

Circles of Care

Demelza delivers extraordinary care to children with serious or life-limiting conditions, and their families, with services offered across Kent, South East London and East Sussex. We support families when and where we're needed most, in our hospices, in family homes, in local communities, over the phone and online.

How we help

Demelza's services are grouped within three **Circles of Care**. These Circles of Care are designed to ensure we offer a broad range of holistic services while allowing our specialist nursing and care professionals to provide personalised additional support to families when they need it the most.

Our support remains as unique as every child and family

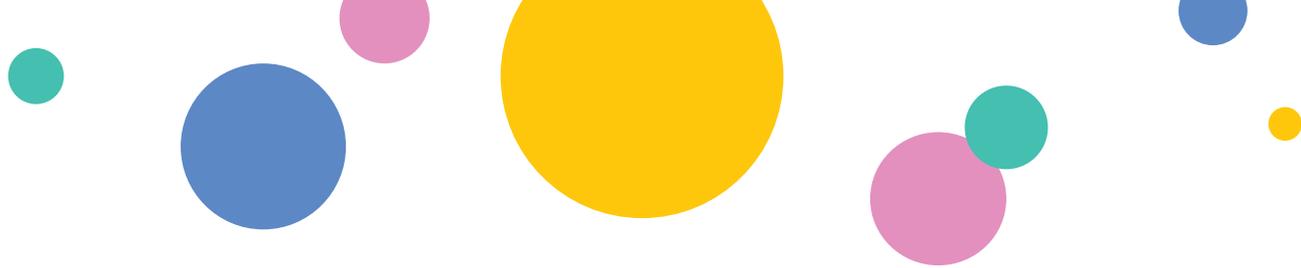
Demelza's Circles of Care go beyond providing outstanding clinical care and emotional support. We help children and their families explore their creativity, have fun and make memories.



How does it work?

- **Family Services** will be offered to all families we support.
- **Specialist Short Breaks** will be offered to children with the highest complex care needs.
- **Specialist Nursing Care** will be provided when children need symptom management or end of life care.

As circumstances change, Circles of Care will be reviewed to ensure you have the support your family needs, when you need it.



Family Services

All families supported by Demelza will have access to our **yellow Circle of Care, receiving a holistic offer of wrap around support. This includes:**

Family liaison

Emotional and practical support for your family such as personalised one-to-one support with advice and information, signposting, advocacy and liaising with professionals on your behalf.

Bookable experiences

Demelza has fully accessible facilities for you to enjoy as a family such as sensory rooms, soft play, a cinema room and a dropool.

Sibling support

Some families tell us how challenging it can be for siblings, so our support aims to nurture emotional resilience through group social activities, play and crafts, helping children to share experiences and increase confidence. We are also able to offer one-to-one listening sessions for those siblings that require additional support.

Transition support

Starting from the age of 14 and continuing until the young person's 25th birthday, we will help you navigate the many changes in finances, care and decision making. We focus on early planning to help prepare young people and their families to move on from Demelza into adult services. We will also provide opportunities for peer support through groups, activities and workshops.

Family events

Throughout the year, we organise a variety of events as part of our seasonal programmes, including social and peer support opportunities, specialised group activities, and experiences for families that promote quality time together.



Additional referred family services

The following are extra family services that you can also request. These can be accessed following an assessment by our team.

Physiotherapy and occupational therapy

Demelza aims to promote independence and wellbeing, using a child's strengths and abilities. Our therapists will work closely with you to support the implementation of therapeutic plans and provide advice.

Aquatic therapy

The team can provide one-off sessions in the water for guidance and support on handling your child and suggest activities that may be of benefit during your family splash sessions.

Counselling

When life presents challenges, it can be hard to find the space and opportunity to explore feelings. The team will talk with you about how and when counselling may be most helpful.

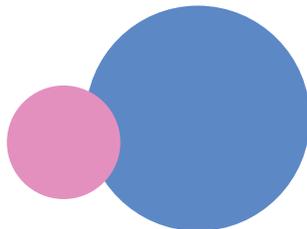
Creative arts therapies (Art, Music and Dance Movement)

Creative arts therapists support individuals or groups to express themselves, through music, playing, painting, drawing, dance and movement. In a confidential space, psychological, emotional and social issues can be explored.

