

From babies to young people aged 19 and under, we support families living with, or bereaved of a child with life-threatening conditions and complex healthcare needs across Cambridgeshire, north and west Essex, Norfolk and Suffolk.

From diagnosis to end of life and throughout bereavement, we do 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 Quidenham.

Lucy's mum

"Children like Lucy don't get the opportunity to go to sleepovers or to their friends for tea, so the interaction she has at the hospice is priceless. The team know Lucy so well and they gear the activities and entertainment to what she likes. She's a typical teenager and loves watching music TV channels."

Jayden's mum

"When I first heard the word hospice I thought 'I don't want that for my son' but when I took the time to fully understand what they could offer I realised it could be a real benefit for us all. From the start we had support at the hospital so we didn't feel alone or isolated and there was always someone on the end of the phone whenever we needed help."

"The first time we came to the hospice to stay it was really difficult for me. We'd spent so much time by Jayden's side, that it was really difficult to leave him in the care of someone else. I had to try and keep myself busy to stop worrying, and as time has gone on I've been able to relax knowing he's being looked after. We can get a rest which is always needed!"

"Because Jayden spent so much time in hospital he wasn't used to being held, and he really didn't like his hands or feet being touched which was heart-breaking for us as parents. We've done a lot of work with EACH play specialists and he's much better now – things like that have been invaluable."

Tallulah's mum

"We had such a short time with Tallulah which could so easily have passed in a state of confusion followed by regret, EACH guided us gently through that period ensuring we made the most of our time when we were unable to fully comprehend what we were facing."

We know the word hospice can seem scary but receiving care from us doesn't have to mean a child's death is imminent; care at end of life isn't the only service we provide. Many children and young people who use our services are extremely active but need additional support and care. Your child might receive the support of a play specialist, use our sensory room, receive music therapy or have sessions in a hydrotherapy pool.

Our support includes family members, for example, one-to-one counselling & wellbeing support and special family events & support groups.

All our support is provided free of charge and available all year round. The support we can offer is based on assessed need and can include:

- day care and overnight breaks, including accommodation for families (*if they wish*)
- specialist symptom management support and advice
- emotional and wellbeing support for children & young people (*including siblings*) and parents and grandparents (*including counselling, art and music therapy*)
- occupational and physiotherapy (*including hydrotherapy*)
- specialist play
- family events
- support groups
- spiritual care
- 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.

Care and support is provided by qualified nurses, clinical nurse specialists, counsellors, care assistants, play specialists, music therapists, art therapists, physiotherapists, occupational therapists, a psychologist, spiritual care advisors, chaplains, chefs and housekeeping staff, and a consultant nurse. Occasionally we have students working with us under supervision.

All care is reviewed regularly to make sure we meet the needs of your family.

Our buildings are large and homely with a very friendly environment. Our staff don't wear uniforms.

We work with families from all faiths, cultures and ethnic backgrounds and fully respect the importance of religious customs and cultural needs that are essential to the daily lives of each family.

We are guided by your child's and family's hopes and choices in providing the care and support they need. Care plans are written with your family to ensure your normal routines are continued and your child's preferences are known. We work in partnership with other professionals in health, social care and education, and attend meetings with them so we are working together in the planning and co-ordination of care. This ensures continuity of care and support for your family.

To improve support to bereaved families and to try and improve end of life care for other children there is a statutory requirement when a child dies to review the care and support around the time of death. This is undertaken by local specialist child death review panels which EACH staff attend. The Lullaby Trust has produced a leaflet for parents and carers of any child under 18 who has died, which explains what happens in the Child Death Review. The leaflet can be downloaded from the Lullaby Trust website - www.lullabytrust.org.uk/child-death-review.

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.

To ensure the privacy and safety of all our service users, you must not take or share photos of, or information about, other services users on social media at any time.

How to contact our teams

EACH Milton (Cambridgeshire) 01223 815100; eachmiltonadmin@each.org.uk

EACH Quidenham (Norfolk) 01953 888603; eachquidenhamadmin@each.org.uk

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

EACH Symptom Management
Nursing Service 08454 501053; each.smt@nhs.net

www.each.org.uk/contact-us