East of England
Children and Young
People’s Palliative Care

Service Directory
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**What is this directory for?**

The directory contains details of the services provided by all organisations in the Eastern Region for children and young people who have been diagnosed with a life limiting or a life threatening condition.

**Who is this directory aimed at?**

The directory is primarily for families and carers but we hope that all Health, Social Care and associated professionals will find it useful.

**What information can I find in this directory?**

The directory will tell you the service providers

- Name and address
- A brief description of their service
- Contact details
- Where the service is based
- What settings their service is delivered in
- What their opening hours are
- Who can refer children and young people to the organisation
**Bedfordshire**

**Bereavement and Support**

**CHUMS Social Enterprise**

**Also known as CHUMS Child Bereavement and Trauma Service**

Trauma service, family visits, individual support, group workshops for children and young people, group workshops for parents carers, family nurturing course, ongoing parent support groups, parents retreat weekend, weekends for children and young people, family days, specialist suicide days for bereaved families, specialist days for siblings following a bereavement, teaching & training, literature

<table>
<thead>
<tr>
<th>Address</th>
<th>Wrest Park Enterprise Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Wrest Park</td>
</tr>
<tr>
<td></td>
<td>Silsoe, Bedfordshire MK45 4HS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone</th>
<th>01525 863924</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax</td>
<td>01525 863944</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:info@chums.uk.com">info@chums.uk.com</a></td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.chums.info">www.chums.info</a></td>
</tr>
</tbody>
</table>

**Our service is based**
Based in the community

**Our service is set in**
Schools and/or nursery schools
Child’s home

**Our service is open**
Weekday cover 9 to 5

**Who can refer my child to your service?**

School based team member
Community based team member
Social care services
GP
Child/family
Clinical, Acute or PCT
Bedford Community Health Service

Also known as Children’s Intermediate Care Team

The Children’s Intermediate Care Team consists of the Children’s Continuing Care Team (CCCT) and Children’s Community Nursing Team (CCNT). The CCCT support families in the community who have children with life limiting or life threatening conditions and complex medical needs. The CCNT provide a range of services to support children requiring skilled nursing support in their home environment.

Address
Union Street Clinic
Union Street
Bedford
Bedfordshire
MK40 2SF

Telephone
01234 310103

Fax
01234 310997

Email Address
bedchildrens.intermediatecare@nhs.net

Website

Our service is based
Based in the community

Our service is set in
Schools and/or nursery schools
Child Development Centre
Day nurseries
Child’s home

Our service is open
Community Nursing Team provides a 08-20:00 Monday-Friday service. Continuing Care provides 24 hour, 7 days a week cover. 24 hour on-call phone support available.

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
GP
Community nurse
Child/family
Hospital Based non-team member
Luton Community Services  
Also known as Children and Young People's Palliative Care  
We have a Palliative Care Lead and a Nurse Specialist, both independent nurse prescribers and a nursery nurse providing specialist respite. We provide Named Nurses who assess, liaise, support, symptom manage and independently prescribe. We offer respite during difficult times, End of Life planning, Terminal care and Bereavement support. We undertake teaching, staff support and Service Development.  

<table>
<thead>
<tr>
<th>Address</th>
<th>Futures House</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The Moakes</td>
</tr>
<tr>
<td></td>
<td>Marsh Farm</td>
</tr>
<tr>
<td></td>
<td>Luton LU3 3QB</td>
</tr>
<tr>
<td>Telephone</td>
<td>01582 708139</td>
</tr>
<tr>
<td>Fax</td>
<td>01582 557068</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="http://www.cambscommunityservices.nhs.uk">www.cambscommunityservices.nhs.uk</a></td>
</tr>
</tbody>
</table>

Our service is based  
Based in the community

Our service is set in  
Outpatient clinics  
Schools and/or nursery schools  
Child’s home  
Children's Hospice

Our service is open  
08:00-18:00 seven days a week plus on-call for terminal care.

Who can refer my child to your service?  
Hospital based team  
School based team member  
Community based team member  
Social care services  
GP  
Community nurse  
Child/family  
We would consider referrals from most sources
**Hospice**

**Keech Hospice Care**

Children's hospice care service, offering end of life care, symptom management, psychological support, pre and post bereavement and a range of therapy services including Music Therapy, complementary therapies and Hydro therapy. These services are offered both within a hospice building and the community. The service includes a 24/7 community nursing team.

| Address          | Great Bramingham Lane  
|                 | Streatley             
|                 | Luton                 
|                 | Bedfordshire          
|                 | LU3 3NT               |
| Telephone       | 01582 492339          |
| Fax             | 01582 564906          |
| Email Address   | info@keech.org.uk     |
| Website         | www.keech.org.uk      |