Practical support

Our volunteers are available to assist with one-off tasks such as gardening, decorating or putting together furniture. We also offer driving services so you and your child are able to access medical appointments, hospice events and care services.





Specialist Short Breaks

Demelza can provide specialist short breaks for children with the highest complex care needs. These can be provided in our hospices or in your family home for a few hours. Our specialist short breaks will be offered to families in our blue Circle of Care. These families will also be able to access our yellow Circle of Care.

Short break assessments

Our registered nurses and healthcare assistants receive specialist training, equipping them to meet the specific needs of children with complex medical conditions. These children often struggle to find other places to access a short break where their clinical needs can be safely met.

Our team will carry out an assessment that allows us to identify those children most in need of Demelza's short breaks. This means not every family will be eligible for short breaks at Demelza, only those assessed to have the highest clinical and social needs in our blue Circle of Care.

Personalised care plans

Our nurses work with you to create a tailored care plan to meet your child's medical, emotional, cultural, religious, and spiritual needs. Our team of experienced professionals work closely with your family to ensure safe, comprehensive and compassionate support whilst providing your child with fun and engaging activities.

Short breaks for families

Our short breaks give families the choice of staying together in one of our hospices or you can choose care just for your child, allowing family members a meaningful rest.

Regular short breaks allow us to get to know your child better and for your child to get to know our teams.

Step down care

Step down care is for children who are ready to leave hospital but cannot, or are not ready, to go straight home. If your child has been in hospital, had an operation or their condition has changed, our nursing and care teams can help you learn how to manage new routines, administer medications and provide training so you feel ready to take your child home.





Specialist Nursing Care

Providing specialist nursing will always be our priority at Demelza, and with more than 25 years' experience of caring for children and young people with serious or life-limiting conditions, our nursing team will be there to support your family when and where you need us the most. Specialist nursing care will be provided to families in our pink Circle of Care who will be able to access the full range of services in both our blue Circle of Care and yellow Circle of Care.

Symptom management and end of life care

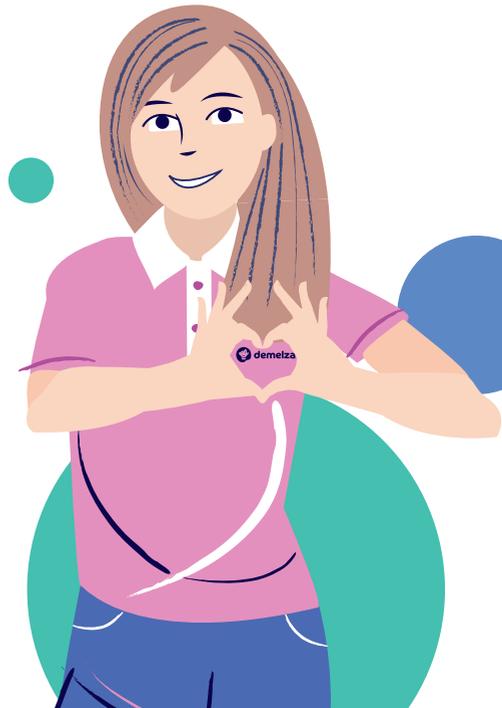
If your child has complex symptoms and medication regimes, our nursing and care teams have the experience and knowledge to help manage your child's symptoms effectively, whilst providing your family with emotional and practical support at the most difficult times. We will work in partnership with your child's healthcare team to provide the highest quality care for your child towards the end of their life.

Support during pregnancy

During pregnancy, your baby may have been diagnosed with a complex medical condition. Our team are on hand to offer a range of support that you, your baby and family may need.

Memory making

Our compassionate and dedicated team will support you with memory making, such as hand and footprints, photographs, pieces of music or art and memory boxes.



Bereavement Support

At Demelza, we understand that experiences are unique and that there is no one way or right way to manage grief.

Our bereavement support is integral to our service and supports each family's unique journey through listening, sharing experiences and remembering. This may be in person, virtually, or over the phone.

Our bereavement support is available for all Demelza families and for as long as they need us.

For more information please contact:

Family Support helpline

Call: 01795 845280 (Monday-Friday, 10am-4pm)

Email: familysupportdepartment@demelza.org.uk

demelza.org.uk

@demelzacharity     

Registered Charity No. 1039651

Find out more

