



# North West

## Children and Young People's Palliative Care Network

### Services Directory & Bereavement Services Directory

September 2014

## About this Directory

The directory contains information on

- Children's Hospices
- Community Children's Nursing
- Specialist Palliative Care
- Children's Inpatient Units (General Paediatrics)
- Neonatal Units
- Bereavement Services

Additional information will be added on

- Short break services

When it is available.

The Directory is organised according to Zonal Network and Locality. Organisations are entered according to location of their premises. Please note that many services outreach to other care settings including the patient's home and the catchment area of many organisations particularly children's hospices is wider than the area where they are located

## Updates and new entries

Please use the template directory entry at the end of the directory to notify the Network of any errors, updates or additional services to be added to the directory

# Contents

<b>Merseyside and Cheshire</b> .....	8
Eastern Cheshire.....	8
East Cheshire Community Children's Nursing Service .....	9
Neonatal Unit, Macclesfield District General Hospital .....	10
Children's Ward, Macclesfield District General Hospital .....	11
Wheelchair Assessment Centre .....	12
Children's Home Care Team, Leighton Hospital.....	13
Inpatient Paediatric Services, Leighton Hospital.....	14
Neonatal Unit, Leighton Hospital .....	15
Staffordshire.....	16
Donna Louise Children's Hospice .....	16
Warrington.....	17
Warrington Children's Community Nursing team .....	17
Neonatal Unit, Warrington Hospital .....	18
Children's Inpatient Unit, Warrington Hospital .....	19
Warrington Wheelchair Service.....	20
Halton.....	21
Halton Wheelchair Service .....	21
Halton Children's Community Nursing team .....	22
Knowsley.....	23
Community Children's Nursing Team.....	23
Knowsley Wheelchair Service .....	24
St Helens.....	25
Children's Hospital at Home Team, Whiston Hospital.....	25
Children's Inpatient Ward, Whiston Hospital .....	26
Neonatal Unit, Whiston Hospital .....	27
Isle of Man.....	28
Children's Inpatient Unit, Nobles Hospital .....	28
Neonatal Unit, Nobles Hospital.....	29
Children's Community Nursing team, Isle of Man .....	30
Rebecca House .....	31
Liverpool.....	32
Liverpool Children's Community Nursing Team .....	32
Liverpool Children's Community Matrons .....	33
General Paediatric Services, Alder Hey Children's Hospital .....	34
Paediatric Intensive Care Unit, Alder Hey Children's Hospital .....	35
Alder Hey Homecare Team.....	36
Alder Hey Children's Specialist Palliative Care Team.....	37
Neonatal Surgical Unit, Alder Hey Hospital.....	38
Zoe's Place - Baby Hospice .....	39
Neonatal Intensive Care Unit, Liverpool Women's Hospital.....	40
Wheelchair services, Walton Centre for Neurology & Neurosurgery.....	41
Liverpool Wheelchair Service.....	42
Southport and Formby.....	43
Community Children's Complex Care Needs Service, Southport and Formby .....	43
West Cheshire.....	44
Chester Children's Community Nursing team.....	44
Children's Inpatient Unit, Chester.....	45
Chester Hospital @ Home Team .....	46
Neonatal Unit, Countess of Chester Hospital .....	47
Children and Young People's Complex Care Packages.....	48
Countess of Chester Hospital NHS Foundation Trust .....	48

West Cheshire Wheelchair Service .....	49
Wirral.....	50
Children's Continuing Care Team, Arrowe Park Hospital.....	50
Children's Inpatient Services, Arrowe Park Hospital.....	51
Neonatal Unit, Arrowe Park Hospital.....	52
Children's Hospital at Home Team, Arrowe Park Hospital.....	53
Claire House Children's Hospice.....	54
Claire House Hospice to Home team.....	55
Shropshire.....	56
Hope House Children's Hospice.....	56
Denbighshire .....	57
Ty Gobaith Children's Hospice .....	57
<b>Greater Manchester</b> .....	58
Rainbow Trust Children's Charity .....	59
Francis House Children's Hospice .....	60
Francis House Children's Hospice to Home Team .....	61
Heywood, Middleton and Rochdale .....	62
Heywood, Middleton & Rochdale (HMR) Children's Community team.....	62
Posture & Mobility Centre .....	63
Tameside and Glossop.....	64
Paediatric Inpatient Unit, Tameside General Hospital .....	64
Children's Community Nursing Team, Tameside and Glossop.....	65
Neonatal Unit, Tameside Hospital .....	66
Tameside Hospital NHS Foundation Trust .....	66
North Manchester.....	67
Neonatal Unit, North Manchester General Hospital.....	67
Paediatric Inpatient Unit, North Manchester General Hospital.....	68
Central Manchester .....	69
Gaddum Centre .....	69
Royal Manchester Children's Hospital.....	70
Paediatric Intensive Care, Royal Manchester Children's Hospital.....	71
Paediatric Macmillan Oncology Specialist Practitioners .....	72
Children's Community Palliative Care Team: The Star Team.....	73
Neonatal Unit, St. Mary's Hospital Manchester.....	74
South Manchester .....	75
Neonatal Unit, Wythenshawe Hospital .....	75
Paediatric Inpatient Unit, Wythenshawe Hospital .....	76
Salford.....	77
Diana Children's Community Nursing Team.....	77
Salford Disabled Living Centre.....	78
Bolton .....	79
E5 Children's Unit, Royal Bolton Hospital.....	79
Neonatal Unit, Royal Bolton Hospital .....	80
Bolton Children's Community Nursing Team .....	81
Bolton Wheelchair Service .....	82
Wigan.....	83
Paediatric Inpatient Unit, The Royal Albert Edward Infirmary .....	83
Neonatal Unit, The Royal Albert Edward Infirmary .....	84
Ashton, Leigh & Wigan Children's Acute Community Nursing Team.....	85
Wheelchair Service, Wigan CCG .....	86
Oldham.....	87
Oldham Community Health Services.....	87
Paediatric Inpatient Unit, Royal Oldham Hospital.....	88
Neonatal Unit, Royal Oldham Hospital .....	89

Stockport.....	90
Stockport Children's Community Service.....	90
Paediatric Inpatient Unit, Stepping Hill Hospital .....	91
Neonatal Unit, Stepping Hill Hospital.....	92
Stockport Wheelchair Service .....	93
Trafford.....	94
Trafford Children's Community Nursing Team .....	94
Specialist Nurse, Children's Palliative Care.....	95
<b>Cumbria and Lancashire .....</b>	<b>96</b>
Blackpool.....	97
Brian House Children's Hospice.....	97
Linden Centre .....	98
Inpatient Paediatric Services, Blackpool Victoria Hospital .....	99
Neonatal Unit, Blackpool Victoria Hospital .....	100
Central Lancashire .....	101
Derian House Children's Hospice.....	101
Inpatient Paediatric Services, Royal Preston Hospital .....	102
Neonatal Intensive Care Unit, Royal Preston Hospital.....	103
Specialist Mobility Rehabilitation Centre.....	104
East Lancashire.....	105
Inpatient Paediatric Services, Royal Blackburn Hospital .....	105
Neonatal Unit, Burnley Hospital.....	106
Lancashire North .....	107
Inpatient Paediatric Services, Royal Lancaster Infirmary.....	107
Neonatal Unit, Royal Lancaster Infirmary .....	108
West Lancashire.....	109
Neonatal Unit, Omskirk Hospital.....	109
Paediatric Inpatient Services, Omskirk and District Hospital.....	110
Complex Needs Nurse Co-ordinator, West Lancashire .....	111
Chorley, South Ribble and West Lancashire Wheelchair Service.....	112
Cumbria.....	113
Rainbow Trust Children's Charity .....	113
Jigsaw Children's Hospice .....	114
Inpatient Paediatric Services, Barrow in Furness Hospital .....	115
Special Care Baby Unit, Barrow in Furness Hospital.....	116
Children's Community Nursing Team, Furness .....	117
Disablement Services Centre.....	118
<b>UK wide services .....</b>	<b>119</b>
Newlife .....	119
Together for Short Lives.....	120
<b>Bereavement Services Directory .....</b>	<b>121</b>
Cheshire & Merseyside .....	122
Alder Hey Specialist Palliative Care Team- Bereavement Support.....	122
Claire House Children's Hospice- Bereavement Support .....	123
Hospice of the Good Shepard- Bereavement Support.....	124
The Dove Service- Bereavement Support .....	125
St Helens Bereavement Service .....	126
Warrington Bereavement Support.....	127
Wigan Family Welfare- Bereavement Support .....	128
Alder Centre- Bereavement Support .....	129
Liverpool Bereavement Service/Oakleaf Children's Service .....	130
Young Persons Advisory Service- Bereavement Support.....	131
Liverpool centre for counselling and psychotherapy- Bereavement Support .....	132
Hospice Isle of Mann .....	133

## North West Children's Palliative Care Network: Services Directory

Greater Manchester.....	134
Gaddum Centre- Bereavement Support.....	134
Rainbow Trust Children's Charity Bereavement Support.....	135
Francis House Children's Hospice- Bereavement Support.....	136
Derian House Children's Hospice- Bereavement Support.....	137
Oldham Bereavement Support Service.....	138
Off the record- Bereavement Support.....	139
Children of Jannah- Bereavement Support.....	140
Lancashire & South Cumbria.....	141
East Lancashire.....	141
Royal Blackburn Hospital- Bereavement Support.....	141
Burnley General Hospital- Bereavement Support.....	142
Friends In Bereavement- Bereavement Support.....	143
GIFTS (Group Intervention for therapeutic Support)- Bereavement Support.....	144
Jigsaw4u- Bereavement Support.....	145
Royal Preston Hospital- Bereavement Support.....	146
Central Lancashire.....	147
Royal Preston Hospital- Children & Young People Bereavement Support.....	147
Chorley & South Ribble General Hospital- Bereavement Support.....	148
Derian House Children's Hospice- Bereavement Support.....	149
The Bereavement Counselling Support.....	150
Cancer Help- Bereavement Support.....	151
Jigsaw4u- Bereavement Support.....	152
Blackpool, Fylde & Wyre.....	153
Blackpool Teaching Hospital- Bereavement Support.....	153
Trinity Hospice- Linden Centre, Bereavement Support.....	154
Brian House Children's Hospice- Bereavement Support.....	155
Snowdrop Centre- Bereavement Support.....	156
NHS Blackpool Community Nursing- Bereavement Support.....	157
Footprints- Bereavement Support.....	158
Morecambe Bay.....	159
Furness General Hospital- Bereavement Support.....	159
The Bluebell Foundation- Bereavement Support.....	160
Royal Lancaster Infirmary- Bereavement Support.....	161
Westmoreland General Hospital- Bereavement Support.....	162
Cancer Care- Bereavement Support.....	163
Barnardo's South Lakeland Family Support Service- Bereavement Support.....	164
Rainbow Trust Children's Charity- Bereavement Support.....	165
UK wide services (Inc. helplines & websites).....	166
The Samaritans- Bereavement Support.....	166
Child Bereavement UK.....	167
Muslim Youth Helpline- Bereavement Support.....	168
Survivors of Bereavement by Suicide.....	169
'Tell us Once'- Bereavement Support.....	170
Winston's Wish Head Office- Bereavement Support.....	171
Cruise Bereavement Care.....	172
Child Death Helpline- Bereavement Support.....	173
Children's Heart Association- Bereavement Support.....	174
Bliss- Bereavement Support.....	175
The Compassionate Friends- Bereavement Support.....	176
Template for updates and new entries for the directory.....	177
Area.....	177
Locality.....	177
Name of organisation.....	177

### List of Children's Hospices

<b>Name of Hospice</b>	<b>Page</b>	<b>Location</b>	<b>Area Served</b>
<a href="#"><u>Donna Louise Children's Hospice Trust</u></a>	16	Stoke on Trent, Staffordshire	Staffordshire and South Cheshire
<a href="#"><u>Rebecca House</u></a>	31	Douglas, Isle of Man	Isle of Man
<a href="#"><u>Zoe's Place - Baby Hospice</u></a>	39	Liverpool	Liverpool & North West
<a href="#"><u>Claire House Children's Hospice</u></a>	54	Clatterbridge, Wirral	Wirral, West Cheshire & Merseyside.
<a href="#"><u>Hope House Children's Hospice</u></a>	56	Oswestry, Shropshire	Wirral and West Cheshire, Central and Eastern Cheshire
<a href="#"><u>Ty Gobaith Children's Hospice</u></a>	57	Conwy, Denbighshire	Wirral and West Cheshire, Central and Eastern Cheshire
<a href="#"><u>Francis House Children's Hospice</u></a>	60	Didsbury, Manchester	Greater Manchester, Central and Eastern Cheshire
<a href="#"><u>Brian House Children's Hospice</u></a>	97	Blackpool	Blackpool, Fylde and Wyre
<a href="#"><u>Derian House Children's Hospice</u></a>	101	Chorley, Lancashire	Sefton and West Lancashire
<a href="#"><u>Jigsaw</u></a>	114	Carlisle, Cumbria	Cumbria

## MERSEYSIDE AND CHESHIRE





## Eastern Cheshire

### East Cheshire Community Children's Nursing Service

East Cheshire NHS Trust

Integrated children's community nursing team providing care in the home for children with long term conditions and to facilitate early hospital discharge following inpatient admission.

Age range: Up to 16 years flexible through transition for young people already known to the service.

**Opening times:**

**Facilities:**

Parking:	N/A
Disabled access:	N/A
Crèche:	N/A
Home based:	Yes

**Contact:**

**Palliative Care Link Nurse:**

**Location:** Macclesfield District General Hospital,  
Victoria Road  
Macclesfield  
Cheshire  
SK10 3BL

**Telephone:** 01625 661194

**Fax:** 01625 661021

**Email:** [claire.andrews@echeshire-tr.nwest.nhs.uk](mailto:claire.andrews@echeshire-tr.nwest.nhs.uk)

**Website:** <http://www.eastcheshire.nhs.uk>

**This information was last updated on:** 13/06/2010

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children, community nursing, hospital at home, acute care, long term conditions

**Organisation type:** NHS Integrated Acute and Community Trust

**Area:** Central and Eastern Cheshire

## Neonatal Unit, Macclesfield District General Hospital

East Cheshire NHS Trust

The NNU at Macclesfield District General Hospital is a friendly and welcoming 8 cot level 2 unit specialising in high dependency and special care to babies over 31 weeks gestation. In addition to this short term intensive care can be provided to neonates requiring stabilisation prior to transfer for on-going intensive care at a level 3 NICU.

### Opening times:

Parents: 24 hours a day, 7 days a week

Other visitors: 1500-1600hrs and 1900-2000hrs

Other visitors must be accompanied by one of the parents

No school age children allowed onto the unit with the exception of siblings.

### Facilities:

Parking: Limited

Disabled access:

Crèche: TV/DVD/CD player and toys are provided for siblings

Home based: No

### Contact:

### Palliative Care Link Consultant:

Location: Victoria Road  
Macclesfield  
Cheshire  
SK10 3BL

**Telephone:** 01625 661148 (Neonatal Unit)

**Fax:**

**Email:**

### Website:

[http://www.scbu.org/cheshire\\_merseyside/family\\_area/cm\\_family\\_our\\_units/cm\\_mac\\_unit.php](http://www.scbu.org/cheshire_merseyside/family_area/cm_family_our_units/cm_mac_unit.php)

**This information was last updated on:** 02/05/13

---

Additional information that will be used to signpost users to the directory entry

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm

**Organisation type:** NHS Integrated Acute and Community Trust

**Area:** Central and Eastern Cheshire

## Children's Ward, Macclesfield District General Hospital

East Cheshire NHS Trust

23 bed children's ward and specific pediatric observation area where GP's, A&E can refer children for observation over a short period of time without having to be admitted

Age range: 0 – 16 years, flexible through transition

**Opening times:** 24 hours a day, 7 days a week

Visitors are asked to acknowledge protected meal times.