**Our service is based**

- Based in the community
- Hospice base with Community Service

**Our service is set in**

- Child’s home
- Hospice

**Our service is open**

- 24 hour care, seven days a week

**Who can refer my child to your service?**

- School based team member
- Community based team member
- Social care services
- GP
- Community nurse
- Child/family
Cambridgeshire

Bereavement and Support

Pinpoint

Pinpoint is a parent-led organisation based in Cambridgeshire. In response to parents’ requests, we provide access to independent information through our website, weekly e-newsletters and network meetings, and to a county-wide parent support network with national links. We support parents and service providers to work together to improve support for families in Cambridgeshire.

Address  c/o Young Lives
11 Bridge Street
St Ives
Cambridgeshire
PE27 5EH

Telephone  0751 741 9761
Fax
Email Address  getinvolved@pinpoint-cambs.org.uk
Website  www.pinpoint-cambs.org.uk

Our service is based
Based in the community

Our service is set in
Network meetings are held in community venues

Our service is open
Weekday cover 9 to 5 plus emergency out of hours care

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Child/family
We are an information and support network and parents and carers can contact us directly.
# STARS Children’s Bereavement Support Service

STARS provides support and counselling for any young person, aged 0-19 years, both in groups and 1:1, who has experienced the death of someone close to them. We also provide support for young people when someone close to them is dying. The service is confidential, professionally regulated and free of charge.

| Address         | C/O CPDC  
|                 | Foster Road  
|                 | Trumpington  
|                 | Cambridge  
|                 | Cambridgeshire  
|                 | CB2 9NL  
| Telephone       | 01223 863511/07827743497  
| Email Address   | info@talktostars.org.uk  
| Website         | www.talktostars.org.uk  

**Our service is based**
Based in the community

**Our service is set in**
Community based clinics
Schools and/or nursery schools
Children’s centres
GP/Primary care settings

**Our service is open**
Weekday cover 9 to 5

**Who can refer my child to your service?**
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Child/family
Any professional involved with child and family
Clinical, Acute or PCT

Cambridge Community Services NHS Trust - Cambridge

Also known as Children’s Community Nursing team - Cambridge

CCNT for Camb City, South, East & Huntingdon. Nursing care at home for C&YP ages 0-16 (19 if in FT ed.). Team consist of CCN (Acute & Palliative/End of life care), Special Needs School Nurses, Children's Cont. Care, CFS/ME svc & Transitions Health worker. Svc promotes early discharge, reduced need for admissions to hosp, short breaks at home, supports access to educ. & transition to adult health services for YP.

Address
Heron Court
Ida Darwin
Fulbourn
Cambridge
Cambridgeshire
CB21 5EE

Telephone
01223 884335

Fax
01223 884299

Email Address

Website
www.cambridgecommunityservices.nhs.uk

Our service is based
Based in the community
Based in hospital
2 team bases within separate localities in Cambridgeshire

Our service is set in
Community based clinics
Schools and/or nursery schools
Child’s home

Our service is open
9 to 5 Monday to Saturday and emergency out of hours cover on Monday to Saturday

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Cambridge Community Services NHS Trust - Huntingdon

Also known as Community Children's Nursing Teams - Huntingdon

CCNT for Camb City, South, East & Huntingdon. Nursing care at home for C&YP ages 0-16 (19 if in FT ed.) Team consists of CCN (Acute & palliative /End of life care). Special Needs School Nurses, Children's Cont. Care, CFS/ME svc & Transitions Health worker. Svc promotes early discharge, reduced need for admissions to hosp, short breaks at home, supports access to educ. & transition to adult health services for YP

Address
Children’s Unit
Hinchingbrooke Hospital
Huntingdon
Cambridgeshire
PE29 6NT

Telephone 01480 423159
Fax 01480 423158

Email Address
Website www.cambridgecommunityservices.nhs.uk

Our service is based
Based in the community
Based in hospital
2 team bases within separate localities in Cambridgeshire

Our service is set in
Outpatient clinics
Schools and/or nursery schools
Child’s home

Our service is open
Weekday cover 9 to 5 plus emergency out of hours care

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Cambridge University Hospitals NHS Foundation Trust
Also known as Paediatric Oncology & Haematology Palliative Care team

Our service is for children who have been referred to the Regional Paediatric Oncology & Haematology unit with malignant disease & life-threatening haematological disorders. We offer nursing support, therapies & psycho-social support to children & their families during & after treatment and comprehensive palliative care, working alongside local hospital, community & hospice services.

