tŷ hafan

Care Services for Children and Young People in the Hospice Setting

Working in Partnership with Care Services:
Parent and Family Guide

Approved 16 June 2020

Index

Section 1 Welcome

Welcome to Tŷ Hafan where our aim is to offer your child and your family the comfort, care and support you need in order to cope with the day to day challenges that living with a life-limiting condition may bring.

Tŷ Hafan is a children's charity and we are grateful to our supporters and the people of Wales for the generosity which allows us to provide expert paediatric palliative care free to your child and your family, wherever and whenever you need it.

You may already know about Tŷ Hafan. We realise that it may be difficult to take in everything and this booklet gives you all the information you need about Tŷ Hafan and the service we offer to families like yours who care for a child with a life-limiting condition.

We will offer you a professional service, delivered by highly skilled and trained staff who have many years of experience caring for children and families like you.

We want to work with you and all those professionals involved in supporting your child and your family to give you the best care and support possible. You may be feeling anxious about involving us in your lives because you don't know what to expect. Well, we hope that this booklet answers some of your questions and relieves some of that anxiety. All our staff are friendly and understanding, so don't be afraid to ask for more information or advice.

Another document called the Statement of Purpose is also available to you. It explains more formally the information in this booklet. The Statement of Purpose is available on the website at www.tyhafan.org or if you would like a paper copy, please ask a member of staff.

We look forward to providing you with specialist palliative care designed specifically to meet the needs of your family.

Deborah Ho
Director of Care Services

Section 2	Introduction: Tŷ Hafan and Your Family

Tŷ Hafan is a charitably funded organisation which offers your child and your family care because your child has been diagnosed with a life-limiting condition. Maybe you have been living with this knowledge for some time or you have just received this devastating news.

You are not alone. Whilst your child may be the reason for you receiving Tŷ Hafan's care services, we can offer comfort, care and support for you and your family on your journey right from the time of diagnosis and into what may feel to you like the unknown.

The care and support we offer to you is free of charge and will be designed to meet not only your child's needs, but also the needs of your immediate family. Your child does not have to stay at the hospice to benefit from the services we provide; we provide a number of outreach services that include family and sibling support, play, a toy and leisure library, specialist therapies in music and complementary therapy.

We always begin by making an assessment with you of the needs of your child and those members of your immediate family who are involved in the care of your child. This may be parents, grandparents, brothers and sisters, aunts and uncles and foster families.

When we know what you need we develop a plan of care for your child and family. We will undertake this with you and also include the other professionals who care for your child at home, school, or in hospital. This ensures that whether we offer you services at home or at the hospice, we work in partnership with you and those professionals already involved with your child and family.

This plan of care will be delivered and reviewed regularly by specially trained and highly skilled professionals, including children's nurses, play workers and social workers. They have been trained and assessed as able to do this by Tŷ Hafan or its partners. No member of staff will carry out any procedure unless you give your permission.

All staff have regular training to ensure they are always able to deliver the highest standard of care and will have undergone checks through the Disclosure and Barring Service.

We provide a service to your child and your family, which enhances the care and support that you already receive in the community and hospital. The consultant that sees your child regularly will still be the one making the decisions about your child's care. We also have a paediatric palliative care consultant based at the hospice for part of the week, who also looks after young people transitioning to adult services.

Section 3 Providing Care, Being There: Our Services

As a charity we provide a range of services that meet the needs of your child and family. Not only do we provide short break care, but also a number of outreach services that can be provided at the hospice, in your home, in hospital or school as follows:

- family and sibling support
- play and activities
- specialist therapy support which includes physiotherapy and occupational therapy

We can also provide comfort, care and support to you for the following:

- transition support
- end of life care
- bereavement support

We will allocate the most appropriate member of care services to act as your link or main contact; this person keeps in touch with you and supports your child and family.

Section 3.1	Short Break Care

What is short break care?

A break from caring can make a world of difference to families like yours who live day to day with the challenges of a life-limiting condition. We can offer your child and your family short break care at the hospice based in Sully.

Short break care gives you the chance to have a break from the care you give to your child each day. It gives you the opportunity to recharge your batteries and have an uninterrupted night's sleep and maybe spend some quality time with your partner or other children.

Short break care can involve you completely handing over the care of your child to our specialist staff, but it does take a lot of courage on your part to do this. So, if you prefer we can share the care of your child, you showing us exactly what needs to be done when and how. We want your child to be as comfortable as possible and to have the best care, so we will learn from you how best to care for your child.