Young people wishing to visit their friends must be accompanied by an adult.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:** Ward manager: Sister Lea

**Palliative Care Link Consultant:**

Location: Victoria Road  
Macclesfield  
Cheshire  
SK10 3BL

**Telephone:** Outpatients- 01625 661 021, Ward- 01625 661 080/84

**Email:**

**Fax:**

**Website:** <http://ech2026.sitekit.net/Our-Services/childrens-services.htm>

**This information was last updated on:** 16/05/2013

---

Additional information that will be used to signpost users to the directory entry

**Keywords:** Child, inpatient care, general paediatrics, acute care, children's ward

**Organisation type:** NHS Integrated Acute and Community Trust

**Area:** Central and Eastern Cheshire

## Wheelchair Assessment Centre

East Cheshire NHS Trust

The Wheelchair Service is part of Allied Health Services, delivering services to patients situated within East Cheshire and South and Vale Royal localities.

It provides a comprehensive service for people of all ages with long term mobility problems and associated postural needs in accordance with statutory requirements. The service provides initial and ongoing assessment and prescription of manual and powered wheelchairs, specialised seating and pressure cushions for wheelchairs, modifications and accessories.

Target delivery group: all ages with long term mobility problems and associated postural needs

Referral procedure: via GP, consultant or therapist

**Opening times:** 8.00am – 4.30pm Monday to Friday

The service does not provide cover for Bank Holidays or Public holidays.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:** Tracey Clarke Team manager East Cheshire Wheelchair Assessment Centre

**Location:** Eastern Cheshire Wheelchair Assessment Centre  
Congleton War Memorial Hospital  
Canal Road  
Congleton  
Cheshire  
CW12 3AR

**Telephone:** 01625 663345

**Email:** <http://www.eastcheshire.nhs.uk/Our-Services/wheelchair-service.htm#faqs>

**Website:** [ecn-tr.WAC@nhs.net](mailto:ecn-tr.WAC@nhs.net)

**This information was last updated on:** 07/10/2014

---

Additional information that will be used to signpost users to the directory entry

**Keywords:** Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:** Acute/community Integrated Trust

**Area:** Eastern Cheshire and South and Vale Royal CCG footprint

## Children's Home Care Team, Leighton Hospital

Mid Cheshire Hospitals NHS Foundation Trust

Community children's nursing including support for children recently discharged from hospital, case management for children with long term conditions, continuing care packages and palliative care. Children and Young People with a Nursing need age up to 16<sup>th</sup> birthday. (Age up to 19 years: complex medical needs). Referral procedure: Healthcare professional  
Type of support offered: Nursing care, training education and support, complex medical needs, Epilepsy, Cystic Fibrosis, Oncology, and Diabetes.

### Availability

Opening times: Monday- Friday 8.30-4.30

### Facilities

Parking: Yes

Disabled access: Yes

Crèche: No

Home based: Yes

**Contact:** Bev Walley, Community Paediatric Matron

[Bev.walley@mcht.nhs.uk](mailto:Bev.walley@mcht.nhs.uk)

01270 612071

**Palliative Care Link Consultant:** Dr Simon Burns

**Location:** Child and Adolescent Unit

Ward 16

Leighton Hospital

Crewe

Cheshire, CW1 4QJ

**Telephone:** 01270 612071

**Fax:** 01270 612074

**Website:** <http://www.mcht.nhs.uk>

Email: [bev.walley@mcht.nhs.uk](mailto:bev.walley@mcht.nhs.uk) [Simon.burns@mcht.nhs.uk](mailto:Simon.burns@mcht.nhs.uk)

**This information was last updated on:** 30/9/14

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Child, complex long term conditions, care packages, continuing care, palliative care, childrens community nursing, bereavement support, carer support

**Organisation type:** NHS Acute Trust

**Area:** South Cheshire and Vale Royal

## Inpatient Paediatric Services, Leighton Hospital

Mid-Cheshire Hospitals NHS Foundation Trust.

Medium sized district general hospital with inpatient paediatric services

Age range: 0 – 18 years

**Opening times:** 24 hours a day, 7 days a week

Paediatric consultant available throughout 24 hour period via switchboard (01270 255141)

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Palliative Care Link Consultant:** Dr Simon Burns,  
[simon.burns@mcht.nhs.uk](mailto:simon.burns@mcht.nhs.uk)  
01270 612289

**Alternative contact:** On call paediatric consultant

**Location:** Leighton Hospital  
Middlewich Road  
Crewe  
CW1 4QJ

**Telephone:** 01270 612289

**Fax:** 01270 273491

**Website:** <http://www.mcht.nhs.uk>

**Email:**

**This information was last updated on:** 22/03/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, inpatient care, general paediatrics, acute care, children's ward

**Organisation type:** NHS Acute Trust

**Area:** Central and Eastern Cheshire

## Neonatal Unit, Leighton Hospital

Mid-Cheshire Hospitals NHS Foundation Trust.

The Neonatal Unit at Leighton provides Level 2 Neonatal Care. The unit has 4 Intensive Care cots, 4 High Dependency cots and 7 Special Care cots providing care for approximately 250 for babies across South Cheshire and surrounding districts per year.

### Opening times

Parents: 24 hours a day, 7 days a week

Other visitors: 6pm – 8pm Monday – Friday, 2pm – 4pm Saturday, Sunday & Bank Holidays  
Only two persons at the cot side at any one time.

### Facilities:

Parking: A £10 concessionary pass card is available for regular visitors wishing to park their vehicles on site.

Disabled access: Yes

Crèche: No

Home based: No

### Contact:

### Palliative Care Link Consultant:

**Location:** Mid Cheshire Hospital  
Middlewich Road  
Crewe  
Cheshire  
CW1 4QJ

**Telephone:** 01270 612290 (Neonatal Unit)

**Fax:**

**Email:**

**Website:** <http://www.mcht.nhs.uk/information-for-patients/departmentsandservices/childrens-services/neonatal-intensive-care-unit/>

**This information was last updated on:** 02/05/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm

**Organisation type:** NHS Acute Trust

**Area:** South Cheshire and Vale Royal

## Staffordshire

### Donna Louise Children's Hospice

The Donna Louise provides a range of specialist care and support services for children with life-limiting and life-threatening conditions and their families. Its dedicated care provides support in the home, out in the community, and also in a purpose-built house. The range of services includes respite and day care as well as counselling and emotional support, end of life care at home or in the Hospice and specialist play and music. The ethos of The Donna Louise is to support not just the child, but the whole family, and it runs a range of activities and groups catering for teenagers, siblings and parents and carers including a dedicated men's group. Other facilities include a purpose-built hospice with a sensory room, spa pool, music room, and toy library with modern family accommodation. Outside there is a large enclosed interactive and sensory garden and new modern and fully-accessible playground for integrated play between able-bodied siblings and disabled children.

Target delivery group: Children between the ages of 0-19

Referral procedure: For more information and to download a referral form, please go to our website [www.donnalouisetrust.org](http://www.donnalouisetrust.org)

**Opening times:** 24 hours a day 7 days a week

**Facilities:**

Parking:	Free on-site parking and designated family parking
Disabled access:	Fully accessible modern hospice building
Crèche:	No
Home based:	Flexible support offered in the home.

**Contact:** Dot Gillespie, Director of Care Services

**Location:** 1 Grace Road  
Trentham,  
Stoke on Trent,  
Staffordshire,  
ST4 8FN

**Telephone:** 01782 654440

**Fax:** 01782 654441

**Email:** [info@donnalouisetrust.org](mailto:info@donnalouisetrust.org)

**Website:** [www.donnalouisetrust.org](http://www.donnalouisetrust.org)

**This information was last updated on:** 09/10/2014

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children and families, palliative care, hospice, shortened life expectancy

**Organisation type:** Voluntary (Charitable funded) Children's Hospice

**Area:** Staffordshire and Cheshire



## Warrington

### Warrington Children's Community Nursing team

Bridgewater Community Healthcare Trust

Community children's nursing including support for children recently discharged from hospital, case management for children with long term conditions, continuing care packages and palliative care.

Age range: 0 - 18 years

**Opening times:** 09.00 – 17.00, 5 days a week,  
24 hour on call service for end of life at home.

**Facilities:**

Parking: N/A  
Disabled access: N/A  
Crèche: N/A  
Home based: Yes

**Contact:** Sue Lawton

**Alternative contact:** Gill Robb

**Palliative Care Link Nurse:**

**Location:** Woolston Clinic, Holes Lane,  
Woolston  
Warrington  
Cheshire  
WA1 4LS

**Telephone:** 01925 867900

**Fax:**

**Email:** [sue.lawton@bridgewater.nhs.uk](mailto:sue.lawton@bridgewater.nhs.uk)

**Website:** <http://www.warrington-pct.nhs.uk>

**This information was last updated on:** 04/09/2012

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, complex long term conditions, home nursing, palliative care, short breaks at home, care packages, bereavement, carer support

**Organisation type:** NHS Community Trust

**Area:** Warrington

## Neonatal Unit, Warrington Hospital

Warrington and Halton Hospitals NHS Foundation Trust

Level 2 neonatal unit with 3 intensive care, 3 high dependency and 12 special care cots. Family room, parent bedroom, bereavement facilities, breast feeding room and bathroom.

**Opening times:** 24 hours a day, 7 days a week  
Parents only: 13.00 – 15.00  
All visitors: 15.00 – 18.00  
3 visitors per cot, one of whom must be a parent. Siblings must be supervised. No children other than siblings under 16

**Facilities:**  
Parking: Yes  
Disabled access: Yes  
Crèche: Family room for use of siblings  
Home based: No

### Contact:

### Palliative Care Link Consultant:

**Location:** Warrington Hospital  
Lovely Lane  
Warrington  
Cheshire  
WA5 1QG

**Telephone:**

**Fax:**

**Email:**

**Website:** [www.warringtonandhaldonthospitals.nhs.uk](http://www.warringtonandhaldonthospitals.nhs.uk)

**This information was last updated on:** 29/04/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm

**Organisation type:** NHS Acute Trust

**Area:** Warrington and Halton

## Children's Inpatient Unit, Warrington Hospital

Warrington and Halton Hospitals NHS Foundation Trust

Medium sized District General Hospital with inpatient paediatric services.

Age range: 0 – 16 years, flexible through to 18 years for transition to adult services

**Opening times:** 24 hours a day, 7 days a week

Paediatric consultant available throughout 24 hour period via switchboard

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:**

**Alternative contact:**

**Palliative Care Link Consultant:** Dr Ian Kilroy

**Location:** Warrington Hospital  
Lovely Lane  
Warrington  
Cheshire  
WA5 1QG

**Telephone:** 01925 635911  
01925 662278

**Fax:**

**Email:**

**Website:** [www.warringtonandhaldonthospitals.nhs.uk](http://www.warringtonandhaldonthospitals.nhs.uk)

**This information was last updated on:** 29/04/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, inpatient care, general paediatrics, acute care, children's ward

**Organisation type:** NHS Acute Trust

**Area:** Warrington and Halton

## Warrington Wheelchair Service

Bridgewater Community Healthcare NHS Trust

Warrington Wheelchair Service provides access to specialist services to meet requirements of clients with complex needs who have new or existing permanent mobility needs.

Warrington Wheelchair Service aims to provide a comprehensive service for people of all ages with long-term mobility problems and associated postural and pressure needs and currently supports 4,250 wheelchair users in the community.

### Opening times:

#### Facilities:

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

### Contact:

#### Palliative Care Link Consultant:

**Location:** 226 Europa Boulevard  
Westbrook  
Warrington  
Cheshire  
WA5 7TN

**Telephone:** 01925 251445

**Fax:** 01925 251446

**Email:** wheels@warrington-pct.nhs.uk

**Website:**

**This information was last updated on:** 10/09/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:** NHS Community Trust

**Area:** Warrington and St Helens

## Halton

### Halton Wheelchair Service

Halton NHS Primary Care Trust

Access to the Wheelchair Service is via referral from a General Practitioner, Consultant or a Health Care Professional. On referral the client will be assessed and, according to their needs, be provided with a wheelchair on a short or long-term basis.

The service provides manual wheelchairs; a small variety of powered wheelchairs participates in the Voucher Service and also supplies specialist seating systems and cushions.

**Opening times:** Monday - Thursday 9.00am to 5.00pm  
Friday 9.00 am - 4.30pm

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:** Wheelchair Service Manager

**Palliative Care Link Consultant:**

**Location:** Independent Living Centre,  
Collier Street,  
Runcorn,  
Cheshire,  
WA7 1HB

**Telephone:** 01928 582939

**Fax:** 01928 582941

**Email:**

**Website:** <http://www.haltonva.org.uk/ilc/hws.html>

**This information was last updated on:** 09/09/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:** NHS Community Trust

**Area:** Halton and St Helens

## Halton Children's Community Nursing team

Bridgewater Community Healthcare Trust

The aim of the service is to provide a co-ordinated holistic approach to care working in partnership with health education social services and voluntary services. The Community Children's Nurses work in partnership with families, empowering them to care for their children with appropriate support, advice and training. Nursing support for a very small number of children with continuing complex health care needs is also provided.

Age range: 0 – 19 years

**Opening times:** Monday to Friday, 09.00 – 17.00

**Facilities:**

Parking:	N/A
Disabled access:	N/A
Crèche:	N/A
Home based:	Yes

**Contact:** Michelle Price

**Alternative contact:** Denise Hogg

**Location:** Woodview Child Development Centre,  
Crow Wood Lane,  
Halton  
Merseyside  
WA8 3LZ

**Telephone:** 0151 495 5400

**Fax:**

**Email:** [Michelle.Price@hsthpcnhs.uk](mailto:Michelle.Price@hsthpcnhs.uk)

**Website:**

**This information was last updated on:** 14/03/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, complex long term conditions, home nursing, palliative care, short breaks at home, care packages, bereavement, carer support

**Organisation type:** NHS Community Trust

**Area:** Halton & St Helens

## Knowsley

### Community Children's Nursing Team

Five Boroughs Partnership

The Community Children's Nursing Team provide expert nursing care, support and advice to children and young people with a disability or complex medical needs, and their families, enabling them to lead full and purposeful lives within their community. Nursing staff work directly with children and their families, carers, education, social services and other providers including voluntary sector organisations to enable care to follow the child.

The Team liaise with neighbouring trusts to encourage a smooth transition from hospital to the home via an effective planning protocol and aims to prevent re-admission. They work closely with adult services to provide a seamless transition into adult services.

The team work in partnership with Liverpool Children's Macmillan Team and Claire House Hospice to Home to deliver end of life care.

Age Range 0-19 years

#### Availability

Opening times: Monday 0900-1700 or 0800-2000 to support end of life

#### Facilities

Parking: n/a

Disabled access: n/a

Crèche: n/a

Home based: Yes

#### Contact: Caroline Boyle

Advanced Practitioner for Children with Complex Health Needs

#### Palliative Care Link Consultant: Dr Linda Brookes (Alder Hey)

#### Location: Stockbridge Village Health Hub

The Withens

Stockbridge Village

L28 1AB

Telephone 0151 443 2510 or 07789942826

Fax 0151 443 2507

Email: [caroline.boyle2@5bp.nhs.uk](mailto:caroline.boyle2@5bp.nhs.uk)

This information was last updated on: 29/09/2014

---

#### Additional information that will be used to signpost users to the directory entry

**Keywords:** Child, complex long term conditions, home nursing, short breaks at home, care packages, carer support

**Organisation type:** NHS Foundation Trust

**Area:** Knowsley

## Knowsley Wheelchair Service

5 Borough Partnership NHS Foundation Trust

The Centre for Independent Living is home to a wide range of services which includes; Advocacy Hub, Assistive Technology, Care & Repair Knowsley, Independent Living and Design Team, Integrated Community Equipment Store (ICES) and Wheelchair Services.