Address
Box 181
Addenbrookes Hospital
Hills Road
Cambridge
Cambridgeshire
CB2 0QQ

Telephone 01223 245151
Fax 01223 586794
Email Address
Website http://www.cuh.org.uk/addenbrookes

Our service is based
Based in hospital

Our service is set in
Outpatient clinics
Day units
Child’s home
Inpatient unit, outreach into Children’s Hospices

Our service is open
Clinics, day unit, home visits, MDT meetings: weekday Telephone advice, support, access to inpatient ward: 24/7

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Child/family
Peterborough Community Services
Also known as Children’s Community Nurses
The CCN service is a generic one catering for a wide variety of children including those with complex / life limiting / threatened conditions or end of life needs. Age range of 0-16yrs. Either direct nursing care / support / advice or teaching offered to enable a child to be cared for at home.

Address
City Care Centre
Thorpe Road
Peterborough
Cambridgeshire
PE3 6DB

Telephone
01733 776156

Fax
01733 776351

Email Address

Website
www.cpft.nhs.uk

Our service is based
Based in the community

Our service is set in
Outpatient clinics
Community based clinics
Schools and/or nursery schools
Child Development Centre
GP/Primary care settings
Day nurseries
Child’s home

Our service is open
08.00 – 18.30 hrs with 24 hour on-call and home visiting if required 7 days a week

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Any health/social care professional
Hospice

East Anglia’s Children’s Hospices (EACH)

EACH comprises of 3 locality based multi-disciplinary services - EACH Milton, EACH Quidenham, EACH The Treehouse, Ipswich and the EACH True Colours Symptom Management Team.

Families living in Cambridgeshire are usually supported by the team based in Milton. EACH provides care and support to families who have a child or young person living with life-threatening conditions and/or complex healthcare needs or are bereaved of a child or young person. Services include end of life care, symptom management, short breaks (overnight or day care), family and sibling support and bereavement care, music therapy, specialist play, library and information services.

Address  EACH Milton
Church Lane
Milton
Cambridgeshire
CB24 6AB

Telephone for the EACH Milton care team  01223 815100
Telephone for Symptom Management Team  08454 501053 (local rate)
Fax
Email Address
Website  www.each.org.uk

Our service is based
Services provided in choice of place of care - home, hospice, hospital and wider community

Our service is set in
Choice of place of care – home, hospice, hospital and wider community

Our service is open
The service is available 24/7.

Who can refer my child to your service?
Referrals are considered from any source with the permission of the child/young person and family as appropriate
**Essex**

**Activities and short breaks**

**EPIC Children’s Respite Service and Music Therapy Service**

EPIC provides home based short breaks and music therapy for children and young people with palliative care needs and their families within Essex, Southend and Thurrock. Our Respite Carers are trained specifically to meet the individual health and social care needs of these children and young people. A dedicated team of experienced Registered Children’s Nurses train and support the Respite Carers.

| Address   | Essex County Council  
|-----------|----------------------|
|           | PO Box 297  
|           | A3 County Hall  
|           | Chelmsford  
|           | Essex  
|           | CM1 1YS  
| Telephone | 01245 430767  
| Fax       | 01245 430772  
| Email Address | epic.respite@nhs.net  
| Website   | www.provide.org.uk/epic-childrens-respite-service |

**Our service is based**

Based in the community

**Our service is set in**

Child’s home

Short break provision of families choice, e.g. youth clubs/shopping

**Our service is open**

24 hour care, seven days a week

**Who can refer my child to your service?**

Hospital based team

School based team member

Community based team member

Social care services

GP

Community nurse

Child/family
SNAC - Special Needs Activities Club

SNAC aims to provide opportunities for children and young people with physical and or learning difficulties by providing regular programmes of activities. To achieve our objectives SNAC produce programmes of activities which include indoor, outdoor, adventure and social events. SNAC run two Youth Clubs, a Trampoline Club and a monthly ten-pin bowling session for members and their families.

Address  Beehive Voluntary & Community Resource Centre
         West Street
         Grays
         Essex
         RM17 6XP

Telephone  01375 389867/07756294943
Fax
Email Address  snac2007@googlemail.com
Website  www.snac.btik.com

Our service is based
Based in the community

Our service is set in
Community

Our service is open
Weekday cover 9 to 5

Who can refer my child to your service?
School based team member
Community based team member
Social care services
GP
Community nurse
Child/family
Anyone can refer. The family can join directly
**Clinical, Acute or PCT**  
**Central Essex Community Services**  
Also known as Children's Community Nursing Service  
The Children's Community Nursing Service provide skilled nursing care and support to children and their families, who have a life limiting or life threatening condition. The team work collaboratively with members of the multidisciplinary teams, to ensure that the child and family receive optimum care.

