



**tŷ hafan.** two simple words which,  
for you, could mean everything.



**for families**

# there is a helping hand

**If you're reading this, you may have been told your child's condition is life-limiting or treatment may have been stopped.**

**You may be feeling shocked, confused and isolated.**

**You're not alone. There is a helping hand and we're called Tŷ Hafan.**

Throughout your journey from diagnosis, we're here for you with our care and expertise.

Not only do we provide comfort, care and support for your life-limited child, but we can help your whole family through the daily battles you may face. We'll be there for you 24 hours a day, seven days a week.

**We have helped over 400 families since 1999 and we want to help you too.**

We offer a much-needed source of strength, support and short break care. Tŷ Hafan also extends out of the hospice and reaches right into the heart of the family home. All this is completely free of charge to anyone in Wales who needs us.

Our experience of life-limiting conditions and professional expertise means we can answer many of the questions you, and indeed your child, may have.

Right now, you may simply want to focus on getting through each day, but when you're ready to get in touch we'll be there for you, every step of the way, and for as long as you need us.



"Every child is dependent on their parents, but a sick child is doubly reliant. People often ask me how it affects our life, and I think: how does it not affect our life? At first, we were apprehensive about Tŷ Hafan. But now, we feel very supported as parents, especially by our Family Support Practitioner. Meeting other parents realising we're not alone in going through this is invaluable."

**David, Dad of Isabella**

Pictured: Isabella and Mum, Ruth

# giving families time to be families

**Tŷ Hafan is about a positive approach to life and death. We're about joy, friendship and making the most of every precious moment. We're about allowing your family to feel normal and do normal things together.**

We'll support you and your family through the difficult times, where and whenever you need it. We're here as a shoulder to cry on, to offer a cuddle when it's needed, and to give your family breathing space and time to think.

**We can give you the chance to connect with your child in new ways, perhaps to have time with your other children and to do normal things as a family – creating memories to treasure.**

## jordan's story

Jordan is a delightful, cheeky teenager with a keen sense of mischief and a spontaneous laugh.

Early in his life, Jordan was diagnosed with Lennox-Gastaut syndrome – a life-limiting condition that means he has seizures and may fall suddenly.

When Jordan's mum Cerys was referred to Tŷ Hafan, they were living in a tiny, un-adapted house. There was a constant battle to make the home safe enough for him to play and freely move around.

Working with other professionals, our Family Support team campaigned for over a year to address the family's housing needs. Jordan and his family now live in a three-bedroom spacious bungalow, with a large enclosed garden, that meets his needs.

As well as the family receiving help from Family Support, Jordan looks forward to regular visits from our Outreach Play Practitioner, with her bag of tricks. He also enjoys his stays at the hospice. This gives mum the chance to have a much-needed break from the stresses that caring for a disabled child can bring.



"Jordan's eyes light up and he has a big smile on his face whenever he hears his Outreach Play Practitioner is coming. She's got such a lovely way with him and he can try out all the best toys and games!"

**Cerys, Mum of Jordan**

Pictured: Jordan

# tŷ hafan and your family

**Anyone can refer a child to us. It could be a friend of the family, a professional or one of your own family, even you.**

**The process is quick and easy.**

We accept referrals at all stages of a child's condition – including the very early stages. We'll step in as early as necessary.

Working with you and professionals involved in your child's care, we will assess your child's individual needs and create a comprehensive care package. The whole family will be taken into consideration with the main aim to improve quality of life for everyone.

We are able to deliver an excellent standard of care through qualified and trained staff. These include children's nurses, social workers and play workers. We are monitored by Healthcare Inspectorate Wales under regulations set by legislation, through annual and unannounced inspections. These reports can be viewed online: [www.hiw.org.uk](http://www.hiw.org.uk)

Regardless of how your child is referred to Tŷ Hafan, let us show you exactly what will happen...

**Get in touch with Tŷ Hafan**

**Our Palliative Care Nurse will visit you in your own home, or where you see fit**

**Tŷ Hafan will make an assessment of your child's eligibility**

**A decision on acceptance is made by our panel of specialists**

**On acceptance, a tailored care package is developed to meet your family's needs**

# get in touch

**We're here for you whenever you're ready to get in touch.**

Our friendly and understanding team are always pleased to hear from you. They'll be able to answer your questions and give you all the information you need.

You may need a chat about how you're feeling and some help working through difficult decisions. We're a listening ear and can offer you a helping hand based on many years experience.

Family life is filled with ups and downs, tears and laughter. We can't take away the downs, but we can make the journey through them a bit easier.

Call us on

**029 2053 2200**

Or ask your professional contact to call us on your behalf.

Also have a look at our website – it tells you more about how we can help.

**[www.tyhafan.org](http://www.tyhafan.org)**



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"We're a family again,  
doing normal family  
things, the simple  
stuff of life."

