

Chestnut Tree House

Care for every child with
a life-shortening condition
in Sussex



**Chestnut
Tree House**

{Children's
Hospice Care}

Who we are

Chestnut Tree House is a children's hospice providing a range of services for newborns, children and young people with life-shortening conditions. We support them from birth to 19 years of age, and provide transition support into adult services. Recent estimates indicate there are now more than 1,400 families across Sussex and South East Hampshire who need our services.



What we do

- Assessment, advice and information for newborns, children and young adults with life-shortening conditions 24 hours per day.
- Specialist short breaks, emergency and end of life care provided at Chestnut Tree House.
- Specialist short breaks, emergency and end of life care in the child's own home.
- Support for the entire family following diagnosis through the whole disease process by the multi-disciplinary team at Chestnut Tree House.
- Support and advice on the transition from paediatric to adult services.
- Care of families after the death of a child or young person including the use of our 'Stars' bereavement suite.
- Bereavement support which includes counselling, spiritual care and play and creative arts therapy.

Community Services

Our Community Team is the first point of contact for families wanting to use Chestnut Tree House, and provides a link between families and the hospice. The Community Team offers assessment, specialist advice, support, liaison and teaching. Specially trained staff visit families in their own homes to care for the sick child or young person. Chestnut Tree House Community Team usually operates between



the hours of 8am to 8pm Monday to Friday. For crisis or for end of life support they provide a 24 hour service, 7 days a week.

Specialist Short Breaks

Chestnut Tree House was built in 2003 and provides rooms for newborns, children or young people who come for overnight short breaks. All rooms are decorated to appeal to specific age groups and include entertainment and specialist care equipment. We accommodate parents, carers and siblings in family rooms with en-suite bathrooms. Each child is allocated nights which they can pre-book throughout the year, and prior to attending for a short break the parents attend a pre-admission session to allow us to find out all about the needs of their child.

The House is set in grounds within an area of outstanding natural beauty and offers many facilities for families. These include a computer and TV room, music room, a multi-sensory room, wet and dry play areas, a hydrotherapy pool, a cinema room and magic carpet room. Outside

includes an accessible playground, magical Woodland Walk and relaxing meadow garden.

Care Team Services

The in-house Care Team includes a Consultant, GPs, nurses and care support workers, activity leaders and play and creative arts therapist, chaplain and family counsellors. They look after the children and young people during their stay, giving the family an opportunity to take a break and be supported. We also hold regular activities throughout the year, such as barbeques and parties, for the families to attend. This is all made possible by our team of catering, housekeeping, maintenance, gardening, administration staff and volunteers.

Care Support Line

Chestnut Tree House offers advice, training and care support to all our families. We also provide telephone support and care 24 hours a day 7 days a week 365 days a year on 01903 871800.

Who can use Chestnut Tree House?

Newborns, children or young people who could use our care services are defined as having life-shortening conditions, some of which are progressive, for which there is no reasonable hope of cure and are not expected to reach adulthood.

Who can make a referral to Chestnut Tree House?

Anyone can refer a child or young person if it has been discussed with the family first. Families can also refer themselves. Consent is required from parents or carers to request medical information from their GP and specialist doctors. A home visit from a member of the Community Team will then be arranged to establish the level of support required.

Referrals are discussed monthly with our Clinical Committee and all families accepted are subject to an annual review.



Specialist Services

Care services for newborns at Chestnut Tree House

Caring for a sick baby can awaken all kinds of practical, physical and emotional issues that not only affect your baby, but you and your family too. The team at Chestnut Tree House aim to help you manage these issues, by providing 'holistic' care and family support, both at the House and in your own home.

Saplings – under 5s and parent group

Saplings was started in response to replies from a parent questionnaire that showed parents would like an under 5s group. Saplings is now held twice monthly. One session is held as a coffee morning to allow parents the space to talk to each other, and the other session is a planned activity.

Transition support

Transition is an integral part of the holistic care provided by Chestnut Tree House. We endeavour to meet the young person's needs and wishes for their future with involvement from their family. Using a person-centred approach we support the young person in leaving Chestnut Tree House and starting a new phase of their life.

Therapy services

Play and creative arts therapy offers children and young people the chance to express and explore difficult feelings. Our therapist provides on-going confidential support to children and young people with life-shortening conditions and their siblings. The therapist works with the in-house team and the community team. Therapeutic play with children and families is also supported.

Family counselling offers a space where individuals or multiple family members can come together. They can receive help and support in addressing difficult issues. A referral for the counselling service can be made to any member of staff, or directly to the counsellor.