| Address | B12 West Wing  
|         | Broomfield Hospital  
|         | Chelmsford  
|         | Essex  
|         | CM1 7ET |

| Telephone | 01245 513008 |
| Fax       | 01245 513142 |

| Email Address |  |
| Email Address | www.provide.org.uk/childrens-community-nursing |

**Our service is based**  
Based in hospital

**Our service is set in**  
Outpatient clinics  
Schools and/or nursery schools  
Day nurseries  
Child’s home

**Our service is open**  
Weekday cover 9 to 5

**Who can refer my child to your service?**  
Hospital based team  
School based team member  
Community based team member  
Social care services  
GP  
Community nurse  
Child/family
Colchester Hospital University FT (CHUFT)

Also known as Acute Paediatric, Community Paediatric Team and Paediatric Outreach Nursing Team.

As a team we aim to provide support to children and families where there is a nursing or medical need. Whilst there is not a dedicated palliative care service we work closely with all other agencies to offer as much care in the community and child's home as possible.

Address
Colchester General Hospital
Turner Road
Colchester
Essex
CO4 5JL

Telephone 01206 744234
Fax
Email Address
Website www.colchesterhospital.nhs.uk/childrens_services.shtml

Our service is based
Based in the community
Based in hospital

Our service is set in
Outpatient clinics
Community based clinics
Schools and/or nursery schools
Children’s centres
Child Development Centre
Day units
Child’s home
Hospice if required

Our service is open
Seven days a week 9–5/ad hoc cover for End of Life by PONT Telephone advice from acute paediatric colleagues and tertiary units at times.

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Child/family
Allied H.P.
Hertfordshire Community NHS Trust (West Essex)
Also known as Community Children's nursing
Highly qualified team of registered sick children's nurses with extensive experience of caring for children and young people with life-limiting and life-threatening conditions in a variety of community settings.

Address
Child Development Centre
Florence Nightingale Health Centre
Minton Lane
Harlow
Essex
CM17 9TG

Telephone 01279 692607
Fax 01279 692628

Email Address

Website Hertfordshire Community NHS Trust

Our service is based
Based in the community

Our service is set in
Outpatient clinics
Schools and/or nursery schools
Child Development Centre
Child’s home

Our service is open
7 day service 8am-8pm including bank holidays. Out of hours for end of life care.

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Hospice

East Anglia’s Children’s Hospices (EACH)

EACH comprises of 3 locality based multi-disciplinary services - EACH Milton, EACH Quidenham, EACH The Treehouse, Ipswich and the EACH True Colours Symptom Management Team.

Families living in West Essex are usually supported by the team based in Milton. Families living in North and East Essex are usually supported by the team at the Treehouse, Ipswich.

EACH provides care and support to families who have a child or young person living with life-threatening conditions and/or complex healthcare needs or are bereaved of a child or young person. Services include end of life care, symptom management, short breaks (overnight or day care), family and sibling support and bereavement care, music therapy, specialist play, library and information services.

<table>
<thead>
<tr>
<th>Address</th>
<th>EACH Milton</th>
<th>EACH The Treehouse</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Church Lane</td>
<td>St Augustine’s Gardens</td>
</tr>
<tr>
<td></td>
<td>Milton</td>
<td>Ipswich</td>
</tr>
<tr>
<td></td>
<td>Cambridgeshire</td>
<td>Suffolk</td>
</tr>
<tr>
<td></td>
<td>CB24 6AB</td>
<td>IP3 8 NS</td>
</tr>
</tbody>
</table>

Telephone for Milton hospice care team 01223 815100
Telephone for The Treehouse care team 01473 271334
Telephone for Symptom Management Team 08454 501053 (Local rate)
Fax

Email Address

Website www.each.org.uk

Our service is based
Services provided in choice of place of care - home, hospice, hospital and wider community

Our service is set in
Choice of place of care – home, hospice, hospital and wider community

Our service is open
The service is available 24/7.

Who can refer my child to your service?
Referrals are considered from any source with the permission of the child/young person and family as appropriate
Farleigh Hospice
Also known as Yo - Yo Project

The yo-yo project provides pre and post bereavement support to children, families and young adults (from 4 to 18) who live in the mid Essex locality.

