaving.

Many of the windows have been fitted with child safety locks. These will prevent them from opening more than a few inches. It is important that the windows remain on the safety catch.

If you wish to stay downstairs in your child's room, this can be arranged. All the children's room have a sofa bed. This option is only available to parents / carers or a sibling over eighteen years old. You will still be allocated a room upstairs for your personal belongings and for use of bathroom facilities.

Chestnut Tree House is pleased to welcome siblings to stay and to join in activities. We do ask, however, that they give their brother or sister some quiet time at bedtime. During their stay all siblings remain the responsibility of their parents.

Siblings usually share their parent's room. Older siblings may be able to have one of the single rooms if it is available.

For children who are visiting, not resident, we ask that they visit only until 7.00pm. Sibling fun days, for those over five years old, are arranged throughout the year by the community team.

There is a family lounge with a kitchenette which will be stocked with cereals, milk, bread etc. Family meals are supplied in the main dining area downstairs. The weekly menu is displayed in the dining area outside the kitchen. Please let us know when booking of any special dietary needs.

It would greatly assist the kitchen team if you are able to let us know when meals are not required.

You are welcome to have all your meals with us. You may also bring in a take-away or go out for a meal if you prefer. There is a folder in the parents lounge with details of local take-a-ways.

You may enjoy a glass of wine etc in the privacy of your accommodation or in the family lounge. Please, however, respect the other families staying and the different cultures and beliefs they may have.

Please be aware of your own personal safety if you are sitting out on the deck attached to the parents lounge. The effects of alcohol excess will not be tolerated.

Chestnut Tree House has a no smoking policy and if you wish to smoke you will need to go off site.

Please do not bring valuable items with you for your stay. We cannot accept any responsibility for the loss or damage to personal property.

We have our own sewerage system here at the house, so please be careful what is disposed of in our toilets. Bins and bags are provided for any sanitary items

If you have any difficulties with your accommodation please speak to one of the care team and we will try and put this right for you.

We hope you enjoy your stay with us and feel at home and comfortable. If disturbed by the action / behaviour of other families, please speak to a care team member or report to the clinical nurse manager. We reserve the right to accept a child / young person for short breaks, but not the family.

Meals

The two main meals of the day are served in the dining area. Lunch is a light meal with a choice of two dishes and during the summer months a salad bar is served. The main meal is in the early evening.

For food hygiene reasons we ask that you do not enter the kitchen area. If you have brought special food items either for yourself or your child please ask one of the cooks or care team. They will then be labelled and stored correctly until they are needed.

If you need a drink, or wish to ask a question about meals, please ask. A member of the care team will be happy to assist you.

For safety reasons we ask that you do not remove glass tumblers from the dining area. To take a cold drink to another part of the house, please use an unbreakable container.

Facilities at Chestnut Tree House

We have lots of facilities at Chestnut Tree House and aim to cater for the whole family. A member of the Care Team will be pleased to show you around the house. If you have questions not answered in the guide, please do not hesitate to ask us.

Main Lounge

The lounge is a place to relax in with comfortable seating next to the dining area. Please ask a member of the care team or the kitchen team if you require a hot or cold drink

Computer Room

For those who enjoy computers, play stations, games and the internet then this is the room for you.

All internet access and chat rooms are restricted to those areas known to be safe for children and young people.

Wet and Dry play areas

These are off the main lounge, where most of the play, craft, art activities and fun take place.

Gardens

These are for the use of the children and families and have paths for wheelchair access.



The Pool

The pool is situated through the double doors leading out of the lounge. For safety reasons the door to the pool is kept locked.

Swimming sessions will be arranged by the care team for your child /young person. If you wish to use the pool as a family, please speak to your child / young person's nurse. For safety reasons there must be a care team member with a life saving qualification present whilst the pool is in use.



Music Room

This room is designed for all to access and enjoy; children, teenagers and adults. You are welcome to play any instrument, or your own favourite CDs.

Our music therapist visits the house at a variety of times. The therapist gives one to one music therapy or runs fun sessions for larger groups.