For your child, short break care gives them the chance to have a break from their families. It gives them the chance to meet new people, to have new experiences and to learn to trust others to care for them.

You are welcome to stay, but you may feel that you would like to remain at home. As long as you let us know, you can stay for part of the short break or all of it. We only need to know so that we can feed you and ensure your comfort and safety.

How does it work?

Short break care is offered to you based on the needs of your child and your family. Short break care periods are usually offered for a week or weekend, but we endeavour to be able to tailor the duration of your child's short break to meet their needs and the needs of the whole family. Our short break care nurse co-ordinator will manage your planned stays and work with the multi-disciplinary team in ensuring your child and family needs are catered for.

We offer you dates for short break care in advance by letter, telephone or we could email you, we will always ask you to confirm your acceptance. Alternatively, you can request dates which you feel may suit you best, particularly for holidays or special occasions and if possible we will offer these dates.

We will provide you with details of what is needed for your child's short break care at the hospice.

We usually ask you to arrive and leave for your short break care at specific times. This is to ensure that your rooms are ready for your arrival. If you have any specific requests for your time of arrival, this can be explored with the short break care coordination team so that adequate staffing to meet your needs can be planned.

Sometimes things may happen in your lives which affect your ability to care for your child. This may include illness, an accident, family breakdown or a housing emergency. We may be able to help with these crises by providing your child with short break care at very short notice. Please let us know as soon as possible if a crisis does occur. We also accommodate families at short notice should end of life care be needed.

Your child's condition may need medical or surgical treatments in hospital. Sometimes your child may take a long time to fully recover from these treatments and usually may have to spend a long time recovering in hospital. We may be able to provide your child with care as a stepping stone from hospital to going home. Our care staff would carry out an assessment of your child's needs following surgery or a course of treatment in order to make sure we are able to manage your child's particular needs. We'll agree with you on the length of stay at the hospice and help you to get back home safely.

The admission process

We ask you to stay at the hospice the first time your child comes for short break care. This helps us to understand how to care for your child in the way that you do. It also helps to reduce your anxiety about handing over the care of your child to others.

When your child comes to the hospice for short break care we have to make sure that we take over their care in a safe way. For this reason, we can only carry out the admission process with a person who has parental responsibility; unless other arrangements have been made before your child comes to stay for short break care.

Our clinical nurse specialists work with the short break care coordination nurse in contacting you prior to your stay so that your child's care plans can be discussed and compiled before your child comes to stay.

On the day of admission, an allocated staff member of the care service team will review the care plans and documentation in place to ensure that we have the most up to date information about the care of your child. The process also requires that any medication regime that your child is prescribed is transcribed onto a Tŷ Hafan medication administration chart so that medicines can be given safely. It is particularly important that all information is accurately documented and detailed if you are not staying or if you are going away on holiday. If you are going abroad we will ask you details of your travel arrangements and a contact person in the UK who we can contact if we cannot get hold of you immediately.

Each time your child comes for short break care, we will ask you for up to date contact details, medication and treatment details and any changes in your child's care or condition that have happened since the last visit either prior to the stay or on the day of admission.

The information we ask for during the admission process is needed for developing your child's plan of care. We will adapt the plans of care that professionals follow in the community or at school and include any specific needs that your child may have for that particular short break period.

If your family is staying with us then the admission process also includes information to keep you safe such as the evacuation procedure, signing in and out of the hospice, housekeeping routines and other health and safety information.

Where will we stay?

Staff will deliver short break care in a homely, child friendly environment. Your child will have their own bedroom. Each room is equipped with the most appropriate bed or cot for your child, hoists, washing facilities, wardrobe, medicine cabinet, individual air conditioning and heating, television and a music system. All your child's feeds, medicines and equipment are stored in their rooms for the duration of the short break, apart from medication that requires refrigeration, which will be stored in the treatment room. Controlled drugs are stored securely in a designated cabinet. We will require the Tŷ Hafan medication administration chart to be verified and signed by a parent of a carer who has parental responsibility. Where parents who have opted to administer their child's medications during the duration of their stay, a risk assessment and consent will be completed to ensure safe medications management is carried out as part of our duty of care. We will, however, continue to manage controlled drugs in partnership with you in accordance with relevant legislation and guidelines under the Misuse of Drugs Act 1971.

