

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

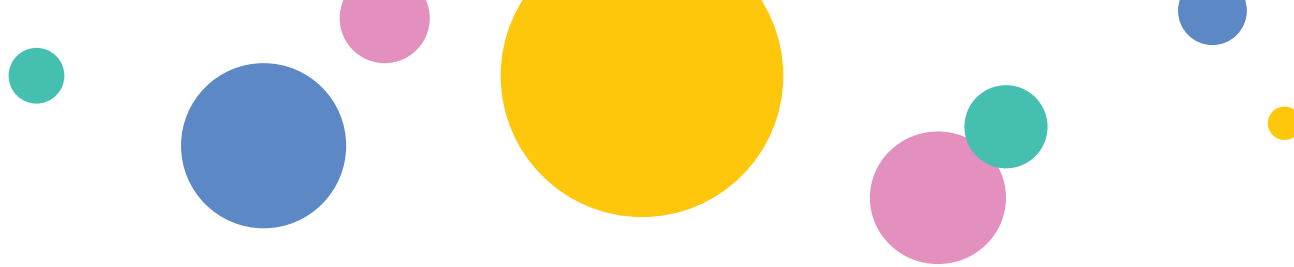
Demelza's Circles of Care go beyond providing outstanding clinical care and emotional support. We help children and their families explore their creativity, have fun and make memories.



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.

Demelza will continue to carry out annual reviews on all children, to ensure we are offering families the appropriate level of support. We would therefore ask that if you are supporting a family who accesses Demelza and their social or clinical needs change, to please get in contact with us so we can review our offer accordingly.



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 families such as personalised one-to-one support with advice and information, signposting, advocacy and liaising with professionals on families behalf.

Bookable experiences

Demelza has fully accessible facilities for families to enjoy such as sensory rooms, soft play, a cinema room and a hydro pool.

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 families 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 families 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 families 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 children 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 to families about how and when counselling may be most helpful.

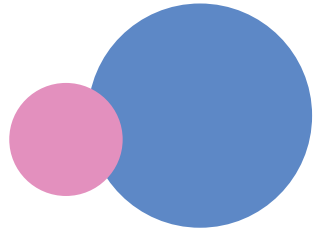
Creative arts therapies (Art, Music and Dance Movement)

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 families 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 the families 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 families to create a tailored care plan to meet children's medical, emotional, cultural, religious, and spiritual needs. Our team of experienced professionals work closely with families to ensure safe, comprehensive and compassionate support whilst providing referred children 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 families can choose care just for their child, allowing family members a meaningful rest.

Regular short breaks allow the team to get to know referred children better and for children 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 the referred child has been in hospital, had an operation or their condition has changed, our nursing and care teams can teach families how to manage new routines, administer medications and provide training so they feel ready to take their 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 families when and where they 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

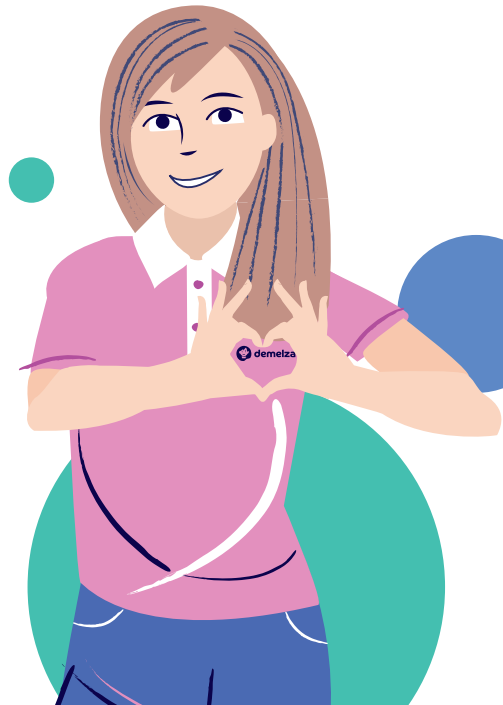
If the referred child has complex symptoms and medication regimes, our nursing and care teams have the experience and knowledge to help manage children's symptoms effectively, whilst providing families with emotional and practical support at the most difficult times. We will work in partnership with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

Support during pregnancy

During pregnancy, babies may have been diagnosed with a complex medical condition. Our team are on hand to offer a range of support that families may need.

Memory making

Our compassionate and dedicated team will support families 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:

Referrals Team

Call: 01795 845253

Email: demelza.referrals@demelza.org.uk

[demelza.org.uk](https://www.demelza.org.uk)

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