

Introductory Information about EACH

From babies to young people aged 18 and under EACH supports families living with or bereaved of a child with life-threatening conditions and complex healthcare needs across Norfolk, Suffolk, Peterborough, Cambridgeshire and Northern areas of North, Mid and West Essex.

From diagnosis to end of life and throughout bereavement, EACH does this through a range of services delivered in your own home, at hospital, in the community or at one of our three hospices in Milton, Ipswich and The Nook.

The word hospice can seem scary, but using EACH services doesn't have to mean a child's death is imminent; care at end of life isn't the only service EACH provides. Many children and young people who use EACH services are extremely active and transition into adult services. Some families purely come to fun activities, others need more targeted or specialised help and support.

When a family is eligible to receive EACH services, a member of staff will come and meet with your family to learn about each of you and to hear about your current priorities as a family.

EACH calls this an 'Holistic Needs Assessment'. This Holistic Needs Assessment gives EACH the information we need to decide with you which of our services could best meet your unique family needs.

Services EACH offers to families include:

- family events (such as toddler groups, music & cake group, playground days, Christmas parties, Santa's grotto)
- support groups (such as male carers, for female carers, for grandparents)
- family days in the hospice using our facilities (such as our sensory room and specialised playground equipment)
- specialist symptom management support and advice
- emotional and wellbeing support for children and young people (including siblings), parents and those important to the child or young person. This includes groups and events that promote resilience and positive wellbeing that are open to everybody; as well as individual family work for families looking to create change within individual or family functioning

East Anglia's Children's Hospices

- working with children's schools to help them understand what might be going on for your child(ren). Schools are often best placed to support children when things are difficult and to enable children to thrive
- day care and overnight breaks, including accommodation for families (if they wish)
- occupational therapy and physiotherapy (including hydrotherapy)
- signposting to other agencies with greater expertise for your individual needs
- advocating for your family with other professionals
- specialist play
- chaplaincy
- hypnotherapy

You will be allocated a Family Co-ordinator who will regularly review, with your family, what your current priorities are and how EACH could help you with these. EACH works in partnership with other professionals in health, social care and education and attends meetings with them so EACH is working together in the planning and co-ordination of care. This ensures continuity of care and support for your family.

Our multi-professional team includes qualified nurses, clinical nurse specialists, family therapists, counsellors, care assistants, play specialists, music therapists, art therapists, physiotherapists, occupational therapists, a psychologist, chaplains, chefs and housekeeping staff, and a consultant nurse. EACH regularly has students working with us under supervision.

EACH works with families from all faiths, cultures and ethnic backgrounds and fully respects the importance of religious customs and cultural needs that are essential to the daily lives of each family. Interpreters will be provided as needed.

EACH has an online family information service – www.each.org.uk/information-service. This includes a section on specialist holidays for families and grant making organisations providing special trips and financial help.

The Care Quality Commission is the organisation responsible for ensuring our compliance with the required regulations and standards to ensure the quality and safety of our service delivery. The latest inspection reports are available at www.cqc.org.uk.