You may wish your child / young person to have music therapy during their stay. Please ask on the booking form if it may be possible for the therapist to be here during your visit.



Multi-Sensory Room

Any member of the care team will be happy to demonstrate ways in which this room can be used. It is great for adults and children alike.

We must point out that most of the equipment is delicate and children need supervision when using the room.

Reflections

Opposite the music room you will find “Reflections”. We hope that everyone will find this room a pleasant and tranquil place for peace and reflection. There are seats to relax in and enjoy the restful sound of the external water feature, or quiet ambience.

We have our own Chaplain who will be pleased to offer support to you and your family. You may wish to contact a spiritual leader from any denomination or faith. Please let us contact them for you. If you have your own spiritual leader, please feel free to invite them to visit you at the House.

Stars

“Stars” is a special suite of rooms with a bedroom where your child / young person can rest after dying. Upon request, they may be transferred to this private suite for a number of days. “Stars” can also be made available for a child / young person who dies in hospital or at home.

You may wish to personalise these rooms with mementos, photographs or toys special to you and your child.

We show acknowledgement when a child / young person has died at Chestnut Tree House. “Stars” are placed on the outer doors of the House and on the door of the “Stars” suite.

If you have questions or concerns about the use of “Stars”, a member of the care team will be pleased to talk with you. We offer on-going bereavement support from our community team and a counsellor is available as a support for those in need.

Meadow Garden

This is a resource specially designed for remembrance and peace. The garden contains small areas for private reflection. There is also a water feature where families can remember their child by placing a named pebble in the water.

It is a place where families can come whenever they wish, at a time that is special to them.

Children's Bedrooms - 'Wind-in-the-Willows'

There are six individual bedrooms with access to bathroom and toilet facilities. We can hear when a child is resting in their room / during the night through an intercom.

Young Peoples' Wing

There are four en-suite bedrooms with overhead tracking to the bathroom facilities. The lounge has its own kitchenette, computer and games, Wii and DVD system.



Lost Property

We request families to label all items of clothing, toys and equipment brought to Chestnut Tree House. We then check on leaving that they have all their property. However we do find that some items get left behind.

All property not collected by the family will be returned at the next visit. There are occasions when the owners of items or clothing cannot be identified. They are kept for a period of three months and if still unclaimed will be donated to charity

Car Parking

There are designated parking bays for those who need a disabled parking space. Other parking is in the marked bays only and not on the grass areas.

Security

To protect the privacy and safety of the children, families, staff and visitors we feel it is important to have security guidelines

On entering the building you will be asked to sign the register and will be given a visitors badge to wear. On leaving you will be asked to sign out and return your badge.

If you are expecting visitors during your stay please inform one of the care team. We also have CCTV cameras in operation 24 hours a day.

When coming to stay, you will also be asked to sign in and will be given a security pass. The pass will enable you to move around the building during your stay. The pass must be returned at the end of your stay.

Confidentiality

Chestnut Tree House regard all information shared with them as confidential. We also ensure that your child / young person and family are protected from unwanted publicity and media. We will inform you of any media visits to the house.

You will also be asked to sign a Media Consent Form. This will provide a record of what publicity, information and media accessibility you have given permission for. This applies to your family and for your child / young person staying at the house.

Health and Safety

Chestnut Tree House provides many facilities to be enjoyed by the children / young people and their families. The variety of different environments and regulations means following specific instructions and guidelines in order to ensure their safe use.

Consent will be asked for your child / young person to use the sensory room, hydrotherapy room and the computer room.

If you have any questions about the use of these areas please speak to a member of the Care Team.

If you discover anything broken, not in use or unsafe please alert a member of the Care Team as soon as possible. Appropriate safety measures will be taken to repair / remove the item.

Fire Safety

There are fire notices on the back of the doors in the family rooms. Please read and familiarise yourselves with the fire procedures and the fire exits around the house. Should the fire alarm sound at any time, please leave the building by the nearest fire exit.

Please do not go through the house to find your child or go to your child's bedroom, the team on duty will care for your child.

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Date:

Clinical Governance Group

Signed:
(Director of Nursing/ Medical Director)

Full Name/ Title:

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