The counsellor usually offers an assessment session, during which the family or individual discuss the reasons they have requested support. Sessions are agreed and arranged directly with the counsellor and additional referrals to other services are arranged as needed.

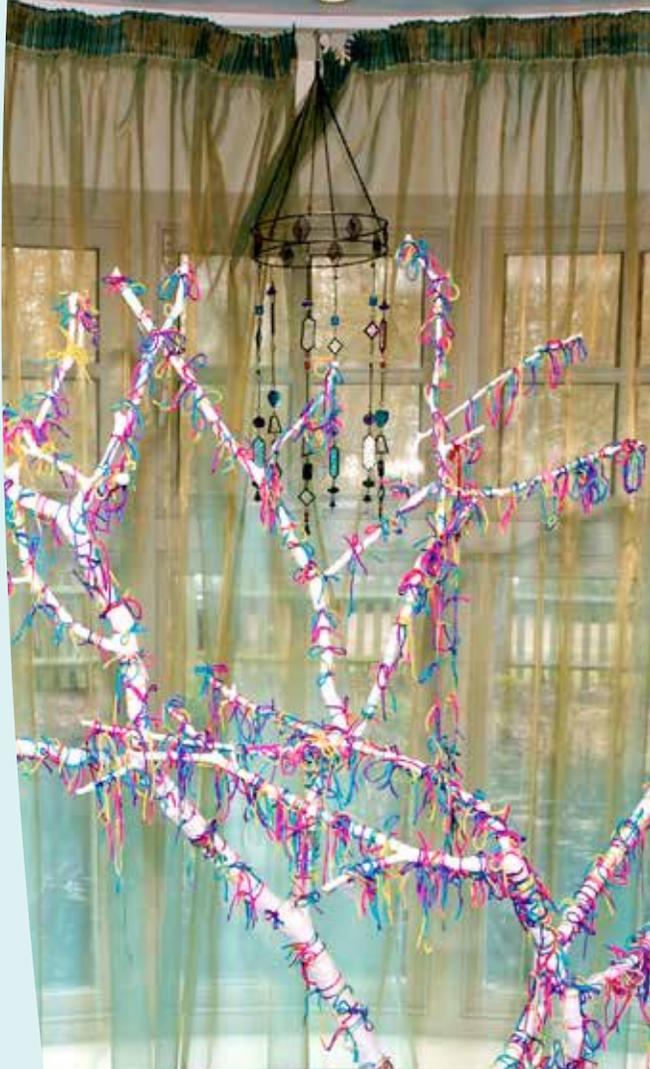
Counselling session times and dates will be recorded in a child's notes at Chestnut Tree House. All information will be treated with respect and in confidence.

Chaplaincy

Our Chaplain is available for pastoral or spiritual support and happy to listen confidentially and reflect with you whatever your beliefs. He is available to you, whether you have a particular faith or no faith. Our Chaplain visits the house regularly during the week. He can also be available at other times during the night or at a weekend if needed.

Your own minister, priest or faith leader is welcome to visit you whilst you are staying at Chestnut Tree House. Our Chaplain also has contacts with different faith communities and can assist you in finding the support you may need.

A box is placed in our Reflections room where confidential messages for our Chaplain, or requests for prayer, can be left. This is checked regularly by the Chaplain. Contact with the Chaplain can be made via the in-house or community care teams.



"The staff at Chestnut Tree House were phenomenal; they ensured that my daughter was virtually pain free and comfortable. Their understanding of her allowed her personality to shine through to the end and they enabled her to die in the way that she wanted. We received more support than we will remember during those days and that support continues to this day."

The House

The services we provide are subject to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and to close external scrutiny, inspection and regulation by the Care Quality Commission. We also work in partnership with other providers.

Chestnut Tree House services work jointly with other professionals and services to offer a multi-disciplinary and multi-agency approach to providing the newborn, child or young person and their family with the best possible care. Our codes of practice regarding confidentiality, data protection, safeguarding and governance structure are the same as those for statutory sector services, and we have the same requirements for ensuring human resource management policies and procedures are in place for the safe recruitment of staff.



If you wish to discuss a referral or to receive more information about our services, please contact us.

Relying on kindness

The hospice's range of care services cost well over £3 million per year. Families are not charged for any of these services and the hospice receives very little government funding, so it relies almost entirely on the generosity, help and support of the people of Sussex.

Chestnut Tree House
Dover Lane
Arundel
West Sussex
BN18 9PX
Tel: 01903 871800

Chestnut Tree House Eastbourne office
1 Commercial Road
Eastbourne
East Sussex
BN21 3XQ
Tel: 01323 725095

Website: www.chestnut-tree-house.org.uk
Email: admin@chestnut-tree-house.org.uk

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