Address
Farleigh Hospice,
North Court Road'
Chelmsford
Essex
CM1 7FH

Telephone 01245 457300
Fax 01245 457406
Email Address yoyoproject@farleighhospice.org
Website www.farleighhospice.org

Our service is based
Hospice based

Our service is set in
Outpatient clinics
Schools and/or nursery schools
Children’s centres
Child’s home
Where ever it is needed for the child - very flexible

Our service is open
Weekday cover 9 to 5
Some evening and weekend work planned for the coming year 2011

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Child/family
Community mental health staff, police, hospice staff, anyone who feels a child needs support including self and family referrals
**Haven House Children’s Hospice**

Short break care for children up to 19 years old. Crisis care for social/health reasons or transition from hospital to home. Use of Bereavement Suite for children & their families. Play & Music Specialists offer activities such as singing and sensory play. Toy home loans, coffee mornings, under 5s play group, and sibling support on offer; also complementary therapies i.e. reflexology for parents.

<table>
<thead>
<tr>
<th>Address</th>
<th>The White House, Mallinson Park, High Road Woodford Green Essex IG8 9LB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>0208 505 9944</td>
</tr>
<tr>
<td>Fax</td>
<td>0208 498 0144</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:enquiries@havenhouse.org.uk">enquiries@havenhouse.org.uk</a></td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.havenhouse.org.uk">www.havenhouse.org.uk</a></td>
</tr>
</tbody>
</table>

**Our service is based**
Based in the community

**Our service is set in**
Hospice TOTs (under 5) group in children’s ctr, youth club for children with disabilities on Friday nights local ctr

**Our service is open**
24 hour care, seven days a week

**Who can refer my child to your service?**
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Child/family
**Little Havens Children’s Hospice**

A Hospice Service for life limited and life threatened children and their families across Essex. Regular respite stays, end of life care, symptom control, post bereavement care and family support are available. Care is holistic and provided by a multi disciplinary team, and is available 365 days per year.

<table>
<thead>
<tr>
<th>Address</th>
<th>Daws Heath Road, Thundersley Benfleet Essex SS7 2LH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>01702 552200</td>
</tr>
<tr>
<td>Fax</td>
<td>01702 556712</td>
</tr>
<tr>
<td>Email Address</td>
<td></td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.havenshospices.org.uk">www.havenshospices.org.uk</a></td>
</tr>
</tbody>
</table>

Our service is based
Based in the community
Hospice based

Our service is set in
Within the hospice

Our service is open
24 hour care, seven days a week

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Child/family
Anyone can refer
St. Luke’s Hospice

Also known as Luke’s Counselling Service for Children & Young People

The service offers pre bereavement and post bereavement support, counselling and groups for children and young people aged 5 - 19 years, youth work support, counselling and groups for young people living with/or affected by cancer and any other life limiting disease, telephone advice and support for families and professionals, training and education, collaborative working with other professionals.

Address  St. Luke’s House
          22 Lampits Hill
          Corringham
          Essex
          SS17 9AL

Telephone  01375 648175
Fax  01375 648177
Email Address  Lukes@stlukeshouse.org.uk
Website  www.stlukeshospice/lukes-children.asp

Our service is based
Based in the community
Help and support is also available at St. Luke’s Hospice.

Our service is set in
Community based clinics
Schools and/or nursery schools
Children’s centres
Child’s home

Our service is open
Weekday cover 9 to 5

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Child/family
Anyone can refer
The J’s Hospice

The J’s @ Home is a specialised palliative care service for life limited young adults (18-40), this service is provided free of charge in the patient’s own homes. The service offers respite, EOL care and psychosocial care. The team comprises of trained nurses and carers who encourage the young people to lead full lives despite their illness.

Address  36A Church Street  
Great Baddow  
Chelmsford Essex CM2 7HY

Telephone  01245 475474
Fax  01245 478940
Email Address  info@thejshospice.org.uk
Website  www.thejshospice.org.uk

Our service is based
Based in the community

Our service is set in
In Young Adults home

Our service is open
Weekday cover 9 to 5

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Child/family
Hertfordshire

Clinical, Acute or PCT

East and North Hertfordshire NHS Trust

Also known as Children’s Community Nursing service

We provide a service to the children and young people with a Hertfordshire GP and living in the East and North Hertfordshire geographical area. The staff are fully trained in the management of children and young people with life limiting condition and also have the support of a Children's Continuing care service who will provide respite in the home.

Address
The Lister Hospital
Coreys Mill Rd
Stevenage
Hertfordshire
SG1 4AB

Telephone 01438 284990
Fax
Email Address
Website

Our service is based
Based in hospital
The service is one service based on 2 sites

Our service is set in
Schools and/or nursery schools
Child’s home

Our service is open
Weekday cover 9 to 5 plus emergency out of hours care
Moving to a 7 day a week service in 2011

Who can refer my child to your service?
Hospital based team
GP
Community nurse
Child/family
Other regional centres
**Hertfordshire Community NHS Trust**  
*Also known as Children’s Community and Specialist Nurses in West Hertfordshire*

We are a generic Children’s Community Nursing team who offer any nursing need in the community. We have a large varied caseload which includes oncology and special needs.

