

## Information for families staying at EACH

All our hospices have accommodation for families, if they wish to stay with their child / young person. The rooms contain a folder with the practical information you need. You may decide you want to sleep in the same bedroom as your child / young person and you are welcome to do this. We can put extra beds in the rooms or use an adjoining bedroom if needed.

You are welcome to join other children and young people, families and staff in the communal dining room at meal times or choose to eat in your accommodation if you prefer. Please feel free to let us know any special dietary requirements you or your family have.

Brothers and sisters are always welcome, and to help keep them entertained we have toys, games, activities, books and DVDs to suit all ages and interests. When there are staff available, we may be able to spend time with them, however, they remain the responsibility of their parents at all times.

You can also have family and friends visit you at the hospice.

Your rooms will be routinely cleaned by our facilities staff; we will arrange a convenient time for this with you. Your family's clothing can be laundered by us each day, unless you prefer us not to.

Families staying at the hospice must keep their own personal medications in the family bedroom in a lockable box (provided by us) or with the door locked. If applicable, brothers or sisters must have their medication administered by a family member.

Wi-Fi is available free at all our hospices. Please ask a member of staff for a voucher.

To ensure the privacy and safety of all the children, young people and their families who use the service, you must not take or share photos of them or information about them at any time.

All family members resident at the hospice are considered to be receiving a service from EACH and will require a care record to be open.

## How to contact our teams

EACH Milton (Cambridgeshire) 01223 815100; [eachmiltonadmin@each.org.uk](mailto:eachmiltonadmin@each.org.uk)

EACH The Nook (Norfolk) 01603 967596; [nookadmin@each.org.uk](mailto:nookadmin@each.org.uk)

EACH The Treehouse (Suffolk and Essex) 01473 271334; [ipswichadmin@each.org.uk](mailto:ipswichadmin@each.org.uk)

[www.each.org.uk/contact-us](http://www.each.org.uk/contact-us)