Specialised bathing and shower facilities are situated in bathrooms opposite the children's bedrooms.

We provide your child's bed linen and towels, but we do ask that you provide all the toiletries that your child uses. If your child sleeps with a particular toy or comforter, please bring that as well.

We will wash your child's clothes, unless you tell us otherwise. You may wish to label your child's clothing, but it is not essential.

The family accommodation is situated on the first floor. As a family you will be offered one of the seven spacious en-suite bedrooms. One room is interconnecting for the use of larger families and all rooms are able to fit cots and ‘z’ type beds if needed. Brothers and sisters may have their own rooms if old enough.

We will provide the bed linen and towels; all you have to bring are your toiletries. A family lounge is also situated on the first floor. Here you can relax, watch television, play with your other children or even cook a simple meal. This lounge has a washing machine for you to launder your family’s clothes if you wish.

To maintain our high standard of cleanliness, we clean all rooms every day. We’ll let you know the time we are due to clean your room. If this time is not convenient for your child and you, our housekeepers will always change the time to suit you.

Is smoking allowed?

There is a no smoking policy throughout the hospice building and grounds. This includes the use of e-cigarettes. However, special arrangements have been made for those family members over 16 years of age who wish to smoke. One area has been set aside for those who wish to do so. Staff will show you this area when you come to stay at the hospice and the guidance around security procedures for ensuring doors are not left open or ajar when using this facility.

Security and visitors

You may want to have visitors during your stay with us and we welcome visitors to the hospice and you will be able to make them tea and coffee.

We regard the safety of all service users as paramount and take security of the premises very seriously. All doors are fitted with alarm sensors and access to the building is gained through fob/access code entry and we ask that doors are not left open at any time. Entrance to the grounds is via a barrier operated in the same way.

Therefore, we ask parents and carers to speak with staff members if you are expecting family members to visit the hospice. All visitors are asked to sign in for health and safety reasons for example, as a registry in the event of a fire. Information about fire and evacuation procedures is printed in each of the parents bedrooms with a plan of the building placed on the doors to each of these rooms.

What about meals?

All meals and non-alcoholic refreshments are provided for you and your family members while staying at the hospice. It is not usual for us to provide meals for any extended family or friends, who may visit you at the hospice, but we can provide tea, coffee and biscuits however, circumstances may permit pre-agreed arrangements for meals with catering staff.

You can use the tea and coffee making facilities in the kitchen at any time during the day or night and fresh fruit, squash and other snacks are available throughout the day. All meals are provided in the dining room where all families and staff usually sit down to eat together. If, however, you wish to eat separately please discuss this with a member of staff at admission.

There is no set time for breakfast; you can have tea, coffee, juice, cereal and toast when you are ready. A hot cooked lunch is served at 12:30 pm and an evening meal is served from around 5:00 pm.

All tastes can be catered for. If your child or family do not like the meal on the menu, then an alternative can always be provided.

We are able to cater for all dietary needs. If you have specific requirements due to religious practices these can be catered for and if wished, you can have your meals at different times. Our catering suppliers will provide kosher and halal prepared meat and produce. You can also bring some supplies in with you if you wish. We will label and store them for you in the large kitchen fridge.

We can also provide you with a vegan or vegetarian diet and cater for you if you have specific allergies or intolerance to certain foods.

Please let us know of your dietary requirements before you come to stay at the hospice.

How will you care for my child?

We provide all the physical and personal care that your child needs during their short break. Our nurses will assess, plan, deliver and review through each span of duty, and the care is reviewed by the oncoming team during handover periods and at the end of a span of duty which occurs primarily at 7:00 am and 7:00 pm. Tŷ Hafan employs a specialist paediatric palliative care consultant for a number of sessions each week. In addition, your child will also be seen by a hospice doctor during the week. Between 9:00 am and 6:00 pm, medical services for the hospice are provided by West Quay Medical Centre, Hood Road, Barry, CF62 5QN. Out of hours GP services are provided by Cardiff and Vale NHS Local Health Board.

Tŷ Hafan’s paediatric palliative care consultant is here a minimum of two days during the week and in addition, the palliative care team undertake a ward round meeting each week at the hospice to provide any specialist advice that may be needed for children staying at the hospice. Tŷ Hafan’s consultant works closely with the other tertiary paediatric palliative care consultants who also visit the hospice regularly. In addition, the specialist paediatric palliative care team across Wales provide an on call service outside of office hours.

