



**tŷ hafan**  
providing care  
being there

because **you care**,  
so can we.



**for professionals**

## providing care, being there

**There is a possibility a child in your care will not reach adulthood.**

**What would you say to the child's family sitting in front of you?**

**Try this... Tŷ Hafan.**

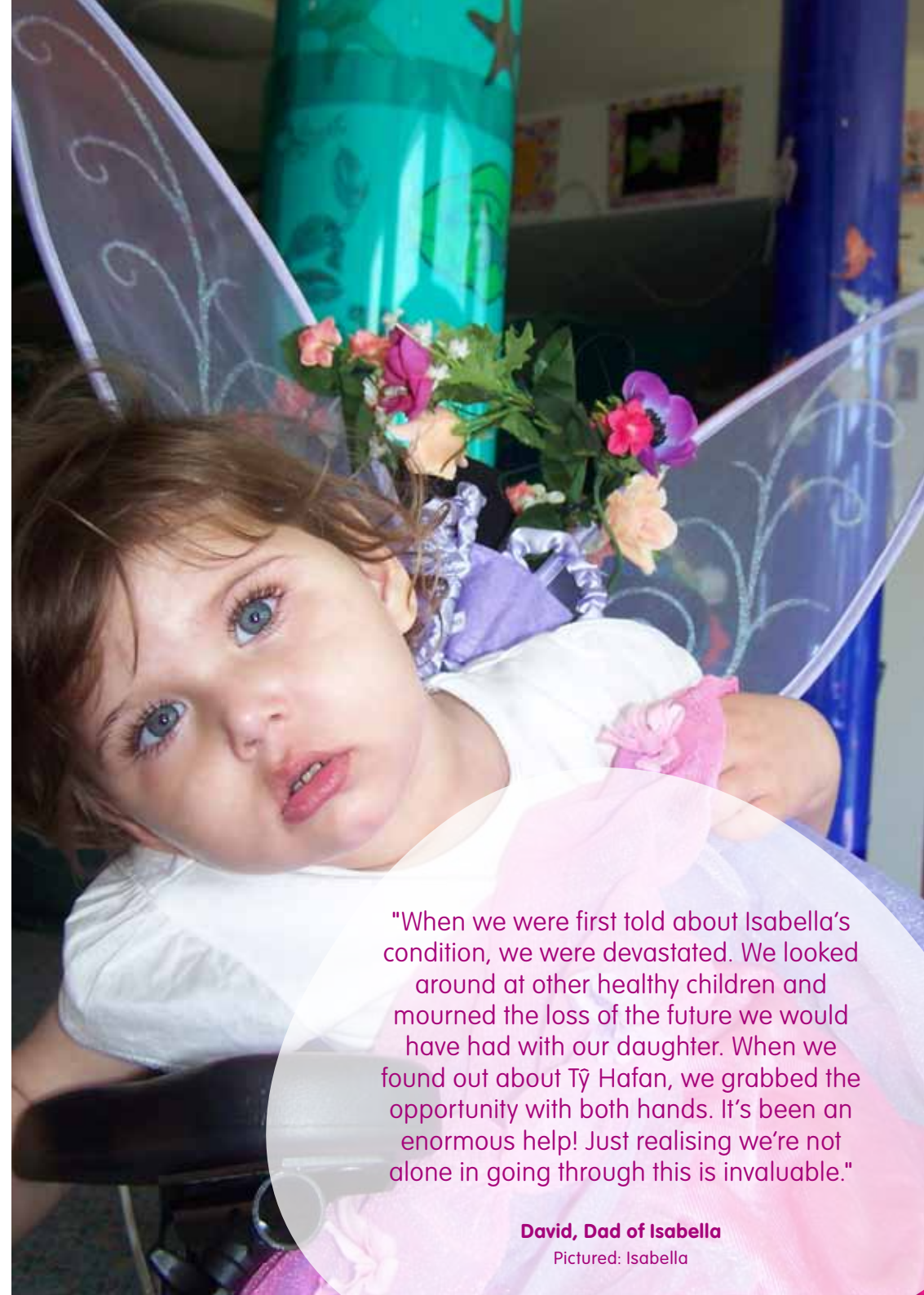
Tŷ Hafan offers specialist palliative care tailored to the needs of life-limited children and young people, and is free of charge to families in Wales who need us.

We have helped over 400 families since 1999, at the hospice and in the community. Not only have we provided specialist palliative care for their life-limited child, but we have helped the whole family through the pressure, stress, hurdles and grief they face on a regular basis.