To assist adults and children with long-term mobility problems and associated postural and pressure care needs. The team can assess to see what equipment is available to best meet your needs and those of carers, where appropriate.

**Opening times:** Mon–Fri, 9am–4.30pm

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:**

**Palliative Care Link Consultant:**

**Location:** Centre for Independent Living  
Unit 11 Brickfields  
Huyton Business Park  
Huyton  
Merseyside  
L36 6HY

**Telephone:** 0151 244 4100

**Fax:** 0151 244 4349

**Email:** [CentreforIndependentLiving@5bp.nhs.uk](mailto:CentreforIndependentLiving@5bp.nhs.uk)

**Website:** [5boroughpartnership.nhs.uk](http://5boroughpartnership.nhs.uk)

**This information was last updated on:** 10/09/2013

---

**Additional information that will be used to signpost users to the directory entry**

Keywords: Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:** NHS Community Trust

**Area:** St Helens and Knowsley



## St Helens

### Children's Hospital at Home Team, Whiston Hospital

St Helens and Knowsley Hospitals NHS Trust

The hospital at home scheme is an early discharge service which allows children to spend less time or no time in hospital or to avoid repeated visits to the hospital. The scheme caters for children who would normally be admitted for hospital nursing care rather than requiring the 24-hour availability of a doctor. During the child or young person's admission on the scheme, a nurse can make up to four visits daily and is available 24 hours a day by telephone. The child or young person remains under the care of the paediatric doctors and is allowed to return to the ward immediately if required. The remit of the service is presently being broadened to become a generic children's community nursing team including home nursing for palliative care.

Age range: up to 16th birthday

**Opening times:** 24 hours a day, 7 days a week

**Facilities:**

Parking:	N/A
Disabled access:	N/A
Crèche:	N/A
Home based:	Yes

**Contact:** Gill Dixon

**Alternative contact:**

**Location:** Whiston Hospital,  
Warrington Road  
Prescot  
Merseyside  
L35 5DR

**Telephone:** 0151 4301542

**Fax:**

**Email:** [gill.dixon@sthk.nhs.uk](mailto:gill.dixon@sthk.nhs.uk)

**Website:** <http://www.sthk.nhs.uk>

**This information was last updated on:** 13/03/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children, community nursing, hospital at home, acute care

**Organisation type:** NHS Acute Trust

**Area:** St Helens and Knowsley

## Childrens Inpatient Ward, Whiston Hospital

St Helens and Knowsley Hospitals NHS Trust

Medium sized district general hospital with inpatient paediatric services

Age range: 0 – 16 years, flexible to 18 years for transition to adult services

**Opening times:** 24 hours, 7 days a week

**Facilities:**

Parking:	Yes; and free shuttle bus service
Disabled access:	Yes
Crèche:	No
Home based:	N/A

**Contact:** Janet Bentham, Inpatient Ward Manager

**Palliative Care Link Consultant:**

**Location:** Warrington Road  
Prescot,  
Merseyside  
L35 5DR

**Telephone:** 0151 430 1616  
0151 426 1600 (Hospital Number)

**Email:**

**Fax:**

**Website:** <http://www.sthk.nhs.uk/Default.aspx>

**This information was last updated on:** 16/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children's Ward, Inpatient unit, Child, complex long term conditions, palliative care, bereavement support, carer support

**Organisation type:** NHS Acute Trust

**Area:** St Helens and Knowsley

## Neonatal Unit, Whiston Hospital

St Helens and Knowsley Hospitals NHS Trust

Level 2 unit providing short term ventilation and stabilisation, also high dependency and special care. Total 15 cot spaces.

### Opening times:

Parents and siblings: 24 hour visiting.

Other visitors: 16.30 - 17.30 or 18.30 - 19.30, accompanied by a parent.

A total of 3 visitors at one time, no children allowed other than siblings.

### Facilities:

Parking: Yes

Disabled access: Yes

Crèche: Large waiting area with TV and toys for young children.

Home based: No

### Contact:

### Palliative Care Link Consultant:

**Location:** Whiston Hospital,  
Warrington Road,  
Prescot,  
Merseyside,  
L35 5DR

**Telephone:** 0151 4301511 (Neonatal Unit)  
0151 426 1600 (Switchboard)

**Fax:**

**Email:**

**Website:**

[http://neonatal.cubedev.co.uk/cheshire\\_merseyside/family\\_area/cm\\_family\\_our\\_units/cm\\_w\\_histon\\_unit.php](http://neonatal.cubedev.co.uk/cheshire_merseyside/family_area/cm_family_our_units/cm_w_histon_unit.php)

**This information was last updated on:** 02/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm

**Organisation type:** NHS Acute Trust

**Area:** St Helens and Knowsley

## Isle of Man

### Children's Inpatient Unit, Nobles Hospital

Isle of Man Government Health Board

Medium sized district general hospital with inpatient paediatric services

Age range: 0 – 16 years, flexible to 18 years for transition to adult services

**Opening times:** 24 hours, 7 days a week

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	Yes
Home based:	No

**Contact:**

**Alternative contact:**

**Palliative Care Link Consultant:** Dr William Van de Merwe

**Location:** Noble's Hospital  
Strang  
Douglas  
IM4 4RJ

**Telephone:** +44 (0) 1624 650023 Ward 3 (Children's Ward)  
01624 650000 - General Enquiries

**Email:**

**Fax:**

**Website:**

<http://www.gov.im/health/services/Hospitals/nobles/WomenChildrenandOutpatients/PaediatricServices/childrensward.xml>

**This information was last updated on:** 16/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, inpatient care, general paediatrics, acute care, children's ward

**Organisation type:** Isle of Man Government, Health Department Acute Hospital

**Area:** Isle of Man

## Neonatal Unit, Nobles Hospital

Isle of Man Government Health Board

Nine cot neonatal unit including 1 intensive care and 2 high dependency cots  
The Neonatal Unit cares for babies born prematurely and those born at term, requiring specialist care. The unit also provides a Neonatal Outreach Community team and a unit based air ambulance team who transfer and retrieve infants to and from the Island. Infants born at less than 27 weeks or requiring specialist care, such as surgery, are transferred to the UK.

**Opening times:** 24 hours, 7 days a week  
Parents are allowed to visit anytime they wish

**Facilities:**

Parking: Yes  
Disabled access: Yes  
Crèche:  
Home based: Yes (outreach service)

**Contact:**

**Palliative Care Link Consultant:**

**Location:** Noble's Hospital  
Strang  
Douglas  
IM4 4RJ

**Telephone:** +44 (0) 1624 650035 Ward 16 (Neonatal Unit)  
01624 650000 - General Enquiries

**Email:**

**Fax:**

**Website:**

<http://www.gov.im/health/services/Hospitals/nobles/WomenChildrenandOutpatients/NeonatalService/neonatalunit.xml>

**This information was last updated on:** 16/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm

**Organisation type:** Isle of Man Government, Health Department Acute Hospital

**Area:** Isle of Man

## Children's Community Nursing team, Isle of Man

Isle of Man Government Health Board

Continuing care. Home-care for children with complex needs who have intense nursing needs. Palliative care. Nursing advice and support for children with life-limiting conditions.

Age range: up to 16<sup>th</sup> birthday. Flexible for existing patients through transition.

**Opening times:** Monday – Friday 08.00 – 16.00

**Facilities:**

Parking:	N/A
Disabled access:	N/A
Crèche:	N/A
Home based:	Yes

**Contact:**

**Alternative contact:**

**Location:** Noble's Hospital,  
Women's and Children's OPD  
Strang Road  
Braddan  
Isle of Man  
IM4 4RJ

**Telephone:** 01624 650318

**Fax:**

**Email:** [sarah.buxton@gov.im](mailto:sarah.buxton@gov.im)

**Website:** <http://www.gov.im/dhss/health/nobles/services/womenandchildren.xml>

**This information was last updated on:** 22/08/2010

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, complex long term conditions, care packages, continuing care, short break care, palliative care, bereavement, carer support

**Organisation type:** Acute Trust

**Area:** Isle of Man

## Rebecca House

Hospice Isle of Man

Rebecca house provides respite, palliative and end of life care. Rebecca house offers a safe haven and a home from home environment in which physical emotional recreational and spiritual care is offered and implemented in a way appropriate to the child and their family. Rebecca house aims to support each child and their family to enable them to cope with their illness and lead as full and normal life as possible. Overnight accommodation is available for families.

Age range: Babies, Children and young people aged 0-18 years

**Opening times:** 09.00 – 17.00 daily plus evening and overnight care as required

**Facilities:**

Parking: Yes

Disabled access: Yes

Crèche:

Home based: Yes (for end of life care)

**Contact:**

**Alternative contact:**

**Location:** Hospice Isle of Man,  
Strang  
Bradden  
Isle of Man  
IM4 4RP

**Telephone:** 01624 647400

**Fax:** 01624 647460

**Email:** [admin@hospice.org.im](mailto:admin@hospice.org.im)

**Website:** <http://www.hospice.org.im/pages/rebecca.htm>

**This information was last updated on:** 18/09/2014

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children, hospice, palliative care, end of life care, specialist respite, social and psychological support, short breaks, bereavement support, carer support, sibling support, “drop in “ support for children and families.

**Organisation type:** Voluntary (charitable funded) hospice

**Area:** Isle of Man

## Liverpool

### Liverpool Children's Community Nursing Team

Alder Hey Children's NHS Foundation Trust

Generic children's community nursing for children with long term conditions, complex healthcare needs and palliative care. The team provides information, communication & co-ordination of care, emotional support and practical assistance in the child or young person's own home or other community setting. Care is most often required during times of changing or additional care need such as around the time of diagnosis, after hospital admission or at end of life. Care is often task focused and may include teaching a specific task to parents or carers, administration of medication or dressing changes.

Age range: 0-16 yrs (19 yrs for complex needs)

#### Opening times:

#### Facilities:

Parking:	N/A
Disabled access:	N/A
Crèche:	N/A
Home based:	Yes

#### Contact:

#### Alternative contact:

**Location:** Social Work Dept,  
Alder Hey Children's Hospital,  
Eaton Road  
Liverpool, Merseyside  
L12 2AP

**Telephone:** 0151 293 3593

**Fax:** 0151 252 5200

**Email:**

**Website:** <http://www.alderhey.com>

**This information was last updated on:** 13/06/2010

---

#### Additional information that will be used to signpost users to the directory entry

**Keywords:** Child, complex long term conditions, care packages, continuing care, short break care, palliative care, community nursing, bereavement

**Organisation type:** NHS Foundation Trust

**Area:** Liverpool and South Sefton



## Liverpool Children's Community Matrons

Liverpool Community Health

Community nursing and case management for children with complex healthcare needs, long term conditions

Age range: 0-16 yrs (19 yrs for complex needs)

### Opening times:

#### Facilities:

Parking:	N/A
Disabled access:	N/A
Crèche:	N/A
Home based:	Yes

**Contact:** Caroline Doyle

**Alternative contact:** Jan Maguire, Children's Community Matron, 07789 756302

**Location:** The Business Unit  
Goodlers Road  
Liverpool  
L24 9UP

**Telephone:** 0151 295 9700 (Main Reception)

**Fax:**

**Email:**

**Website:** <http://www.liverpoolcommunityhealth.nhs.uk/health-services/childrens-community-matrons.htm>

**This information was last updated on:** 27/08/2014

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, children, complex needs, case management, community nursing

**Organisation type:** NHS Community Trust

**Area:** Liverpool

## General Paediatric Services, Alder Hey Children's Hospital

Alder Hey Children's NHS Foundation Trust

Comprehensive general paediatric service within a specialist children's hospital serving children from Liverpool and children referred to Alder Hey for specialist services from the North West and North Wales.

Age range: 0 – 16 years, flexible through to 18 years for transition to adult services

**Opening times:** 24 hours a day, 7 days a week

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	
Home based:	No

**Contact:**

**Palliative Care Link Consultant:**

**Location:** Alder Hey Children's Hospital,  
Eton Road,  
Liverpool,  
L12 2AP

**Telephone:** 0151 252 4520 or 0151 252 5403  
0151 228 4811 (Main Hospital Number)

**Email:**

**Fax:** 0151 228 0328

**Website:** [http://www.alderhey.co.uk/Services/general\\_paediatrics.asp](http://www.alderhey.co.uk/Services/general_paediatrics.asp)

**This information was last updated on:** 16/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** General Paediatric Services, complex long term conditions, care packages, continuing care, palliative care.

**Organisation type:** NHS Trust Foundation Trust

**Area:** Liverpool, North West of England, North Wales

## Paediatric Intensive Care Unit, Alder Hey Children's Hospital

Alder Hey Children's NHS Foundation Trust

23 bed paediatric intensive care unit and designated Lead Centre providing intensive care for children from all specialties including cardiac surgery, neurology and neurosurgery, burns, trauma, infections and oncology. All forms of intensive care support are provided including haemofiltration, nitric oxide, high frequency oscillation and cardiac ECMO.

Age range: 0 – 16 years, flexible through to 18 years for transition to adult services.

**Opening times:** 24 hours a day, 7 days a week

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	N/A
Home based:	N/A

**Contact:** Alison Fellowes - PICU ward manager  
0151 252 4612

**Alternative Contact:**

**Palliative Care Link Consultant:**

**Location:** Alder Hey Children's Hospital,  
Eton Road,  
Liverpool,  
Merseyside,  
L12 2AP

**Telephone:** 0151 252 5242/5241 (Intensive Care Unit)

**Email:** [Alison.fellowes@alderhey.nhs.uk](mailto:Alison.fellowes@alderhey.nhs.uk)

**Fax:**

**Website:** <http://www.alderhey.co.uk/Services/icu.asp>

**This information was last updated on:** 16/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** high dependency, intensive care, child, complex long term conditions, palliative care, cardiac surgery, neurology, neurosurgery

**Organisation type:** NHS Foundation Trust

**Area:** Liverpool, North West of England, North Wales

## Alder Hey Homecare Team

Alder Hey Children's NHS Foundation Trust

Continuing care service for children. Assessment of children with continuing care needs, setting up and managing care packages for children with continuing care needs.

Age range: 0 - 16 years flexible through transition for young people already known to the service.

**Opening times:** Office hours Monday – Friday 09.00 – 17.00

Care packages provided 24 hours a day 7 days a week depending on child's needs and commissioned funding.

**Facilities:**

Parking:	N/A
Disabled access:	N/A
Crèche:	N/A
Home based:	Yes

**Contact:** Cheryl Brindly

**Alternative contact:**

**Location:** Mulberry House,  
Alder Hey Children's Hospital,  
Eaton Road  
Liverpool  
Merseyside  
L12 2AP

**Telephone:** 0151 252 5969

**Fax:**

**Email:** [Cheryl.brindley@alderhey.nhs.uk](mailto:Cheryl.brindley@alderhey.nhs.uk)

**Website:** <http://www.alderhey.com>

**This information was last updated on:** 14/06/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, complex long term conditions, home nursing, short breaks at home, care packages, carer support

**Organisation type:** NHS Acute Trust

**Area:** Liverpool, Merseyside and Cheshire

## Alder Hey Children's Specialist Palliative Care Team

Alder Hey Children's NHS Foundation Trust

Alder Hey Specialist Palliative Care Team provides consultant led specialist palliative care to children with cancer and other life threatening and life limiting conditions. The philosophy of the service is primarily to support other professionals as well as working directly with the patient and their family when indicated. The scope of the service includes pain and symptom management, psychological, social and spiritual care.