Your child and you will be included in all decisions made whilst you are at the hospice. If you are not staying with your child we will keep you informed of any changes in your child's condition or treatment as quickly as possible.

If your child becomes unwell during their short break care, the hospice doctor will be able to manage most illnesses. If your child develops a serious problem then an ambulance will be called to take your child to hospital. This will be the University Hospital of Wales, commonly called "the Heath".

Sometimes your child may need some specific treatment to manage their condition. There are some treatments that we cannot provide at the hospice, because for your child's safety they must be carried out in a hospital. An example of such a treatment would be blood transfusions. If there is an assessed requirement to have a specific treatment that we cannot provide at the hospice, we will work together with you and the hospital to make sure that there is a safe transfer.

But physical care is only a part of what we provide during short break care. Our plans of care are designed with your child in mind. Your child needs to be able to play and take part in a number of activities or outings that may be part of their individual plan of care. Older children have the opportunity to "hang out", make friends and play up to the minute computerised games. However, all computers are protected to ensure only material that is age appropriate is accessed.

Your child may need specific therapies such as hydrotherapy, play, sensory, music or complementary therapies to help them express their feelings, to ease pain or discomfort or just for enjoyment. We want your child to experience as much as possible, to feel comfortable and most importantly to have fun.

Sometimes your child may need to talk to someone who is not too close to them. We can provide a listening ear for fears, frustrations and to help them talk things through.

How will you care for my family?

During short break care you and your family may just want to be able to switch off. You may want to take advantage of your free time and go out each day. But you may also want to talk to someone and we can provide that listening ear for you. You may need some information or sources of practical advice. This support can be provided by a family support practitioner.

We want you to feel relaxed during your short break stay. You are free to join us in the lounge with visitors, or to spend quiet time on your own.

Brothers and sisters may need to spend some quality time with you or may want to have a chat with the member of staff who works specifically with brothers and sisters. This member of staff is called the sibling support practitioner.

The hospice can appear to be a very exciting place for a child. It is also a very large building and younger brothers and sisters may get hurt or lost if not supervised. For their safety, we ask you to take responsibility for their care and to always keep them in sight. However, brothers and sisters can join in activities taking place at the hospice and spend time playing with their sibling. We will ask you to take responsibility for them once the activity is finished.

What about my faith?

You are able to observe any religious practices your family may have when you stay at the hospice. If you wish to pray or meditate, we have a non-denominational sanctuary which can provide you with a quiet space. You can also ask for us to arrange to have short services with a chosen minister or faith leader in the sanctuary.

We can provide you with guidance and information about local centres of worship. We also have a number of resources specifically for the practicing of many of the world’s religions. Please discuss any needs you may have with a member of staff.

Section 3.2 Family and Sibling Support

The work of the family support practitioner and sibling support practitioner has been mentioned already. The family support practitioner works very closely with you and all professionals to ensure that your whole family is supported in the best way possible.

This may be to support you in planning meetings and help you to get the things you need. We can listen, put you in touch with other parents and arrange social events to allow you as a family to create special memories. We can visit you at home, hospital or see you when you come to stay at the hospice.

In addition to care services staff being available at the end of a telephone, the family support practitioners provide an on call service over the weekend and after 5:00 pm each evening. If you need to speak to someone when you are staying at the hospice, ask a member of care services staff, if you are at home, just ring the hospice and the family support practitioner on call will ring you back.

Brothers and sisters may need special help to understand their sibling with a life-limiting condition. Our sibling support coordinator can work individually with your child or they can join one of the sibling support groups which meet regularly to talk and have fun. You as a parent may find it hard to discuss things with your children, but the sibling support coordinator can help you find the best way to talk with your children.

We also have family support workers who work specifically with mums, dads and adolescent boys and girls. They offer support via events, groups and if appropriate individual support sessions. These can be a good way to get to know others in similar situations and have some fun at the same time. This support continues into bereavement.

Play and leisure

We recognise that above all your child is a child and needs to do all the things a child does. Our team of experienced play practitioners and play workers are able to assess the play and leisure requirements of your child and develop a plan that both stimulates and challenges your child, but which is above all fun. Play practitioners can also work with hospital staff to provide this plan of care when your child is in hospital.