Tŷ Hafan meets the palliative needs of children and families who use our service by recognising the four elements that constitute total care: physical, emotional, social and spiritual. Through assessment, planning, implementation and evaluation, a professional package of specialist palliative care is designed to meet the needs of every child and family member.

We are able to deliver an excellent standard of care through qualified and trained staff, who specialise in family health, social care and palliative care. 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)

Our experience of life-limiting conditions and professional expertise in palliative care means we can answer many of the questions that the children, their families, or indeed you, may have.



"When we were first told about Isabella's condition, we were devastated. We looked around at other healthy children and mourned the loss of the future we would have had with our daughter. When we found out about Tŷ Hafan, we grabbed the opportunity with both hands. It's been an enormous help! Just realising we're not alone in going through this is invaluable."

**David, Dad of Isabella**

Pictured: Isabella

## a helping hand

**Working in partnership with you, we can offer a child with a life-limiting condition the finest specialist palliative care and support available, improving the quality of life for their whole family.**

Our approach involves addressing the emotional, social and spiritual aspects of care, as well as managing the physical realities of a child's condition.

We provide a service which allows life-limited children, siblings and parents to express their feelings and find new ways of coping. We ensure they gain some control and experience the positive aspects of family life.

Our team responds to the ever changing needs of each family, providing support almost anywhere, whether it is at the hospice, their own home or in hospital.

With consent, we may visit a child in a setting such as nursery or school to gain an insight into their individual requirements.

We give families time to rest and time to discuss difficult decisions. We can guide them through the legal, ethical, practical and emotional aspects of death with our specialist end of life advice and support. We journey with them through death and bereavement and are there as a helping hand for as long as they need us.

For more information on how we address the palliative care needs of families, please visit:

[www.tyhafan.org/palliative-care](http://www.tyhafan.org/palliative-care)

## working together

The complex needs of life-limited children and their families often create a network of multi-disciplinary professionals and organisations involved in their care and support. As palliative care specialists, we work alongside paediatricians, social workers, key workers and other community based professionals.

We keep in touch with all those professionals involved in the care of each child. This might include information about interventions or changes in a family's situation.

Our holistic palliative care service complements that of other professionals. Our specialists are uniquely placed to ensure that each family has the range of comprehensive support necessary to meet their needs.

**"Partnership working is crucial. It is a core principle running through a number of key policies and priorities and for what is now a shared agenda to achieve real and lasting change, particularly in improving experiences and outcomes for children with life-limiting conditions."**

Department of Health (2008)  
Better Care: Better Lives  
London: Department of Health



## make a referral to tŷ hafan

### Would you be surprised if the child or young person in your care died before reaching 19 years old?

If your answer is “no”, then Tŷ Hafan can offer palliative care services that meet their physical, social, emotional and spiritual needs.

We accept referrals at all stages of a condition’s progress, as long as:

- the child’s life is likely to be shortened by either a life-limiting condition or a cluster of symptoms for which there is no reasonable hope of cure
- there is a strong possibility of the child or young person dying before the age of 19

We may accept children and young people who have undiagnosed, complex health needs that combine to affect longevity.

We’ll step in as early as necessary, offering you advice on some effective ways to discuss Tŷ Hafan with families, so that they feel positive about the help we can offer.

In certain emergency circumstances, we can make sure a child or young person gets the necessary support quickly. This is common if an unforeseen end-of-life situation develops.

### Anyone can refer a child to us... it’s quick and easy.

Phone us on **029 2053 2200** and we’ll collect the information we need from you there and then, with follow-up by email or letter, and at our next meeting with you.

Consent from the person with parental responsibility, and where applicable the child or young person, is needed. Authorisation will be sought for Tŷ Hafan to work alongside other professionals.

If you’re not sure whether a child or young person is eligible, please call us or go online to see a selection of the conditions we provide specialist palliative care for.

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

## making contact

You can refer a child at any time. Simply get in touch with our Palliative Care Nurses and they’ll work with you to take the next steps forward.

**029 2053 2200**

[care@tyhafan.org](mailto:care@tyhafan.org)

### Recommend us to a colleague

Have you spoken to other professionals about us? Perhaps you know of colleagues who are also caring for a life-limited child that may benefit from our support.

Please pass on this brochure or download a copy from our website [www.tyhafan.org](http://www.tyhafan.org). We look forward to hearing from you or your colleagues.



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



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