Age range: Children and young people up to 18 years of age.

**Opening times:** Core office hours Monday – Friday 09.00 – 17.00  
24 hours a day 7 days a week on call service for end of life care.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	Yes

**Contact:** Helen Dunning

**Alternative contact:** Michelle Williams

**Palliative Care Consultant:** Dr Lynda Brook  
0151 252 5187

**Location:** C/O Oncology Unit,  
Alder Hey Children's Hospital,  
Eaton Road  
Liverpool  
Merseyside  
L12 2AP

**Telephone:** 0151 252 5408

**Fax:** 0151 252 5676

**Email:** [a.palliativecareteam@NHS.net](mailto:a.palliativecareteam@NHS.net)

**Website:** <http://www.alderhey.com>

**This information was last updated on:** 14/03/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, young-person, disability, cancer, palliative-care, end-of-life-care, bereavement

**Organisation type:** NHS Acute Trust

**Area:** Merseyside and Cheshire, North West of England

## Neonatal Surgical Unit, Alder Hey Hospital

Alder Hey Children's NHS Foundation Trust

Neonatal surgical unit providing care for non-ventilated neonates requiring investigations and surgery for congenital or acquired gastroenterological, urological ENT problems.

**Opening times:** Parents can visit at any time. There are no specific restrictions on times for other visitors. We only allow 2 visitors per child, one of whom should be the parent. Anyone other than parents, if they are not present, is only allowed by prior arrangement with the nurse in charge. There is a sibling's only policy on the unit.

### Facilities

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	N/A

**Contact:** 0151 252 5378 (Neonatal Unit)

### Palliative Care Link Consultant:

**Location:** Ward N3  
Royal Liverpool Children's Foundation Trust  
Eaton Road  
Liverpool  
L12 2AP

**Telephone:** 0151 252 5378 (Neonatal Unit)  
0151 228 4811 (Switchboard)

**Fax:**

**Email:**

**Website:** [http://www.alderhey.nhs.uk/Services/Neonatal\\_surgical\\_unit.asp](http://www.alderhey.nhs.uk/Services/Neonatal_surgical_unit.asp)

**This information was last updated on:** 02/05/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm

**Organisation type:** NHS Acute Trust

**Area:** Liverpool, North West of England, North Wales

## Zoe's Place - Baby Hospice

The Life Health Centre

6 beds for babies and children up to 5yrs, day care, bereavement services, multiple special needs. Respite care for up to 2 weeks can be provided.

Age range: Babies and children up to 5 years of age

**Opening times:** 24 hours a day 7 days a week

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:** Flo Berquist

**Alternative contact:** Nicky McCulloch

**Location:** Yew Tree Lane,  
West Derby  
Liverpool  
Merseyside  
L12 9HH

**Telephone:** 0151 228 0353

**Fax:** 0151 252 2280

**Email:** [flo@zoes-place.org.uk](mailto:flo@zoes-place.org.uk)

**Website:** <http://www.zoes-place.org.uk>

**This information was last updated on:** 30/08/2012

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children, hospice, palliative care, end of life care, specialist respite, short breaks, bereavement support, carer support

**Organisation type:** Voluntary (charitable) organisation

**Area:** Liverpool and the North West of England

## Neonatal Intensive Care Unit, Liverpool Women's Hospital

Liverpool Women's NHS Foundation Trust

Large level three neonatal intensive care unit with 16 intensive care, 18 high dependency, 14 low dependency and 6 transitional care cots. Close links to the on-site Liverpool Foetal Medicine Unit.

**Opening times:** Open visiting for parents and siblings  
Visiting restricted to parents, siblings and grandparents.  
If the baby does not have any grandparents, four other members of the family can be identified.

**Facilities:**

Parking: Yes  
Disabled access: Yes  
Crèche: There is a small play area situated in the parents sitting room  
Home based: N/A

**Contact:**

**Palliative Care Link Consultant:** Dr Fauzia Paize

**Palliative Care Link Nurse:** Debbie Webster

**Location:** Liverpool Women's NHS Foundation Trust  
Crown Street  
Liverpool  
L8 7SS

**Telephone:** 0151 702 4193 (Neonatal Unit)

**Fax:**

**Email:** Fauzia.Paize@lwh.nhs.uk

**Website:** [http://www.liverpoolwomens.nhs.uk/Our\\_Services/Neonatal/](http://www.liverpoolwomens.nhs.uk/Our_Services/Neonatal/)

**This information was last updated on:** 30/09/2014

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Liverpool, Merseyside, North Wales



## Wheelchair services, Walton Centre for Neurology & Neurosurgery

Aintree Hospitals NHS Trust

### Opening times:

#### Facilities:

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:** Dr Emlyn Williams

### Palliative Care Link Consultant:

**Location:** 1 Lower Lane,  
Liverpool,  
Merseyside,  
L9 7LJ.

**Telephone:** 0151 525 3622 x5484

**Fax:**

**Email:**

**Website:** <http://www.thewaltoncentre.nhs.uk/6/about-us.html>

**This information was last updated on:** 09/09/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:** Aintree Hospitals NHS Trust

**Area:** Liverpool, Sefton

## Liverpool Wheelchair Service

Liverpool Primary Care Trust

In Lifehouse we have two spacious clinic rooms; we have the facilities to carry out seating clinics. The clinics have height adjustable plinths, a mobile hoist, a ceiling hoist, and other manual handling equipment. We also have warehouse space, which means we can stock a larger variety of wheelchairs, accessories and cushions to enable us to carry out a far more comprehensive assessment. We are also able to stock standard chairs which means we can issue a wheelchair to a service user following their assessment at clinic and they can take the chair home with them. We also visit service users at home if they cannot attend a clinic. We have a pressure mapping system which we can use to accurately assess service users for suitable pressure relieving cushions which will increase client's independence and reduce hospital admissions, and the visual feedback has been beneficial to service users.

**Opening times:** 8.30am - 4.30pm Monday - Friday

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:** Joanne O'Neil, Clinical Lead

**Palliative Care Link Consultant:**

**Location:** Lifehouse  
Brunswick Business Park  
Liverpool  
Merseyside  
L3 4BL

**Telephone:** 0151 296 7770

**Fax:** 0151 296 7764

**Email:** liverpoolwheelchairservice@liverpoolch.nhs.uk

**Website:** [http://www.liverpoolifehouse.org/Lifehouse\\_Services/Wheelchair\\_Service.asp](http://www.liverpoolifehouse.org/Lifehouse_Services/Wheelchair_Service.asp)

**This information was last updated on:** 10/09/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:** Community NHS Trust

**Area:** Liverpool, Cheshire and Merseyside

## Southport and Formby

### Community Children's Complex Care Needs Service, Southport and Formby

Liverpool Community Health

The complex needs managers assess, co-ordinate, plan review and evaluate individual health care packages. Care is provided in the child's own home or other community settings such as schools.

Age range: 0 - 19 years

#### Opening times:

#### Facilities:

Parking: N/A  
Disabled access: N/A  
Crèche: N/A  
Home based: Yes

**Contact:** Kris Mason  
[kristine.mason@liverpoolch.nhs.uk](mailto:kristine.mason@liverpoolch.nhs.uk)

**Alternative Contact:** Denise Clarke  
[Denise.clarke@liverpoolch.nhs.uk](mailto:Denise.clarke@liverpoolch.nhs.uk)

**Location:** Ainsdale Centre,  
164 Sandbrook Road  
Ainsdale  
Merseyside  
PR8 3RJ

**Telephone:** 01704 387159

**Fax:** 01704 573929

**Email:**

**Website:** <http://www.liverpoolcommunityhealth.nhs.uk>

**This information was last updated on:** 11/09/2012

---

#### Additional information that will be used to signpost users to the directory entry

**Keywords:** Child, complex long term conditions, care packages, continuing care, short break care at home, palliative care

**Organisation type:** NHS Community Trust

**Area:** Southport and Formby

## West Cheshire

### Chester Children's Community Nursing team

Countess of Chester NHS Foundation Trust

A Specialist Nurse to provide care to children with life threatening or limiting diseases/conditions was appointed in April 2003. The full team includes a total of 5 Specialist Nurses whom support & manage children in the Community/Hospital with Diabetes, Respiratory conditions, Dermatology conditions, Epilepsy, Oncology conditions & Palliative Care. Age range: 0 - 16 years (up to 19yrs on some cases).

Referral procedure: Paediatric Consultant Referral  
Type of support offered: Care, Management, Advice, Education, Support

**Opening times:** opening days and times, delivery period Monday – Friday 9-5  
Long term care as required.

**Facilities:**

Parking: Yes (Main hospital)  
Disabled access: Yes (Main hospital)  
Crèche: No  
Home based: Yes

**Contact:** Viki Higgins  
[wiki.higgins@nhs.net](mailto:wiki.higgins@nhs.net)

**Palliative Care Link Nurse:** Viki Higgins

**Location:** Ground Floor Women's and Children's Building,  
Countess of Chester Hospital,  
Countess of Chester Health Park,  
Liverpool Road  
Chester  
Cheshire  
CH2 1UL

**Telephone:** 01244 365254

**Fax:** 01244 355089

**Email:** [wiki.higgins@nhs.net](mailto:wiki.higgins@nhs.net)

**Website:** <http://www.coch.org>

**This information was last updated on:** 07/10/2014

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, Young Person, Palliative Care, Bereavement, Support, Home Nursing

**Organisation type:** NHS Acute Trust

**Area:** West Cheshire

## Children's Inpatient Unit, Chester

Countess of Chester Hospital NHS Foundation Trust

The Children's Unit service provides treatment for the full range of acute and chronic childhood illnesses, for inpatients, day cases and outpatients. Areas covered include complex disability, epilepsy, cystic fibrosis, dermatology and asthma allergies, cardiac, gastroenterology, oncology and palliative care. Specialist nurses work both in the hospital & community in order to treat patients. There are specialist clinics carried out jointly with Alder Hey Children's Hospital. A full range of children's surgery services are provided with dedicated children's operating lists held in most specialities.

Age Range: 0-16 years (up to 19 years in some cases)

**Opening times:** 24 hour open access for parents and guardians. Other visitors: 15:30-16:30 And 18.30-19.30.

### Facilities:

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

Contact: Unit Manager Anne Martyn

**Palliative Care Link Consultant:** Dr Jamal

**Location:** Countess of Chester Hospital NHS Foundation Trust  
Countess of Chester Health Park  
Liverpool Road  
Chester  
CH2 1UL

**Telephone:** 01244 365076/365074

**Email:** anne.martyn@nhs.net

**Fax:** 01244 365095

**Website:** <http://www.coch.nhs.uk/>

**This information was last updated on:** 07/10/2014

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Paediatric inpatient services, inpatients, day cases, outpatients, inpatients, outpatients, day cases, general paediatrics, holistic, family

**Organisation type:** NHS Acute Trust

**Area:** West Cheshire

## Chester Hospital @ Home Team

Countess of Chester Hospital NHS Foundation Trust

The H@H team consists of trained registered nurses and health care assistants. H@H work with other services providing acute care, the aim is ultimately to reduce the number of hospital admissions, facilitate early discharge and reduce the lengths of stays of inpatients on the Children's Ward. The Paediatric Hospital at Home team provide care to children with acute medical conditions in their own environment that would have previously needed hospital admission.

**Opening times:** Mon-Fri 8:00-21:00 Weekends & Bank Holidays 08:30-18:00

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	Yes

**Contact:**

**Palliative Care Link Consultant:** Dr Jamal

**Location:** Countess of Chester Hospital NHS Foundation Trust  
Countess of Chester Health Park  
Liverpool Road  
Chester  
CH2 1UL

**Telephone:** 01244 365000 (Main Hospital number)

**Email:** anne.murphy9@nhs.net

**Fax:** 01244 365089

**Website:** <http://www.coch.nhs.uk/all-services/paediatric-services.aspx>

**This information was last updated on:** 07/10/2014

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** hospital @home, acute, medical, discharge

**Organisation type:** NHS Acute Trust

**Area:** West Cheshire

## Neonatal Unit, Countess of Chester Hospital

Countess of Chester Hospital NHS Foundation Trust

This Unit is designated a Level 2 Unit and provides care for babies 27 weeks or over. Our keen and experienced nursing and medical staff are proud to offer high quality care until babies are ready to go home, with extended follow up support also being offered when appropriate. Any babies born before 27 weeks would be transferred to a Level 3 Unit (usually Liverpool Women's or Arrowe Park Hospital) for their intensive care and then be transferred back to Chester for the remainder of their care.

**Opening times:** Open visiting for Parents and siblings.  
Other visitors: Mon - Sun 1530 - 1630hrs & 1830 - 1930hrs.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	A selection of children's DVD's are also provided and can be watched in the sitting room.
Home based:	No

**Contact:** 01244 365046 (Neonatal Unit)

**Palliative Care Link Consultant:**

**Alternative contact:** 01244 365000 (Switchboard)

**Location:** Countess of Chester Hospital NHS Foundation Trust  
Countess of Chester Health Park  
Liverpool Road  
Chester  
Cheshire  
CH2 1UL

**Telephone:** 01244 365046 (Neonatal Unit)

**Fax:**

**Email:**

**Website:** <http://www.coch.nhs.uk/all-services/neonatal.aspx>

**This information was last updated on:** 02/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Neonatal care Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** West Cheshire

## Children and Young People's Complex Care Packages

Countess of Chester Hospital NHS Foundation Trust

Continuing healthcare for children and young people with complex healthcare needs including palliative care, many of whom are technology dependent and all rely on medical interventions on a daily basis to maintain quality of life. Care is provided 24/7 in the Community, either in the home or at school/college.

Target delivery group: Age range: birth to 19th birthday with potential to remain within the service until age 25 years.

**Referral Procedure:** Residence and have GP within boundary covered by Western Cheshire Clinical Commissioning Group. Requests from other Health Providers / Commissioners will be considered on an individual basis.

**Opening times:** Actual care hours are discussed and negotiated with the family to meet the needs of the child / young person. Overall direct care can range from a few hours per week to 24 hours per day.

**Office hours:** Monday – Friday 08:30 – 17:00.

**Facilities:**

Parking:	Yes (Main hospital)
Disabled access:	Yes (Main hospital)
Crèche:	No
Home based:	Yes

**Contact:** Sarah Jackson, Manager

**Location:** Ground Floor Women's and Children's Building,  
Countess of Chester Hospital,  
Countess of Chester Health Park,  
Liverpool Road,  
Chester,  
Cheshire  
CH2 1UL

**Telephone:** 01244 365054

**Email:** sarah.jackson8@nhs.net

**Website:** <http://www.coch.org>

**Fax:** 01244 365089 (Safehaven)

**This information was last updated on:** 07/10/2014

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Child, Young People, complex long-term conditions, care packages, continuing care, short break care, palliative care, carer support.

**Organisation type:** NHS Acute Trust

**Area:** West Cheshire



## West Cheshire Wheelchair Service

Wirral Community NHS Trust

The Wheelchair Service assesses and supplies bespoke wheelchairs, special seating and pressure distribution cushions for adults and children with long-term mobility problems. Wheelchair and buggy provision is determined following assessment and is dependent on clinical need and in relation to the equipment supply criteria.

We provide: ongoing review and assessment of mobility needs for both powered and non-powered wheelchairs, wheelchair and pressure distribution cushions and postural seating systems to use in wheelchairs (based on clinical need) & a repair and maintenance service for people with our equipment.