**Address**  
Unit 1  
Old School House  
Hemel Hempstead  
Hertfordshire  
HP2 4JD

**Telephone**  
01442 413420  
**Fax**  
01442 413420  
**Email Address**  
They are in the process of getting one, will let us know

**Website**

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**Our service is based**  
Based in the community

**Our service is set in**  
Schools and/or nursery schools  
Children’s centres  
Child Development Centre  
Day nurseries  
Child’s home

**Our service is open**  
We work 8 - 6 weekdays and 9 - 5 weekends. We are in the process of consultation to offer on call until 10pm daily.

**Who can refer my child to your service?**  
Hospital based team  
School based team member  
Community based team member  
Social care services  
GP  
Community nurse  
Any professional
**Hertfordshire Community NHS Trust (YP)**

Also known as Young People’s Health Transitional Service

To coordinate the transfer of health care from children to adult services for young people aged 14-21 with complex physical health needs or life limiting conditions in Hertfordshire. The service offers/coordinates ongoing advise, support & training of carers/services on the YP’s needs, liaising with other agencies and responsible medical teams (both children’s & adults) involved in the YP’s care to facilitate the appropriate transfer of care.

**Address**

Apsley 1  
Post Point 13  
Brindley Way  
Hemel Hempstead  
Hertfordshire  
HP3 9BF

**Telephone**  01442 454668  
**Fax**  01923 471219

**Email Address:** No service specific email address. Please ring office base  
**Website:** www.hertschs.nhs.uk/services/children/Young_Peoples_Transitional_Service/

**Our service is based**  
Based in the community

**Our service can visit young people in**

Schools (in & out of county)  
Child Development Centre  
Young person’s home  
Colleges (in & out of county)  
Short Breaks  
Hospice

**Our service is open**  
Weekday cover 9 to 5

**Who can refer my child to your service?**

Hospital based team  
School based team member  
Community based team member  
Children’s and adult Social care services,  
GP  
Community nurse  
Connexions  
Hospices

Agreement for referral required from parents/young person. Young person must be registered with Hertfordshire GP
Hospice
Rennie Grove Hospice Care (Iain Rennie Hospice at Home)

The Pepper Children’s nurses provide specialist palliative nursing care for children and young people aged 0-19 years across parts of West Hertfordshire and South Buckinghamshire. Service includes short breaks at home, symptom management, end of life care and bereavement support for parents and siblings. Telephone support and advice is available 24/7 and visits can be arranged as necessary.

Address  Rennie House
         Unit 3
         Icknield Industrial Estate
         Icknield Way
         Tring
         Hertfordshire
         HP23 4JX

Telephone  01422 890444
Fax  01442 891276
Email Address  info@irhh.org
Website  www.irhh.org

Our service is based
Based in the community

Our service is set in
Child’s home

Our service is open
24 hour care, seven days a week

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Child/family
Anyone can refer with agreement of child/family
Norfolk

Bereavement and Support

Nelson’s Journey

Nelson’s Journey supports bereaved children and young people under 18 yrs living in Norfolk. Our range of services includes a full assessment of each child’s bereavement needs, one to one support and therapeutic weekend camps. We also provide guidance and information to families and professionals and can support children who have complex bereavement needs and/or learning difficulties.

Address
Trafalgar House
4 Meridian Way
Norwich
Norfolk
NR7 0TA

Telephone
01603 431788

Fax
01603 304873

Email Address
enquiries@nelsonsjourney.org.uk

Website
www.nelsonsjourney.org.uk

Our service is based
Based in the community

Our service is set in
Outreach work to the family home or the school

Our service is open
Weekday cover 9 to 5

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Child/family
Clinical, Acute or PCT

Norfolk Community Health & Care CCNT

Also known as Children's Community Nursing Team

The Children's Community Nursing Team currently provides high quality nursing care for children and young people from birth to 19 years with Complex Health Needs & Life Limiting Conditions in Central and West Norfolk. Children can be cared for at home or in other community settings. The team aims to support parents/carers in the care of their child encouraging competence, confidence and independence.