Your child can be assessed for their need to have outreach play at home. This service works with you and your child to create an individualised play pack which will help your child reach their full potential in play and their relationship with the world around them.

A toy and leisure library is stocked with very many specialist toys and ideas which supports the work of the outreach play service. Families can also access the toy and leisure library when at the hospice or from home or hospital.

Specialist therapy support

We can provide your child with a number of specialist therapies which are able to meet their specific needs.

Music therapy

We provide music therapy both at the hospice and in your own home. Your child will be assessed to see whether music therapy will meet their individual needs. Music may be a way that your child can communicate with the world or they may just enjoy music as fun.

Physiotherapy

Your child may need to have regular physiotherapy as part of their plan of care in the community. We can carry on this plan when your child is having short break care, including regular stretches and chest physiotherapy.

If your child develops a chest infection during short break care then we are able to provide chest physiotherapy to aid recovery.

The physiotherapist is available most week days and can ensure staff have the skills to carry out routine physiotherapy at weekends.

Occupational therapy

We have a qualified occupational therapist on the team who can work with you and the care staff to ensure that your child has the correct equipment and support to maximise their activity needs. The occupational therapist can also provide community based support and work with other professionals to ensure you and your child have the equipment and support you need at home.

Hydrotherapy

We have a purpose built, state of the art hydrotherapy pool for the use of children and families. Staff may support your child to have a hydrotherapy session to aid stretches, relieve pain and discomfort or just to have some fun. You may also wish to use the hydrotherapy pool as a family in order that you can all share in the benefits the pool has to offer. We are able to offer booked hydrotherapy pool sessions where children and families can enjoy the benefit of the facility outside of a booked stay. Families will be able to use the pool but will need to ensure support is arranged through their community team and/or family members.

Complementary therapy

Your child may need a range of treatments to keep them comfortable and pain free. Massage and the use of natural treatments may work with medication to keep your child comfortable. Your child may need massage to improve circulation or to relieve aches and pains. We provide this service at the hospice and in your home or hospital.

As parents, you too can be provided with this stress relieving service at the hospice, at home or in hospital.

Transition support

Although your child has a life limiting condition, we recognise that your child may reach their 18th birthday. At Tŷ Hafan, planning for your child to move from children's services into adult services begins when your child reaches the age of fourteen. Transition support also includes social activities and peer support group engagement. A family support practitioner and transition nurse will work closely with your child, you and all other agencies throughout this transition process if you wish.

We cannot provide short break care or any other form of residential support to your child and you after their 18th birthday. However, our support workers have encouraged peer support groups such as the squad and parents support groups, such as the mum and dad groups, to continue long after the discharge from the care service. In addition, you can continue to be supported by a family support practitioner until you are settled into adult services. This support is provided based on the needs of your child and family.

End of life care

When the time comes you need to know what we can offer your child and you at the end of their life. There are many decisions your child and you have to make but our expert staff will be able to support your whole family through this difficult time.

You may want to spend your child's final days, weeks or months at home, in hospital or at the hospice. Wherever you decide, we will work with your child, you and all professionals involved with your child's care to plan very carefully the care required for your child at the end of their life.

Sometimes, your child may recover sufficiently for you to think about returning home. Again, we will work with you and all professionals to ensure that a plan of care is devised to reflect this change of condition and the probability that they may need increased support at home.

How could you support us at home during this time?

If your child and you wish to remain at home, or in hospital for your child's final days, weeks or months, a family support practitioner will provide your child, you and your family with all the information and emotional support you all may need. Our outreach play service and music therapy service can provide your child with the opportunity to take part in activities for as long as they are physically able to do so.

Our complementary therapy service can provide your child with soothing and relaxing massage, easing discomfort and pain. This service can also be provided for you to relieve some of the stress of caring for your child at the end of their life.

When your child dies we can provide you with support including registering the death and making arrangements with the funeral directors. We can also assist you with the funeral arrangements, and in some cases liaise with others who may be involved after death including the coroner or the police.

How could you support us at the hospice?

If you choose to come to the hospice for the final days or weeks of your child's life then we provide all the same facilities as for short break care. We realise that your family may need to be close to your child, so we can set up a bedroom next to your child's room so that you can stay close, but also have some time alone. Our staff will support you at the level that is right for you.

Our hospice doctor will make sure that your child is comfortable and not in pain or distress.