**Opening times:** Monday–Friday, 8:30am–4:30pm.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:** Karen Milnes, Head of Wheelchair & Equipment Services.

**Palliative Care Link Consultant:**

**Location:** Poole Centre  
New Grosvenor Road  
Ellesmere Port  
Cheshire  
CH65 2HB

**Telephone:** 0151 357 1070

**Fax:** 0151 356 2984

**Email:** Karen.milnes@wirral.nhs.uk

**Website:** <http://www.wirralct.nhs.uk/index.php/our-services/services/wheelchair-service>

**This information was last updated on:** 09/09/2013

---

Additional information that will be used to signpost users to the directory entry

**Keywords:** Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:** NHS Community Trust

**Area:** Wirral and West Cheshire

## Wirral

### Children's Continuing Care Team, Arrowe Park Hospital

Wirral University Teaching Hospital

Continuing care service for children. Assessment of children with continuing care needs, setting up and managing bespoke care packages for children with continuing care needs, either in the home environment, residential setting, school, college and preschool settings. Care is delivered by highly trained senior health care assistants to an agreed plan of care.

Age range: up to 18 years although can be up to 19 years in some circumstances.

**Opening hours:** Office hours with 24 hour on-call facility

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	Yes

**Contact:** Fiona Price  
[Fiona.Price@nhs.net](mailto:Fiona.Price@nhs.net)

**Alternative contact:** Kate McMahon

**Palliative Care Link Nurse:**

**Location:** Women and Children's Services  
Arrowe Park Hospital  
Arrowe Park Road  
Upton,  
Wirral, Merseyside  
CH49 5PE

**Telephone:** 0151 514 2513

**Fax:** 0151 514 2523

**Email:**

**Website:** <http://www.whnt.nhs.uk>

**This information was last updated on:** 08/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, complex long term conditions, care packages, continuing care, short break care at home, palliative care

**Organisation type:** NHS Acute Trust

**Area:** Wirral

## Children's Inpatient Services, Arrowe Park Hospital

Wirral University Teaching Hospitals NHS Foundation Trust

The Children's Ward consists of both medical and surgical beds. The ward can provide a total of 32 beds including an Emergency Room, two High Dependency rooms and a treatment room. There are 16 individual rooms and four bays. A bed will be allocated according to your child's age and condition.

The children's ward provides 24 hour inpatient treatment and day case care. It has been specifically designed to ensure all children and young people's needs are catered for.

We offer a range of facilities for all children and their families. We have a playroom, play area and a dedicated Adolescent room where young people can access an excellent range of age appropriate activities.

**Opening times:** 24/7 for parents.

**Facilities:**

Parking:	Visitors between 1 and 4pm must use the Park & Ride from Sainsbury's, Upton
Disabled access:	Yes
Crèche:	
Home based:	No

**Contact:** 0151 604 7009 (Children's Ward)

**Palliative Care Link Consultant:**

**Location:** Arrowe Park Road  
Upton  
Wirral  
CH49 5PE

**Telephone:** 0151 678 5111 (main switchboard)

**Email:**

**Fax:**

**Website:** <http://www.whnt.nhs.uk/womenandchildrens1/paediatrics/hospital/childrensward/>

**This information was last updated on:** 16/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Paediatric Inpatient Services, Children's Ward, Care packages, continuing care, palliative care.

**Organisation type:** NHS Acute Trust

**Area:** Wirral

## Neonatal Unit, Arrowe Park Hospital

Wirral University Teaching Hospitals NHS Foundation Trust

A Level 3 Unit providing all aspects of care for infants delivered at 23 weeks gestation and above.

**Opening times:** 24/7 visiting hours.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	Sitting room available on the unit which contains a toy box.
Home based:	No

**Contact:**

**Palliative Care Link Consultant:** Cliona Ni Bhrolchain

**Location:** Arrowe Park Hospital  
Arrowe Park Road  
Upton  
Wirral  
CH49 5PE

**Telephone:** 0151 678 5111

**Fax:**

**Email:**

**Website:** <http://www.whnt.nhs.uk>

**This information was last updated on:** 09/09/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Neonatal care Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Wirral, Merseyside and Cheshire

## Children's Hospital at Home Team, Arrowe Park Hospital

Wirral University Teaching Hospitals NHS Foundation Trust

A dedicated team of nurses who provide an acute home nursing service for children who require admission to hospital however could be managed in their own home with a dedicated team of nurses overseeing their care. 24 hours a day 7 days a week service. The child usually stays on the scheme for 24 - 48 hours and then can be discharged with a 48 hour access via telephone service.

Overnight call re Hospice at Home are taken by ward 52 Women's and Children's Unit 0151 604 7009

Age Range: babies, children or young people aged 0 - 16 years.

**Opening times:** 8:30am-10pm 7 days a week

**Facilities:**

Parking:	No
Disabled access:	No
Crèche:	No
Home based:	Yes

**Contact:**

**Palliative Care Link Consultant:**

**Location:** Children's A&E Department,  
Arrowe Park Hospital,  
Arrowe Park Road  
Upton,  
Wirral  
Merseyside  
CH49 5PE

**Telephone:** 0151 604 7246

**Fax:** 0151 604 7535

**Email:** [jillian.murray@nhs.net](mailto:jillian.murray@nhs.net)

**Website:** <http://www.whnt.nhs.uk>

**This information was last updated on:** 30/09/2014

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children, community nursing, hospital at home, acute care

**Organisation type:** NHS Acute Trust

**Area:** Wirral

## Claire House Children's Hospice

Claire House Children's Hospice

High quality specialist palliative care, support and respite for children and young people with complex life threatening and life limiting conditions in a home from home environment. The service can offer end of life care including a 24-hour nursing care in the inpatient setting. Symptom assessment and management. Specialist palliative nursing care. Emotional and psychological support. Bereavement care and support. Specialist respite care for crisis management.

Age range: Babies, children or young people aged 0 - 23 years.

**Opening times:** 24 hours a day 7 days a week

**Facilities:**

Parking: Yes  
Disabled access: Yes  
Crèche: No  
Home based: (Yes see Claire House Hospice to Home Service)

**Contact:** Lesa Chappell  
[lesa.chappell@claire-house.org.uk](mailto:lesa.chappell@claire-house.org.uk)

**Location:** Clatterbridge Road,  
Bebington  
Wirral  
Merseyside  
CH63 4JD

**Telephone:** 0151 334 4626

**Fax:** 0151 343 5493

**Email:**

**Website:** <http://www.claire-house.org.uk>

**This information was last updated on:** 22/08/2012

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children, hospice, palliative care, end of life care, specialist respite, short breaks, bereavement support, carer support

**Organisation type:** Voluntary (charitable funded) children's hospice

**Area:** Wirral, Merseyside, Cheshire and the Isle of Man

## Claire House Hospice to Home team

Claire House Children's Hospice

High quality specialist palliative care, support and respite to children and young people with complex life threatening and life limiting conditions and their families in their own home environment. The service can offer end of life care - this will include a 24-hour on call nursing service for advice, support and nursing care. Symptom assessment and management. Specialist palliative nursing care. Emotional and psychological support. Bereavement care and support. Specialist respite care for crisis management. Parents and siblings and bereavement care and support.

Age range: Babies, children or young people aged 0 - 23 years.

**Opening times:** 08.00 – 20.00  
24 hours a day 7 days a week on call service for end of life care

**Facilities:**

Parking: Yes  
Disabled access: Yes  
Crèche:  
Home based: Yes

**Contact:** Lesley Fellows  
[lfellows@claire-house.org.uk](mailto:lfellows@claire-house.org.uk)

**Alternative contact:** Jan Sutherland Oakes  
[jan.sutherlandoakes@claire-house.org.uk](mailto:jan.sutherlandoakes@claire-house.org.uk)

**Location:** Clatterbridge Road,  
Bebington  
Wirral  
Merseyside  
CH63 4JD

**Telephone:** 0151 334 4626

**Fax:** 0151 343 5493

**Email:**

**Website:** <http://www.claire-house.org.uk>

**This information was last updated on:** 22/08/2012

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children, hospice, palliative care, end of life care, specialist respite, short breaks, bereavement support, home nursing, sibling support, physiotherapy, holistic therapies, bereavement, carer support

**Organisation type:** Voluntary (charitable funded) children's hospice

**Area:** Wirral, Merseyside and Cheshire

## Shropshire

### Hope House Children's Hospice

Hope House and Ty Gobaith Children's Hospices

Hope House Children's Hospices provides palliative care for babies, children and young adults. Services offered include respite care, emergency care and end of life care. Support is provided in the hospice or the family's home. Additional services also include social work support, sibling support and counselling. Bereavement support is also provided to families unknown to the hospice who have lost a child and to children and young people who have been bereaved in traumatic circumstances.

Age range: Babies, Children and young people aged 0-25 years.

**Opening times:** 24 hours a day, 7 days a week.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	Yes

**Contact:**

**Alternative Contact:**

**Location:** Nant Lane,  
Morda  
Nr Oswestry  
Shropshire  
SY10 9BX

**Telephone:** 01691 671999

**Fax:** 01691 672619

**Email:** [care@hopehouse.org.uk](mailto:care@hopehouse.org.uk)

**Website:** <http://www.hopehouse.org.uk>

**This information was last updated on:** 24/08/2012

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children, young adults, hospice, palliative care, end of life care, specialist respite, short breaks, bereavement support, counselling, home nursing, bereavement, carer support

**Organisation type:** Voluntary (charitable funded) children's hospice

**Area:** West Cheshire, South Cheshire and Vale Royal



## Denbighshire

### Ty Gobaith Children's Hospice

Hope House and Ty Gobaith Children's Hospices

Ty Gobaith Children's Hospice provides palliative care for babies, children and young adults. Services offered include respite care, emergency care and end of life care. Support is provided in the hospice or the family's home. Additional services also include social work support, sibling support and counselling. Bereavement support is also provided to families unknown to the hospice who have lost a child and to children and young people who have been bereaved in traumatic circumstances.

Age range: Babies, Children and young people aged 0-25 years.

**Opening times:** 24 hours a day, 7 days a week.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	Yes

**Contact:**

**Location:** Tremorfa Lane,  
Groesynydd  
Conwy  
Denbighshire  
LL32 8SS

**Telephone:** 01942 651900

**Fax:**

**Email:** [care@tygobaith.org.uk](mailto:care@tygobaith.org.uk)

**Website:** <http://www.hopehouse.org.uk>

**This information was last updated on:** 30/09/2014

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children, hospice, palliative care, end of life care, specialist respite, short breaks, bereavement support, home nursing, counselling, bereavement, carer support

**Organisation type:** Voluntary (charitable funded) children's hospice

**Area:** North Wales

## GREATER MANCHESTER



## Rainbow Trust Children's Charity

Rainbow Trust Children's Charity

Provides emotional and practical support to families who have children with a life threatening/terminal illness

**Opening times:** 24 hour helpline

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	Yes

**Contact:** 08000 126 920 (24 hour helpline)

**Palliative Care Link Consultant:**

**Location:** Chambers Business Centre,  
Chapel Road,  
Hollinwood,  
Oldham,  
OL8 4QQ

**Telephone:** 0161 628 2194

**Fax:** 0161 628 2194

**Email:** [Wendy.thompson@rainbowtrust.org.uk](mailto:Wendy.thompson@rainbowtrust.org.uk)

**Website:** [www.rainbowtrust.org.uk](http://www.rainbowtrust.org.uk)

**This information was last updated on:** 14/12/2012

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** children, life threatening, palliative care, end of life care, short break, bereavement support, sibling support, family support

**Organisation type:** Voluntary (charitable funded) children's organisation

**Area:** Greater Manchester, Cumbria and Lancashire

## Francis House Children's Hospice

Francis House Family Trust

Francis House/Francis Lodge provides care for children and young people of all faiths and cultures with life-limiting conditions or life threatening conditions. Children and young people can be accompanied by their parents and siblings or are able to stay alone. The hospice provides respite care, day-care and care for children and young people as they reach the end of their lives. The team works in collaboration with multi-agency teams across the area. Where appropriate teenagers and young adults are able to stay in Francis Lodge which is adjacent to Francis House. Francis House provides care for all of the family with flats available for siblings and parents or if they prefer there is a bed settee in each of the sick children's bedrooms

**Age Range:** babies, children and young people who have been referred before their 16<sup>th</sup> birthday.

**Opening times:** 24/7

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	N/A
Home based:	Yes

**Contact:**

**Palliative Care Link Consultant:**

**Location:** 390 Parrs Wood Road  
Didsbury  
Greater Manchester  
M20 5NA

**Telephone:** 0161 4344118

**Fax:** 0161 4451927

**Email:** [gill.bevin@francishouse.org.uk](mailto:gill.bevin@francishouse.org.uk)

**Website:** <http://www.francishouse.org.uk>

**This information was last updated on:** 09/09/2014

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children, hospice, palliative care, end of life care, specialist respite, short breaks, bereavement support, bereavement, carer support.

**Organisation type:** Voluntary (charitable funded) children's hospice

**Area:** Greater Manchester, Central and Eastern Cheshire

## Francis House Children's Hospice to Home Team

Francis House Family Trust

Francis House has a Homecare team available to assist with care in the home. They provide support in emergency situations. The Homecare team will provide care when children/young people require specialised medical procedures and parents need support. They also support hospital visiting. The Homecare team may be able to help in a variety of ways (in order to access the service admission onto the Hospice role is required)

**Age Range:** babies, children and young people who have been referred before their 16<sup>th</sup> birthday.

**Opening times:**

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	Yes

**Contact:**

**Palliative Care Link Consultant:**

**Location:** 390 Parrs Wood Road  
Didsbury  
Greater Manchester  
M20 5NA

**Telephone:** 0161 4344118

**Fax:** 0161 4451927

**Email:**

**Website:** <http://www.francishouse.org.uk>

**This information was last updated on:** 09/09/2014

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children, hospice, palliative care, end of life care, specialist respite, short breaks, bereavement support, home nursing, bereavement, carer support

**Organisation type:** Voluntary (charitable funded)

**Area:** Greater Manchester, Central and Eastern Cheshire

## Heywood, Middleton and Rochdale

### Heywood, Middleton & Rochdale (HMR) Children's Community team

NHS Pennine Care Foundation Trust

The children's community team consists of registered children's nurses with hospital and community experience, who work with parents and carers to provide nursing care, support and education to children and young people aged 0-16 years within the area of Heywood, Middleton and Rochdale.

**Opening times:** 7days a week 8am – 8pm Inc. bank holidays.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	Both home & clinic appointments offered

**Contact:**

**Palliative Care Nurse Specialist:** Anna Oddy

**Location:** Kingsway Clinic,  
Turf Hill Road,  
Rochdale,  
OL16 4XA

**Telephone:** 01706676333

**Fax:** 01706676334

**Email:** [lisa.reyburn@nhs.net](mailto:lisa.reyburn@nhs.net)

**Website:**

[http://www.togetherforshortlives.org.uk/families/services/2860\\_childrens\\_community\\_team\\_pennine\\_care](http://www.togetherforshortlives.org.uk/families/services/2860_childrens_community_team_pennine_care)

**This information was last updated on:** 17/10/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** children's, community, nursing, child, complex long term conditions, care packages, continuing care, palliative care, childrens community nursing, bereavement support, carer support

**Organisation type:** NHS Acute Trust

**Area:** Borough of Rochdale (Inc. Heywood and Middleton)

## Posture & Mobility Centre

Rochdale Healthcare NHS Trust

The Posture and Mobility Centre's core purpose is to provide posture, mobility assessment and equipment provision of wheelchairs and associated equipment and advice to the population of Heywood, Middleton, Rochdale and Bury. This is approximately 14,500 users of which around 550 are children.