Address  The Children's Centre
         40 Upton Road
         Norwich
         Norfolk
         NR4 7PA

Telephone  01603 508943
Fax  01603 508971
Email Address  nchc-ccnt@nhs.net
Website  www.norfolkcommunityhealthandcare.nhs.uk

Our service is based
Based in the community

Our service is set in
Outpatient clinics
Community based clinics
Schools and/or nursery schools
Children’s centres
Child Development Centre
Child’s home

Our service is open
Weekday cover 9 to 5

Who can refer my child to your service?
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Child/family
Consultant Community / Acute
Queen Elizabeth Hospital Kings Lynn
Also known as Paediatric Community Nursing Team

Children's community nursing service providing support to families of children and young people with complex health needs requiring nursing interventions, palliative and End of Life care. Catchment area West Norfolk, North Fenland area of Cambridgeshire and South Holland area of Lincolnshire.

<table>
<thead>
<tr>
<th>Address</th>
<th>Gayton Road</th>
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<tbody>
<tr>
<td></td>
<td>Kings Lynn</td>
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<tr>
<td></td>
<td>Norfolk</td>
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<tr>
<td></td>
<td>PE30 4ET</td>
</tr>
<tr>
<td>Telephone</td>
<td>01553 613214</td>
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<tr>
<td>Fax</td>
<td>01553 613212</td>
</tr>
<tr>
<td>Email Address</td>
<td></td>
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<tr>
<td>Website</td>
<td><a href="http://www.qehkl.nhs.uk">www.qehkl.nhs.uk</a></td>
</tr>
</tbody>
</table>

**Our service is based**
Based in hospital

**Our service is set in**
Outpatient clinics
Schools and/or nursery schools
Child Development Centre
Child’s home

**Our service is open**
Weekday cover 9 to 5

**Who can refer my child to your service?**
Hospital based team
Community based team member
Hospice

East Anglia’s Children’s Hospices (EACH)

EACH comprises of 3 locality based multi-disciplinary services - EACH Milton, EACH Quidenham, EACH The Treehouse, Ipswich and the EACH True Colours Symptom Management Team.

Families living in Norfolk are usually supported by the team based in Quidenham. EACH provides care and support to families who have a child or young person living with life-threatening conditions and/or complex healthcare needs or are bereaved of a child or young person. Services include end of life care, symptom management, short breaks (overnight or day care), family and sibling support and bereavement care, music therapy, specialist play, library and information services.

<table>
<thead>
<tr>
<th>Address</th>
<th>EACH Quidenham</th>
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<tbody>
<tr>
<td></td>
<td>Norwich</td>
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<tr>
<td></td>
<td>Norfolk</td>
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<td></td>
<td>NR16 2PH</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Telephone for Quidenham care team</th>
<th>01953 888603</th>
</tr>
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<tbody>
<tr>
<td>Telephone for Symptom Management Team</td>
<td>08454 501053</td>
</tr>
</tbody>
</table>

Fax

Email Address

Website       www.each.org.uk

Our service is based
Services provided in choice of place of care - home, hospice, hospital and wider community

Our service is set in
Choice of place of care – home, hospice, hospital and wider community

Our service is open
The service is available 24/7.

Who can refer my child to your service?
Referrals are considered from any source with the permission of the child/young person and family as appropriate
Activities Unlimited provides services for children and young people with additional needs throughout the Suffolk area to enable them to access inclusive and specialist short breaks and activities. Activities Unlimited is web based so please check out our website for further information about the service.

**Address**
Unit 7 Hill View Business Park  
Old Ipswich Road  
Claydon  
Ipswich  
Suffolk  
IP6 0AJ

**Telephone**  
01473 260026

**Fax**

**Email Address**  
info@activitiesunlimited.co.uk

**Website**  
www.activities-unlimited.co.uk

**Our service is based**  
Based in the community

**Our service is set in**  
Short Breaks and Activities

**Our service is open**  
Weekday cover 9 to 5

**Who can refer my child to your service?**

School based team member

Community based team member

Social care services

Child/family
EACH comprises of 3 locality based multi-disciplinary services - EACH Milton, EACH Quidenham, EACH The Treehouse, Ipswich and the EACH True Colours Symptom Management Team.

Families living in Suffolk are usually supported by the team based at the Treehouse, Ipswich. EACH provides care and support to families who have a child or young person living with life-threatening conditions and/or complex healthcare needs or are bereaved of a child or young person. Services include end of life care, symptom management, short breaks (overnight or day care), family and sibling support and bereavement care, music therapy, specialist play, library and information services.

Address
EACH The Treehouse
St Augustine’s Gardens
Ipswich
Suffolk
IP3 8NS

Telephone for The Treehouse care team 01473 271334
Telephone for Symptom Management Team 08454 501053

Email Address
Website  www.each.org.uk

Our service is based
Services provided in choice of place of care - home, hospice, hospital and wider community

Our service is set in
Choice of place of care – home, hospice, hospital and wider community

Our service is open
The service is available 24/7.