You may wish to contact your faith group, particularly a minister, Imam or other religious leader. They are free to visit at any time. If you do not have someone you know then we can contact a local religious leader for you. Our staff are skilled in the religious practices of many of the world faiths, but we work with you to make sure we are carrying out your exact wishes at this time.

At this time we welcome the many friends, family members and those who are important to your child and you who may wish to come to say goodbye.

Brothers and sisters may need particular support in understanding what is happening. Our specialist staff will gently explain and allow them to make choices about being present during the final days of their brother or sister's life.

When your child dies we provide support, which may include arranging to register the death and helping you to make arrangements with the funeral directors you may wish to use. Your child can be cared for at the hospice following death and you are welcome to stay for a few hours or days, depending on what you need.

Bereavement support

Our specialist staff will support and guide you through this very difficult time. We will support you through the very early days of your grief, through the funeral and then as you begin to live without your child.

We provide this support to you and your family for as long as you need it. We can visit you at home or you may wish to join one of our bereavement support groups.

Brothers and sisters may need some special help. They may begin to have problems in school or show changes in behaviour. We are able to work with schools to provide the support that they require at this time.

As part of our bereavement support we offer you and your family opportunities to remember your child throughout the year. A service of remembrance is held in the summer and at Christmas.

A book of memories is available for you to include pictures and memories of your child if you wish. A pebble will be carved with the name of your child and placed in the garden of remembrance, or, if you wish you can take this pebble home with you.

Section 3.3 Working Together

This booklet outlines the services that Tŷ Hafan is able to provide for your child and your family. We can only provide the best care if we work together with you. We ask that you read and sign the accompanying document, '*Working in partnership with care services: Contractual agreement between service users and care services'*, which sets out a number of expectations that you can expect from us and in return that we would ask you to abide by when working with us.

You can expect that our staff will always treat you and your family with courtesy and respect and in turn we expect you and your family to treat our staff in the same way. We cannot accept unreasonable behaviour such as swearing, physical or verbal abuse and drunken behaviour.

Making suggestions, raising concerns and complaints

Tŷ Hafan is regulated by Healthcare Inspectorate Wales (HIW), which undertakes regular inspections to monitor the standard of care being provided to your child and your family. You can obtain the latest inspection reports online or on request from HIW. Parents, carers, children and young people can contact HIW at any time if you feel that we are not meeting the required standards for health care provision. Their details are available through their website as follows:

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Email: hiw@gov.wales
Telephone: 0300 062 8163

Tŷ Hafan aims to ensure the care it delivers is in line with the National Minimum Standards for Independent Health Care Services in Wales and to monitor and support this, Tŷ Hafan will introduce the first Quality Assurance Framework assessment in 2018, which will also include service users' views. We regularly receive suggestions and compliments on our service and we always welcome your feedback to continuously improve the standard of our service.

Where families are concerned that Tŷ Hafan has fallen short of these standards, or wish to make a specific complaint about any of Tŷ Hafan's services, a policy is in place to support the complaints process. We always want your comments on the service you receive and we may ask you to complete surveys or questionnaires to monitor how well we are doing. We will provide you with the results of the feedback we get.

The procedure for making suggestions, raising concerns and complaints is set out in Tŷ Hafan's complaints policy, outlined in a leaflet available in the hospice and on the website https://www.tyhafan.org/contact-us.

Tŷ Hafan is also aware that sometimes individuals wish to make complaints anonymously. Whilst Tŷ Hafan will undertake the same process of investigation, it does mean that the individual concerned and the organisation are unable to resolve the issues 'face-to-face'.

We want our care to be the best, but if you find that you have a question, concern or complaint about the care you receive then we want to discuss this with you as soon as possible. You can ring us, write to us or access the website to let us know your concerns and we will investigate. We will let you know the outcome of this and discuss with you a way forward.

A copy of the Complaints procedure is available on request. You can contact us at any time in any of the following ways:

Tŷ Hafan
Hayes Road
Sully
Vale of Glamorgan
CF64 5XX
Website: https://www.tyhafan.org
Telephone: 029 2053 2200

Thank you for reading Tŷ Hafan's Patients' Guide. We realise that a booklet such as this cannot answer all your questions and that there may be something that has not been included that you are concerned about. Please do not hesitate to contact us, we want you to feel safe and secure with any of the care services that we offer to you, no question big or small is too much for us to answer.