### Opening times:

#### Facilities:

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:** Deborah Jones, Wheelchair Services Manager

### Palliative Care Link Consultant:

**Location:** Peninsula House  
Cross Street  
Heywood  
Rochdale  
Greater Manchester  
OL10 2DY

**Telephone:** 01706 837190

**Fax:**

**Email:** Deborah.jones@pat.nhs.uk

**Website:**

**This information was last updated on:** 09/09/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:** NHS Community Trust

**Area:** Heywood, Middleton, Rochdale and Bury

## Tameside and Glossop

### Paediatric Inpatient Unit, Tameside General Hospital

Tameside Hospital NHS Foundation Trust

The children's ward comprises of a 21 bedded inpatient unit, 8 bedded day-case unit. The ward is based at Hartshead South on the first floor and provides nursing care for children aged between 0 to 16 years of age with a variety of medical, surgical, orthopaedic, ENT, dental and gynaecological problems. On the unit we are able to provide care for children and young people requiring a higher dependency of care, with a resuscitation and stabilization area.

**Opening Times:** 24hours, 7 days a week.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	
Home based:	No

**Contact:** Tree House main reception – 0161 419 2152

**Palliative Care Link Consultant:** Dr Jackie Birch

**Address:** Hartshead Building South  
Tameside Hospital NHS Foundation Trust,  
Fountain Street,  
Ashton-under-Lyne,  
OL6 9RW

**Telephone:** 0161 922 5252/5253

**Email:**

**Fax:**

**Website:** <http://www.tamesidehospital.nhs.uk/our-services/women-children/childrenservices>

**This information was last updated on:** 09/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Paediatric Inpatient ward, child, complex long term conditions, care packages, palliative care, childrens

**Organisation type:** NHS Acute Trust

**Area:** Tameside and Glossop



## Children's Community Nursing Team, Tameside and Glossop

Tameside Hospital NHS Foundation Trust

The team provides nursing care for all children aged 0-19 in the local community of Tameside and Glossop. The team comprises of 13 experienced paediatric nurses who care for children in the home/community setting with a wide range of clinical specialities; medical, surgical, oncology, cardiology and neonatal. The team will provide an on call service for children and young people requiring end of life care.

The team are part of a multidisciplinary approach to preventing and avoiding hospital admission and have built strong links with the local GP community, working together to look after children closer to home.

**Opening times:** 8am-8pm 7 days a week

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	Yes

**Contact:**

**Palliative Care Link Consultant:**

**Location:** Tameside Hospital NHS Foundation Trust  
Fountain Street  
Ashton under Lyne  
Lancashire  
OL6 9RW

**Telephone:** 0161 922 5251

**Fax:** 0161 922 5263

**Email:** [janette.montgomery@tgh.nhs.uk](mailto:janette.montgomery@tgh.nhs.uk)  
[Alison.goodge@tgh.nhs.uk](mailto:Alison.goodge@tgh.nhs.uk)

**Website:** [www.tamesidehospital.nhs.uk](http://www.tamesidehospital.nhs.uk)

**This information was last updated on:** 11/12/2012

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, complex long term conditions, home nursing, palliative care, short breaks at home, care packages, bereavement, carer support

**Organisation type:** NHS Acute Trust

**Area:** Tameside and Glossop

## Neonatal Unit, Tameside Hospital

Tameside Hospital NHS Foundation Trust

Over 270 new-born babies are admitted to our unit each year. We work closely with the maternity department to provide a friendly, supportive perinatal service for pregnant women and their babies. We provide short term intensive care, high dependency care and special care for babies within the North West Neonatal Network.

**Opening times:** For the Neonatal Intensive Care unit where visiting hours are unrestricted, all visitors must be accompanied by a parent of the baby.

**Facilities:**

Parking: Yes

Disabled access: Yes

Crèche:

Home based: Neonatal Outreach team of community nursing staff to facilitate safe early discharge home.

**Contact:** 0161 922 6079 (Neonatal Unit)

**Palliative Care Link Consultant:**

**Location:** Tameside Hospital NHS Foundation Trust,  
Fountain Street,  
Ashton-under-Lyne,  
OL6 9RW

**Telephone:** 0161 922 6000 (Main hospital contact number)

**Fax:**

**Email:**

**Website:** <http://www.tamesidehospital.nhs.uk/our-services/women-children/childrenservices>

**This information was last updated on:** 02/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Tameside and Glossop

## North Manchester

### Neonatal Unit, North Manchester General Hospital

The Pennine Acute Hospitals NHS Trust

**Opening times:**

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	
Home based:	No

**Contact:** Dr Panasa, Lead Consultant

**Palliative Care Link Consultant:**

**Alternative contact:**

**Location:** North Manchester General Hospital  
Delaunays Road  
Crumpsall  
Manchester  
M8 5RB

**Telephone:** 0161 625 8227

**Fax:**

**Email:**

**Website:** <http://www.pat.nhs.uk/Our-hospitals/Our-hospitals-North-Manchester.php>

**This information was last updated on:** 02/05/2013

---

Additional information that will be used to signpost users to the directory entry

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Greater Manchester and the North West

## Paediatric Inpatient Unit, North Manchester General Hospital

The Pennine Acute Hospitals NHS Trust

### Opening times:

#### Facilities:

Parking:	Yes
Disabled access:	Yes
Crèche:	
Home based:	No

**Contact:** Sister C Wilkinson, 0161 625 8273

### Palliative Care Link Consultant:

**Alternative contact:** 0161 795 4567 (Main Hospital)

**Location:** North Manchester General Hospital  
Delaunays Road  
Crumpsall  
Manchester  
M8 5RB

**Telephone:** 0161 625 8273

**Email:**

**Fax:**

**Website:** <http://www.pat.nhs.uk/Our-hospitals/Our-hospitals-North-Manchester.php>

**This information was last updated on:** 09/05/2013

---

Additional information that will be used to signpost users to the directory entry

**Keywords:** Paediatric Inpatient ward Child, complex long term conditions, continuing care, palliative care.

**Organisation type:** NHS Acute Trust

**Area:** North & Central Manchester

## Central Manchester Gaddum Centre

Gaddum Centre Children's Charity

We offer psychosocial support to families and carers who have a child with a life limiting or life threatening condition. Our team includes qualified play therapists, social workers and counsellors. Referrals are accepted from Community Nursing Teams in Manchester, Rochdale, Stockport and Salford. In addition to direct work with families we provide training, clinical supervision and facilitate debrief sessions for Nurses and Healthcare Workers. In addition to the above Gaddum Centre also manages Carers Centres in Salford and Bury and offers a Children and families Bereavement Service for Manchester and Salford residents.

**Opening Times:** Office open - 8.30-4.30. Home visits outside of these times may be possible.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	Meeting room and small counselling rooms.
Home Based:	Therapy sessions may also take place at home or school.

**Contact:** 0161 834 6069 - Head Office

**Palliative Care Link Consultant:**

**Location:** 6 Great Jackson Street,  
Deansgate,  
Manchester,  
M15 4AX

**Telephone:** 0161 834 6069

**Fax:**

**Email:** [info@gaddumcentre.co.uk](mailto:info@gaddumcentre.co.uk)

**Website:** <http://www.gaddumcentre.co.uk>

**This information was last updated on:** 19/12/2012

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement counselling, Play-therapy, Emotional support, Carers, Siblings, Family support.

**Organisation type:** Voluntary (charitable funded) children's hospice

**Area:** Manchester, Stockport, Salford, Rochdale

## Royal Manchester Children's Hospital

Central Manchester University Hospitals NHS Foundation Trust

The Royal Manchester Children's Hospital provides specialist healthcare services for children and young people throughout the North West, as well as nationally and internationally. The hospital sees 200,000 patient visits each year across a range of specialties including oncology, haematology, bone marrow transplant, burns, genetics, and orthopaedics. It has been designed so that all departments are close to the equipment and support that they need. This means patients and staff won't have to travel far within the hospital. With 371 beds it is the largest single-site children's hospital in the UK.

**Opening times:** 24/7 for parents and carers.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	
Home based:	No

**Contact:** 0161 276 1234 (Main Hospital)

**Palliative Care Link Consultant:**

**Location:** Royal Manchester Children's Hospital,  
Oxford Road  
Manchester  
M13 9WL

**Telephone:** 0161 276 1234 (Main Hospital)

**Email:**

**Fax:**

**Website:** <http://www.cmft.nhs.uk/childrens-hospitals.aspx>

**This information was last updated on:** 16/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, complex long term conditions, care packages, continuing care, palliative care, paediatric services, children's hospital.

**Organisation type:** NHS Acute Trust

**Area:** Central Manchester, Greater Manchester Lancashire, South Cumbria

## Paediatric Intensive Care, Royal Manchester Children's Hospital

Central Manchester University Hospitals NHS Foundation Trust

The Paediatric Intensive Care Unit (PICU) provides care for critically ill children and their families. It is one of the leading centres in the North West and the largest general PICU in the UK. The unit has 17 beds for patients ranging from new-born babies to 16-year-old. A wide range of specialist teams - including neurosurgery, oncology, cardiology, respiratory, physiotherapy and pharmacy - work with the multidisciplinary PICU team to deliver level 4 paediatric intensive care to children across the region. Most of the work is emergency-led and staff from the Paediatric Emergency Transport Service team collect very sick children from referring hospitals. The High Dependency Unit provides specialist care for children requiring more observation, intervention or monitoring than can be safely provided on the general wards: it acts as a 'step up' from the wards and a 'step down' from PICU.

**Opening times:** 24hours 7 days a week for parents and carers.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:** 0161 701 8000 (Intensive Care Unit)

**Palliative Care Link Consultant:**

**Location:** Royal Manchester Children's Hospital,  
Oxford Road  
Manchester  
M13 9WL

**Telephone:** 0161 276 1234 (Main Hospital)

**Email:**

**Fax:**

**Website:** <http://www.cmft.nhs.uk/childrens-hospitals.aspx>

**This information was last updated on:** 16/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, high dependency, children's intensive care, continuing care, palliative care.

**Organisation type:** NHS Acute Trust

**Area:** Central Manchester and the North West

## Paediatric Macmillan Oncology Specialist Practitioners

Central Manchester University Hospitals NHS Foundation Trust

We are a team of 5 experienced Paediatric Oncology Specialist Practitioners, supported by Macmillan Cancer support, and CLIC Sargeant. We work as part of the team caring for children with cancer, from diagnosis throughout trajectory of treatment, this also includes covering children in palliative care. As a team we cover the North West Region, working with children's community nursing teams and children's Hospices.

**Opening times:** 9am-5pm Monday-Friday

On-Call Fri. 5pm- Mon 9am for Palliative Oncology patients

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	Yes

**Contact:** 0161 701 8428

**Palliative Care Link Consultant:**

**Location:** Royal Manchester Childrens Hospital  
Oxford Road  
Manchester  
M13 9WL

**Telephone office:** 0161 701 8428

**Fax:** 0161 701 8432

**Email:** [andrea.stevenson@cmft.nhs.uk](mailto:andrea.stevenson@cmft.nhs.uk)  
[Chris.lowe@cmft.nhs.uk](mailto:Chris.lowe@cmft.nhs.uk)  
[Eileen.hupton@cmft.nhs.uk](mailto:Eileen.hupton@cmft.nhs.uk)  
[Sarah.murphy@cmft.nhs.uk](mailto:Sarah.murphy@cmft.nhs.uk)  
[Joanne.page@cmft.nhs.uk](mailto:Joanne.page@cmft.nhs.uk)

**Website:**

**This information was last updated on:** 23/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, complex long term conditions, cancer support, palliative care, care packages, bereavement, carer support

**Organisation type:** NHS Acute Trust

**Area:** Central Manchester Greater Manchester, Lancashire and South Cumbria



## Children's Community Palliative Care Team: The Star Team.

Central Manchester University Hospitals NHS Foundation Trust

Multi-skilled team of professionals providing holistic, family centred care for children and young people with life threatening or life limiting conditions, and are resident in Manchester. Nursing, medical and social care needs are met within a preferred place of care, aiming to minimise the need for hospital admission.

**Opening times:** Seven day a week service 0800-midnight for planned care.  
24/7 care for children/ young people in end stages of life.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	N/A
Home based:	Yes

**Contact:** Lis Meates, Team Leader

**Palliative Care Link Consultant:** Dr Lisa Kauffman

**Location:** Longsight Health Centre  
526/528 Stockport Rd  
Manchester  
M130RR

**Telephone:** 0161 2481257

**Fax:** 0161 248 6267

**Email:** [lis.meates@cmft.nhs.uk](mailto:lis.meates@cmft.nhs.uk)

**Website:** [www.cmft.nhs.uk](http://www.cmft.nhs.uk)

**This information was last updated on:** 10/9/14

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Child, complex long term conditions, care packages, continuing care, palliative care, childrens community nursing, bereavement support, carer support

**Organisation type:** NHS Acute Trust

**Area:** Central Manchester, Greater Manchester

## Neonatal Unit, St. Mary's Hospital Manchester

Central Manchester University Hospitals NHS Foundation Trust

Our New-born Intensive Care Unit (NICU) is one of the five directorates (specialties) that make up Saint Mary's Hospital. NICU is designed to provide specialist care for:

- Babies born early (prematurely) from 23 weeks' gestation and above.
- Babies with health problems diagnosed before birth (antenatally) or after birth (postnatally).
- Full-term babies who have unexpectedly become unwell.

As well as serving our local population, we are also one of three tertiary (specialist) level neonatal units providing care to the smallest and sickest infants across Greater Manchester.

**Opening times:** We encourage you to visit your baby as often as you wish, seven days a week. The only time we ask you not to visit is during the doctors' ward round. Times vary from room to room.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	N/A
Home based:	No

**Contact:** Reception-0161 701 2700 (9.00 am - 5.00 pm)

**Palliative Care Link Consultant:** Lead Nurse - Heather Birds

**Location:** New-born Intensive Care Unit  
Saint Mary's Hospital  
Hathersage Road  
Manchester  
M13 9WL

**Telephone:** 0161 701 2700

**Fax:**

**Email:**

**Website:** [http://www.cmft.nhs.uk/saint-marys/our-services/newborn-intensive-care-\(nicu\).aspx](http://www.cmft.nhs.uk/saint-marys/our-services/newborn-intensive-care-(nicu).aspx)

**This information was last updated on:** 02/05/2013

---

Additional information that will be used to signpost users to the directory entry

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Greater Manchester

## South Manchester

### Neonatal Unit, Wythenshawe Hospital

University Hospital of South Manchester NHS Foundation Trust

The maternity unit offers a variety of services including antenatal screening, day care assessment, community midwives, delivery and neonatal care. Each year over 3,000 babies are delivered in the consultant led delivery unit.

**Opening times:** Anytime, but must be accompanied by parent. No more than three visitors at any time.

#### Facilities

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:** 0161 291 2932

#### Palliative Care Link Consultant:

**Location:** Wythenshawe Hospital  
Southmoor Road  
Manchester  
M23 9LT

**Telephone:** 0161 9987070

**Fax:** 0161 2912037

**Email:**

**Website:**

**This information was last updated on:** 02/05/2013

---

#### Additional information that will be used to signpost users to the directory entry

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Manchester

## Paediatric Inpatient Unit, Wythenshawe Hospital

University Hospital of South Manchester NHS Foundation Trust

Our Starlight Children's Unit has an inpatient ward that cares for both medical and surgical patients. We provide a high dependency facility for very poorly children. It is fully equipped to look after children that require a high level of medical and nursing input for short periods of time and to stabilise a patient prior to being transferred to a paediatric intensive care unit.