Who can refer my child to your service?
Referrals are considered from any source with the permission of the child/young person and family as appropriate
**Bereavement and Support**

**Nicky's Way at St Nicholas Hospice**

Open access group based service for bereaved children and young people in West Suffolk and Thetford area, which runs twice yearly. Consultative service for family members and professionals dealing with bereaved children. Training and information about appropriate resources. Child Bereavement Forum quarterly.

| Address       | Hardwick Lane  
|               | Bury St Edmunds  
|               | Suffolk  
|               | IP33 2QY  
| Telephone     | 01284 766133  
| Fax           | 01284 732000  
| Email Address | NickysWay@stnh.org.uk  
| Website       | www.stnicholashospice.org.uk  

**Our service is based**
St Nicholas Hospice

**Our service is set in**
Hospice

**Our service is open**
Weekday cover 9 to 5

**Who can refer my child to your service?**
Hospital based team
School based team member
Community based team member
Social care services
GP
Community nurse
Child/family
### Clinical, Acute or PCT

**Suffolk Community Healthcare**  
Also known as Children’s Community Nursing

Supporting families with children aged 0-19 years in the community setting who have complex and/or palliative care needs. Including the delivery of complex nursing care, training, respite & supporting those who are technology dependent. We offer a 24/7 service with visits where necessary, to deliver nursing care & symptom control during the end stages of life.

| Address       | Allington House  
|              | 427 Woodbridge Road  
|              | Ipswich  
|              | IP4 4ER  
| Telephone    | 01473 275320  
| Fax          |  
| Email Address|  
| Website      | www.sept.nhs.uk  

**Our service is based**  
Based in the community

**Our service is set in**  
Schools and/or nursery schools  
Child’s home  
Hospital/Acute setting

**Our service is open**  
Weekday cover 9 to 5  
24hr for end of life only

**Who can refer my child to your service?**  
Hospital based team  
School based team member  
Community based team member  
Social care services  
GP  
Community nurse  
Child/family
**West Suffolk Hospital NHS Trust**

**Also known as** Acute hospital trust

A medical palliative care service to the local population - mainly children within paediatric oncology but also available to give advice/become involved in the care of children with a non-oncological diagnosis and palliative care needs.

<table>
<thead>
<tr>
<th>Address</th>
<th>Paediatric Department</th>
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<tbody>
<tr>
<td></td>
<td>Hardwick Lane</td>
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<tr>
<td></td>
<td>Bury St Edmunds</td>
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<td></td>
<td>Suffolk</td>
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<tr>
<td></td>
<td>IP33 2QZ</td>
</tr>
<tr>
<td>Telephone</td>
<td>01284 713315</td>
</tr>
<tr>
<td>Fax</td>
<td>01284 713407</td>
</tr>
<tr>
<td>Email Address</td>
<td></td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.wsh.nhs.uk/childrensservices">www.wsh.nhs.uk/childrensservices</a></td>
</tr>
</tbody>
</table>

**Our service is based**

Based in hospital

**Our service is set in**

Outpatient clinics

Inpatient ward

**Our service is open**

24 hour care, seven days a week

**Who can refer my child to your service?**

Hospital based team

Community based team member

GP

Community nurse

Child/family
Ipswich Hospital
Also known as Paediatric Oncology Nursing Team
We provide Palliative Care, Advice, Support and Symptom Management for Paediatric Oncology Patients.

Address
Children’s Outpatients Department
Ipswich Hospital NHS Trust
Heath Road
Ipswich
Suffolk
IP4 5PD

Telephone
01473 702380

Fax

Email Address
Lyndsey.walker@ipswichhospital.nhs.uk

Website

Our service is based
Based in Hospital

Community

Inpatient Care

Our service is set in

Our service is open
24 Hour on-call service for end of life care
08:30 – 17:30 Monday to Friday Support for Palliative Care

Who can refer my child to your service?
Referred via original oncology diagnosis
National/Regional

Together for Short Lives
Together for Families Helpline

If your child has a life-threatening illness and you are finding it hard to cope, our free Together for Families Helpline provides information and support for families, carers and professionals who look after a child with a life-threatening illness.

Address
Together for Short Lives
4th Floor Bridge House
48-52 Baldwin Street
Bristol BS1 1QB

Telephone 0808 8088 100
Fax
Email Address info@togetherforshortlives.org.uk
Website www.togetherforshortlives.org.uk

Our service is based
Telephone Help-line

Our service is set in

Our service is open
7 am - Midnight
7 days a week

Who can refer my child to your service?
Families
Carers
Professionals