Our paediatric doctors and nurses also provide a specialist service for children requiring surgery. We have specialist Consultants who provide general surgery, plastic surgery, maxillo-facial, Ear Nose & Throat (ENT), orthopaedic and urology surgery, as well as visiting consultants providing additional specialties.

**Opening times:** 24hours 7 days a week for parents

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	
Home based:	No

**Contact:** 0161 291 2248- Starlight ward

**Palliative Care Link Consultant:**

**Location:** Southmoor Road,  
Wythenshawe,  
Manchester  
M23 9LT

**Telephone:** 0161 998 7070 (Main Hospital Number)

**Email:**

**Fax:**

**Website:**

**This information was last updated on:** 09/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Paediatric Inpatient ward, children, complex long term conditions, care packages, continuing care, palliative care.

**Organisation type:** NHS Acute Trust

**Area:** Manchester

## Salford

### Diana Children's Community Nursing Team

Salford Royal NHS Foundation Trust

Is an integrated service who meet the clinical nursing (routine and acute), holistic family support and respite needs of children who have a chronic/life limiting conditions, children with multiple complex health needs, children requiring palliative care and children who require Long Term Ventilation. The team consists of a Band 7 and Band 6 nurses, three of which are Community Specialist Practitioners in CCN and a Student CSP, Staff nurses Band 5, Assistant Practitioner Band 4 and Care assistants. Band 3 who provide priority needs led respite to some of the children on the caseload and their siblings. The service also includes school nurses in 2 x Special Schools and a Learning Disability Team.

Age Range: 0-18 years-19years for complex needs for transition and management of care packages for LTV children.

**Opening Times:** 8am-8pm 365 days a year (24 hour on call for LTV caseload)

**Facilities:**

Parking: Yes

Disabled access: Yes

Crèche:

Home based: Yes

**Contact:** [Amanda.Haworth@srft.nhs.uk](mailto:Amanda.Haworth@srft.nhs.uk) (administrator)

**Alternative Contact:** [Janette.doxey@srft.nhs.uk](mailto:Janette.doxey@srft.nhs.uk)

**Location:** Sandringham House,  
Castle Courts,  
Windsor Street,  
Salford  
M5 4DG

**Telephone:** 0161 212 4324

**Fax:** 0161 212 4078

**Email:**

**Website:**

**This information was last updated on:** 19/12/2012

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, complex long term conditions, home nursing, palliative care, short breaks at home, care packages, bereavement, carer support, long term ventilation.

**Organisation type:** NHS Acute Trust

**Area:** Salford

## Salford Disabled Living Centre

### Salford Disability Services

Located in Worsley in a purpose built centre and working in partnership with Salford Community Equipment Services and other Local Authorities, Disabled Living offer a wide range of services to support independent living, make life easier and improve quality of life. With a team of health and social care professionals, together with knowledgeable information officers, Disabled Living can offer solutions to what may seem unmanageable problems.

At the Disabled Living centre there is a permanent display of equipment for you to try. If you require a piece of equipment not currently on display at Disabled Living, we may be able to obtain this item for you to view at your appointment. The service offers impartial advice about items that can help you keep your independence

**Opening times:** Monday-Thursday 9.00a.m-4.30p.m; Friday 10.30a.m- 4.30p.m

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:** Carol Bartley, Senior Clinical Therapist.

**Palliative Care Link Consultant:**

**Location:** Burrows House  
Wardley Industrial Estate  
Salford  
Greater Manchester  
M28 2LY

**Telephone:** 0161 607 1499 or 0161 607 8200

**Fax:**

**Email:** [carol.bartley@salford.gov.uk](mailto:carol.bartley@salford.gov.uk)

**Website:** [www.salford.gov.uk](http://www.salford.gov.uk) or <http://www.disabledliving.co.uk/Equipment>

**This information was last updated on:** 10/09/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:**

**Area:** Greater Manchester

## Bolton

### E5 Children's Unit, Royal Bolton Hospital

Royal Bolton Hospital NHS Foundation Trust

E5 Children's Unit – Royal Bolton Hospital has facilities for children ages 0 to 16 years who are admitted to the Royal Bolton Hospital, including modern wards, play areas and a number of individual rooms with en-suite shower rooms. Every bed has an accompanying portable bed, enabling a parent to stay with their child.

**Opening times:** Open visiting for parents. Other people wishing to visit the Unit can do so between 14.00hrs-16.00hrs & 18.00hrs -19.00hrs

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	Yes
Home based:	No

**Contact:** Matron for Paediatrics on Tel (01204) 390405

**Palliative Care Link Consultant:** Dr Dan Hindley

**Alternative contact:** Department Manager Tel: 01204 390002

**Location:** Royal Bolton Hospital  
Minerva Road,  
Farnworth,  
Bolton,  
Lancashire ,  
BL4 0JR

**Telephone:** E5 ward-(01204) 390405

**Email:**

**Fax:**

**Website:** <http://www.boltonft.nhs.uk/about-us/>

**This information was last updated on:** 30/09/2014

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Paediatric Inpatient ward, children, complex long term conditions, care packages, continuing care, palliative care.

**Organisation type:** NHS Acute Trust

**Area:** Bolton

## Neonatal Unit, Royal Bolton Hospital

Royal Bolton Hospital NHS Foundation Trust

### Opening times:

#### Facilities:

Parking: Yes  
Disabled access: Yes  
Crèche:  
Home based: No

**Contact:** Dr Paul Settle, Lead Consultant (01204 390335)

### Palliative Care Link Consultant:

**Alternative contact:** 01204 390748 (Royal Bolton Hospital Neonatal Unit)

**Location:** Neonatal Unit  
Royal Bolton Hospital  
Minerva Road  
Farnworth  
Bolton  
BL4 0JR

**Telephone:** 01204 390748 (Neonatal Unit)

**Fax:**

**Email:**

**Website:** <http://www.boltonft.nhs.uk/services/neonatal-unit/>

**This information was last updated on:** 02/05/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Bolton, Central Manchester and the North West



## Bolton Children's Community Nursing Team

Bolton NHS Foundation Trust

The Children's Community Nursing teams are highly specialist nurses who provide care at home or as close to home as possible. We work to ensure children do not need to stay in hospital, where care in the community supports early hospital discharge and prevention of attendance or readmission. The Children's Community Nursing team is based within Brightmet Health Centre, Bolton. The geographical area covered by the team extends to the whole of Bolton. We deliver care closer to home, including the family home, clinic environments and school / nursery for children from birth to 19 years.

**Opening times:** Monday- Sunday 8am-8pm

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	Yes
Home based:	Yes

**Contact:** Melanie Hinks – Team Leader

**Palliative Care Link Consultant:**

**Location:** Brightmet Health Centre  
Brightmet Fold Lane  
Bolton  
BL2 6NT

**Telephone:** 01204 463980

**Fax:** 01204 463975

**Email:** melanie.hinks@boltonft.nhs.uk

**Website:** <http://www.boltonft.nhs.uk/services/childrens-community-nursing/information/>

**This information was last updated on:** 02/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, complex long term conditions, care packages, continuing care, palliative care, childrens community nursing, long term ventilation, advanced care planning

**Organisation type:** NHS Foundation Trust

**Area:** Bolton

## Bolton Wheelchair Service

NHS Bolton Foundation Trust

Bolton Wheelchair service provides manual and powered wheelchairs to meet basic mobility needs for those who have a permanent restriction with walking due to a physical impairment and meet the eligibility criteria. Specialist seating, accessories on wheelchairs, and pressure relieving cushions are also provided where there is an identified clinical need. There is a full maintenance service for wheelchairs issued.

**Opening times:** Monday to Friday 8.30am- 4.30pm

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:** Julie Green, Team Leader

**Palliative Care Link Consultant:**

**Location:** Lever Chambers Centre for Health,  
Ashburner Street,  
Bolton,  
Greater Manchester,  
BL1 1SQ

**Telephone:** 01204 462777

**Fax:** 01204 462778

**Email:** Julie.green@boltonft.nhs.uk

**Website:** <http://www.boltonft.nhs.uk/services/wheelchair-service/>

**This information was last updated on:** 09/09/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:** NHS Community Trust

**Area:** Bolton

## Wigan

### Paediatric Inpatient Unit, The Royal Albert Edward Infirmary

Wrightington, Wigan and Leigh NHS Foundation Trust

Rainbow ward is the children's. It's a new ward and is built around children. Children all tell us that they like bright colourful places. We have used the colours of the rainbow to code the ward into areas, and used the rainbow design in the floor to guide people to the right area. We have a huge variety of toys to help occupy the children during their stay with us, from games stations to dressing up, and from toy garages, to toy daleks. We hope to be able to cover all ages. The bed areas are well equipped. Many of our beds are single rooms.

**Opening times:** Parents may visit at any time and are welcome to stay with their child when admitted. There are facilities for parents to stay on Rainbow Ward.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	Yes
Home based:	No

**Contact:**

**Palliative Care Link Consultant:**

**Location:** Royal Albert Edward Infirmary  
Wrightington  
Wigan and Leigh  
NHS Foundation Trust  
Wigan Lane  
Wigan  
WN1 2NN

**Telephone:** 01942 244000

**Email:** info@wwl.nhs.uk

**Fax:**

**Website:**

**This information was last updated on:** 09/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Paediatric Inpatient ward, children, complex long term conditions, care packages, continuing care, palliative care.

**Organisation type:** NHS Acute Trust

**Area:** Ashton, Wigan and Leigh

## Neonatal Unit, The Royal Albert Edward Infirmary

Wrightington, Wigan and Leigh NHS Foundation Trust

Total Number of Cots	14
Number of Intensive Care cots	1
HDU Cots	2
Special Care Cots	11

### Opening times:

#### Facilities:

Parking:	Yes
Disabled access:	Yes
Crèche:	Yes
Home based:	No

**Contact:** Dr Chirstos Zipkis, Lead Consultant

**Palliative Care Link Consultant:**

**Alternative contact:**

**Location:** Wigan Lane,  
Wigan,  
Lancashire,  
WN1 2NN.

**Telephone:** 01942 778504

**Fax:**

**Email:** julie.armstrong@wwl.nhs.uk

**Website:**

**This information was last updated on:** 02/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Ashton, Wigan and Leigh; Lancashire

## Ashton, Leigh & Wigan Children's Acute Community Nursing Team

Bridgewater Community Healthcare NHS Trust

The children's community nursing team is a team of children's nurses who possess a wide range of experience in the care of the child with acute and long term, life limiting and life threatening illnesses. Their aim is to provide a service that meets the holistic needs of the child and family, ensuring a flexible and coordinated approach to meeting their healthcare and nursing needs in order to minimize the need for hospital admission or attendance and therefore help to maintain a high quality of life.

**Opening times:** Monday- Friday 8am-4pm

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	Yes
Home based:	No

**Contact:**

**Palliative Care Link Consultant:**

**Alternative contact:**

**Location:** Claire House,  
Phoenix Way,  
Lower Ince,  
Wigan,  
WN3 4NW

**Telephone:** 01942 481345

**Fax:** 01942 481348

**Email:** julie.armstrong@wwl.nhs.uk

**Website:** <http://www.bridgewater.nhs.uk/ashtonleighwigan/childrenscommunitynursingteam-alw/>

**This information was last updated on:** 02/05/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Child, complex long term conditions, care packages, continuing care, palliative care, childrens community nursing, long term ventilation, advanced care planning

**Organisation type:** NHS Community Trust

**Area:** Ashton, Wigan and Leigh; Lancashire

## Wheelchair Service, Wigan CCG

Bridgewater Community Healthcare NHS Trust

The Wheelchair Service provides assessment for provision of a wheelchair when clients meet the eligibility criteria. Following assessment wheelchairs will be provided to meet clinical need. The Service provides pressure relieving cushions for wheelchairs provided by Aston, Leigh and Wigan Wheelchair Services and where pressure is clinically assessed to be a problem.

Wheelchairs are provided for clients who are:

1. A registered patient of an ALW NHS GP or an unregistered permanent resident of the Wigan borough
2. Due to medical reasons be unable to walk indoors
3. Require the wheelchair for longer than six months

If a person is not eligible for a wheelchair from our Service we will give other alternatives dependent on situation e.g. charities, sources of hire and private purchase.

### Opening times:

#### Facilities:

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:** Barbara Hatton- Operational Contact

**Location:** Claire House,  
Lower Ince Health Centre,  
Pheonix Way,  
Ince,  
Wigan,  
WN3 4NW

**Telephone:** 01942 481162

**Fax:** 01942 481175

**Email:** [wheelchair.service@alwpct.nhs.uk](mailto:wheelchair.service@alwpct.nhs.uk).

**Website:** <http://www.bridgewater.nhs.uk/ashtonleighwigan/wheelchairservice/>

**This information was last updated on:** 09/09/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:** Community NHS Trust

**Area:** Ashton, Leigh and Wigan

## Oldham

### Oldham Community Health Services

Pennine Care Community NHS Foundation Trust

Children's complex Health Needs Team / Children's Community Nursing Team.

There is no dedicated Children's Palliative Care service currently in the local area Palliative care is delivered by both above services in partnership with some of the care funded via Continuing Health care both services deliver care in the community to children with complex and life limiting conditions and oncology patients.

Families are offered Advanced care Planning and on-going support, preferred place of death is usually facilitated within both services however this is usually done on good will with staff working outside normal work hours.

**Opening times:** CCNT operated from 08.00 to 20.00 7 days per week  
Complex needs service operate 08.00-to 18.00 with an on call facility from 06.30am to 22.30pm 7 days per week

**Facilities:**

Parking: Yes  
Disabled access: Yes  
Crèche:  
Home based: Yes

**Contact:** [Kelly.nealon@nhs.net](mailto:Kelly.nealon@nhs.net)  
[janeramm@nhs.net](mailto:janeramm@nhs.net)  
[ckrastins@nhs.net](mailto:ckrastins@nhs.net)

**Palliative Care Link Consultant:**

**Location:** Werneth Primary Care Centre  
Featherstall Road South  
Werneth  
Oldham  
OL9 7AY

**Telephone:** 0161 484 1252 /0161 621 3870

**Fax:** 0161 4841380

**This information was last updated on:** 05/12/2012

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, complex long term conditions, care packages, continuing care, palliative care, childrens community nursing, long term ventilation, advanced care planning

**Organisation type:** NHS Community Trust

**Area:** Oldham and Greater Manchester

## Paediatric Inpatient Unit, Royal Oldham Hospital

Pennine Acute Hospitals NHS Trust

### Opening times:

#### Facilities:

Parking: Yes  
Disabled access: Yes  
Crèche:  
Home based: No

**Contact:** Sister A Sutherland, 0161 627 8863

### Palliative Care Link Consultant:

**Location:** The Royal Oldham Hospital  
Rochdale Road  
Oldham  
OL1 2JH

**Telephone:** 0161 624 0420 (Main Hospital Number)

**Email:**

**Fax:**

**Website:** <http://www.pat.nhs.uk/Our-hospitals/Our-hospitals-Royal-Oldham.php>

**This information was last updated on:** 08/05/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Paediatric Inpatient ward, children, complex long term conditions, care packages, continuing care, palliative care.

**Organisation type:** NHS Acute Trust

**Area:** Oldham and Greater Manchester



## Neonatal Unit, Royal Oldham Hospital

Pennine Acute Hospitals NHS Trust

The new state of the art Neonatal Intensive Care Unit is now fully operational and one of three specialist regional Level 3 neonatal centres providing the highest levels of intensive care to the smallest and most vulnerable babies in Greater Manchester. The Neonatal Unit now offers 37 cots including 9 intensive care, 9 high dependency and 19 special care cots. There is also a dedicated breast-feeding area and counselling room. Upon completion, phase two of the plans will also see a brand new purpose built en-suite accommodation for parents so that they can remain close to their baby whilst they are in intensive care.

### Opening times:

#### Facilities:

Parking: Yes  
Disabled access: Yes  
Crèche:  
Home based: No

**Contact:** 0161 627 8151 (Neonatal Unit)

### Palliative Care Link Consultant:

**Location:** The Royal Oldham Hospital  
Neonatal Unit/Special Care Baby Unit  
Rochdale R Rochdale Road  
Oldham  
OL1 2JH

**Telephone:** 0161 627 8151 (Neonatal Unit)

**Fax:**

**Email:**

**Website:** <http://www.pat.nhs.uk/Our-hospitals/Our-hospitals-Royal-Oldham.php>

**This information was last updated on:** 02/05/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Neonate, new born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Oldham, Greater Manchester, Lancashire and South Cumbria

## Stockport

### Stockport Children's Community Service.

Stockport NHS Foundation Trust

The Stockport Children's Community Team provides generic children's community nursing. The service offers long term care, complex healthcare, palliative care as well as acute nursing care. The service is run by a dedicated team of community children's nurses who provide acute home nursing for children who would otherwise require hospitalisation.

**Opening Times:** Dragonfly Children's Palliative Care Service: 9am – 5pm, Monday – Friday, but can provide 24hr on call service for end of life care. Children's Continuing Care Team and Long Term Ventilation Team: 9am-5pm Monday-Friday.

**Facilities:**

Parking: Yes  
Disabled access: Yes  
Crèche:  
Home based: Yes

**Contact:** 0161 419 2124 Children's Community Team

**Useful Link:** Stockport Metropolitan Borough Council website: Children and young person's disability partnership

**Location:**

Children's Community Team: 2<sup>nd</sup> Floor Tree House, Stepping Hill Hospital, Popular Grove, Stockport SH2 7JE.

All other services: 45 Swanbourne Gardens Edgeley, Stockport SK3 9NX

**Telephone:** 0161 477 9556 All other services

**Fax:**

**Email:** [heather.west@stockport.nhs.co.uk](mailto:heather.west@stockport.nhs.co.uk)  
[Valerie.thompson@stockport.nhs.co.uk](mailto:Valerie.thompson@stockport.nhs.co.uk)  
[Angela.nicoll@stockport.nhs.co.uk](mailto:Angela.nicoll@stockport.nhs.co.uk)

**Website:**

**This information was last updated on:** 12/12/2012

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, Young Person, Complex, Medical Needs, Community Nursing, Palliative Care, Short Breaks, Package of Care, Support, Sibling Support, Care Packages.

**Organisation type:** NHS Acute Trust

**Area:** Stockport

## Paediatric Inpatient Unit, Stepping Hill Hospital

Stockport NHS Foundation Trust

Patients are referred to Tree House by their GP, from the emergency department or by community nurses. The hospital tries to make sure that children are only admitted when absolutely necessary. Many children are discharged with the support of our children's community nurses who will visit them and help with care at home. Stepping Hill's Tree House Unit provides for children up to 16 years who require observation or treatment.

**Opening times:** There is unrestricted visiting for parents and guardians but please note that no more than one parent / carer may stay overnight. Brothers, sisters and other visitors are welcome to visit, but visiting is restricted to 10am - 11.30am, 2pm - 4.30pm and 6pm - 8pm.

**Contact:** Tree House main reception – 0161 419 2152

**Palliative Care Link Consultant:** Dr Peter Berchtold

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	
Home based:	No

**Location:** Stepping Hill Hospital  
Poplar Grove  
Hazel Grove  
Stockport  
SK2 7JE

**Telephone:** 0161 419 2152

**Email:**

**Fax:**

**Website:** <http://www.stockporthealth.nwest.nhs.uk/patients-and-services/our-services/children-services.aspx>

**This information was last updated on:** 09/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Paediatric Inpatient ward, complex needs, children, complex long term conditions, care packages, continuing care, palliative care.

**Organisation type:** NHS Acute Trust

**Area:** Stockport and Greater Manchester

## Neonatal Unit, Stepping Hill Hospital

Stockport NHS Foundation Trust

Our brand new extended Neonatal Unit opened in November 2009 and provides state of the art intensive, high dependency and special care for babies who require extra support during the neonatal period. The new Unit has excellent parent and family facilities with three en-suite parent bedrooms, a full kitchen, play facilities, breast feeding rooms and a Transitional Care Unit for babies to stay with their mothers until they are fit enough to go home.

### Opening times:

#### Facilities:

Parking:	Yes
Disabled access:	Yes
Crèche:	
Home based:	No

### Contact:

#### Palliative Care Link Consultant:

**Location:** Stepping Hill Hospital, Stockport  
Poplar Grove  
Hazel Grove  
Stockport  
SK2 7JE

**Telephone:** 0161 419 5520

**Fax:**

**Email:**

**Website:** <http://www.stockporthealth.nwest.nhs.uk/patients-and-services/our-services/neonatal.aspx>

**This information was last updated on:** 02/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Stockport

## Stockport Wheelchair Service

Stockport NHS Foundation Trust

Our service is provided by qualified occupational therapists and/or physiotherapists who are specialised in wheelchair assessment and prescription. You may also be seen by our trained and experienced technical instructors. We also have an experienced rehabilitation engineer who can offer advice and assessment of specific modifications to your wheelchair to suit your individual needs. If you are an existing wheelchair user you must bring your wheelchair to your appointment. If you are not an existing wheelchair user then just bring yourself, however be aware that if we can we would like to issue your wheelchair on the day so please arrange suitable transport to accommodate a wheelchair on your return journey home.

**Opening times:** Monday- Friday 8.30am-4.30pm

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:** Cathy Ryan, manager of wheelchair services OR Claire Ashton, Clinical Lead

**Location:** 1<sup>st</sup> Floor Kingsgate House  
Wellington Road North  
Stockport  
Cheshire  
SK4 1LW

**Second Location:** Unit 8 Hyde Point Industrial Estate, Dunkirk Lane, Hyde, SK14 4NL.

**Telephone:** Tameside and Glossop resident: 0161 335 2800,  
Oldham resident: 0161 335 2801,  
Stockport and High Peak resident: 0161 335 2820

**Fax:** 0161 335 2830 or 0161 335 2812

**Email:** c.ryan@nhs.net

**Website:** <https://www.stockport.nhs.uk/serviceview/74/wheelchair-specialist-equipment>

**This information was last updated on:** 17/10/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:** NHS Acute Trust

**Area:** Stockport, Tameside, Glossop and Oldham

## Trafford

### Trafford Children's Community Nursing Team

Central Manchester University Hospitals NHS Foundation Trust

The Trafford Children's Community Nursing Team (CCNT) are a team of qualified children's nurses and support workers who are dedicated and committed to delivering care closer to home for children and young people within the Trafford area. The CCNT aims to promote self-care and health promotion for the children and young people of Trafford, by working proactively where possible, and being reactive to their individual needs. Parental and children/young people's empowerment is one of the fundamentals of children's community nursing and is encouraged by the support, care and advice that the CCNT provide. We also work in partnership with our Children and Young Peoples Service colleagues to promote and enable all children and young people to achieve their best possible outcome. Referrals to the CCNT can be made via telephone, letter or fax and are accepted from all agencies working with children and young people including self-referrals. Any child or young person with a nursing need can be referred to the CCNT.

**Opening Times:** 08.30am - 10pm, 7 days per week, including Bank Holidays. On call support is provided for children and young people with end of life care needs, outside of these hours.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	
Home based:	Yes

**Contact:**

**Palliative Care Link Consultant:**

**Location:** Children's Resource Centre,  
Trafford General Hospital,  
Moorside Road,  
Davyhulme,  
M41 5SL

**Telephone:** 0161 934 8333

**Fax:** 0161 934 8319

**This information was last updated on:** 20/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, complex long term conditions, home nursing, palliative care, short breaks at home, care packages, bereavement, carer support.

**Organisation type:** NHS Community Trust

**Area:** Trafford

## Specialist Nurse, Children's Palliative Care

Central Manchester University Hospital NHS Foundation Trust

The Specialist Nurse for Children's Palliative Care supports children and young people with a life limiting or life threatening diagnosis and their families by offering practical and emotional advice and support, managing symptoms, supporting families to develop Advance Care Plans and providing end of life and bereavement care.

**Age group:** 0-18years

**Opening times:** Core hours are Mon-Fri 09.00-17.00 with a 24 hours a day, 7 day a week on call service for end of life care in partnership with Trafford Children's Community Nursing Team

**Contact:** Adrienne Hickman  
Specialist Nurse, Children's Palliative Care  
Mobile: 07972 774200  
Email: [adriennehickman@nhs.net](mailto:adriennehickman@nhs.net) Fax: 0161 934 8319

**Alternative contact:** Lisa Fern (Team Manager, Children's Community Nursing Team) 0161 934 8333

**Location:** Trafford General Hospital,  
Moorside Rd,  
Urmston,  
M41 5SL

**Telephone:** 07972 774200

**Fax:** 0161 934 8319

**Email:** [adriennehickman@nhs.net](mailto:adriennehickman@nhs.net)

**This information was last updated on: 22/09/2014**

---

### **Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, young person, family, palliative care, end of life care, complex needs, cancer, oncology, disability, symptom management

**Organisation type:** NHS Acute trust

**Area:** Trafford

## CUMBRIA AND LANCASHIRE





## Blackpool

### Brian House Children's Hospice

Brian House Children's Hospice

Brian House the children's unit within Trinity Hospice specializes in respite, palliative, end of life care and bereavement support for children, young people and their families. Brian House, working as part of the multi-disciplinary team, provides care and a 'home from home' environment for children and young adults from within the Blackpool, Fylde and Wyre areas who have life threatening and/or life limiting conditions and meet the criteria for care. Brian House is equipped with everything needed to provide the very best care for a child, including: fully equipped multi-sensory room, cinema room, innovative multi-sensory play area, arts and crafts and outdoor play area. Parents can also make use of a separate first floor flat with two en-suite bedrooms in a relaxed and comfortable atmosphere whilst their child is at Brian House.

**Opening times:** 24 Hours

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:**

**Palliative Care Link Consultant:**

**Location:** Brian House Hospice,  
Low Moor Road,  
Bispham,  
Blackpool,  
FY2 0BG

**Telephone** 01253 595552

**Fax** 01253 359382

**Website:** <http://www.trinityhospice.co.uk/brian-house/>

**This information was last updated on:** 11/02/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children, hospice, palliative care, end of life care, specialist respite, short breaks, bereavement support, home nursing, Bereavement, Carer support.

**Organisation type:** Voluntary (charitable funded) children's hospice

**Area:** Blackpool, Fylde and Wyre

## Linden Centre

Linden Centre Children's Charity

The purpose built Linden Centre is there for Patients, their families and carers who are affected by a life threatening illness and experiencing problems ranging from sadness and worry to distress that is significant enough to prevent them from functioning as they normally would. It also provides support and counseling for Families and carers who have been bereaved following a terminal illness, either recently or sometime ago, and who are struggling to come to terms with this loss. The Linden Centre staff strives to provide a compassionate and comfortable environment that enables people to find the support they are looking for.

The Linden Centre Service is divided into three significant areas of work: living with life threatening illness, bereavement and our service for children and young people – CASCADE.

### Opening times:

#### Facilities:

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

### Contact:

#### Palliative Care Link Consultant:

**Location:** Linden Centre,  
Low Moor Road,  
Bispham,  
Blackpool,  
FY2 0BG

**Telephone** 01253 595552

**Fax** 01253 359382

**Email:** [trinity.enquires@hospice.co.uk](mailto:trinity.enquires@hospice.co.uk)

**Website:** <http://www.trinityhospice.co.uk/services/linden-centre/>

**This information was last updated on:** 11/02/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords** Children, hospice, end of life care, bereavement support, Bereavement Carer support

**Organisation type:** Voluntary (charitable funded) children's hospice

**Area:** Blackpool, Fylde and Wyre

## Inpatient Paediatric Services, Blackpool Victoria Hospital

Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust

Berry ward and the Children's Assessment Unit can be found on the ground floor, just off the hospital main corridor. Berry ward has 5 cubicles, 2 high dependency cubicles and 8-10 beds on the main ward area. The Assessment Unit has a waiting/observation area, 2 consultation rooms, 2 cubicles, 3 beds and a high dependency space. Disney ward is situated on the first floor directly above Berry ward. The ward is designed for adolescent patients (over 10 years) with a schoolroom for the qualified teacher and teaching assistant who visit every day as well as a day room.

### Opening times:

#### Facilities:

Parking:	Yes
Disabled access:	Yes
Crèche:	
Home based:	No

**Contact:** Berry Ward (General Enquiries) - 01253 303437

### Palliative Care Link Consultant:

**Location:** Whinney Heys Rd,  
Blackpool,  
Lancashire,  
FY3 8NR

**Telephone:** 01253 300 000 (Main Hospital Number)

**Email:**

**Fax:**

**Website:** [http://www.bfwh.nhs.uk/departments/child\\_health/wards.asp](http://www.bfwh.nhs.uk/departments/child_health/wards.asp)

**This information was last updated on:** 09/05/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Paediatric Inpatients Ward, complex needs, children, complex long term conditions, care packages, continuing care, palliative care.

**Organisation type:** NHS Acute Trust

**Area:** Blackpool and the Fylde Coast

## Neonatal Unit, Blackpool Victoria Hospital

Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust

The neonatal unit cares for babies with medical conditions in all care categories which include intensive, high dependency, special and transitional care.

**Opening times:** Open visiting for parents or support person. Grandparents and relatives: 1pm-2pm and 6pm-7pm. Numbers restricted to two at a time and must be accompanied by a parent.

### Facilities

Parking:	Yes
Disabled access:	Yes
Crèche:	Toys available in waiting area
Home based:	All families referred to outreach are visited within 48 hours of discharge.

**Contact:** 01253 303636 (Neonatal Unit)

**Alternative contact:** 01253 300000 (Switchboard)

### Palliative Care Link Consultant:

**Location:** Blackpool Victoria Hospital  
Whinney Heys Road  
Blackpool  
Lancs  
FY3 8NR

**Telephone:** 01253 303636 (Neonatal Unit)

**Fax:**

### Website:

[http://www.scbu.org/lancashire\\_s\\_cumbria/family\\_area\\_lancs/family\\_our\\_units/lsc\\_blackpool.php](http://www.scbu.org/lancashire_s_cumbria/family_area_lancs/family_our_units/lsc_blackpool.php)

**Email:**

**This information was last updated on:** 02/05/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Blackpool Fylde and Wyre

## Central Lancashire

### Derian House Children's Hospice

Derian House Children's Hospice

Families who have a child or young person with a life-limiting / life threatening condition can choose from a range of care and support services to meet their individual needs. The services available include: planned and emergency respite, Day Care, Derian at Home community care, family Support and counselling, social care advice, sibling support and end of life care either within their homes or within the hospice setting. Individualised care is of paramount importance and we strive to meet the individual needs of the children & young people and their families, whilst also endeavouring to ensure we offer choice and preferred priorities for care delivery. Referrals are encouraged from families and all fellow multidisciplinary colleagues.

Age range: Babies, children and young people aged 0 – 26 years old.

**Availability:** 24 hours a day / 7 days a week, with a 24 hour on-call service for end of life care delivery in the community setting

**Facilities:**

Parking: Yes

Disabled access: Yes

Crèche: No

Home based: Yes, we provide our Derian at Home service, delivering care within a wide community setting.

**Contact:** Danine Pasquill (Head of Care) – [danine.pasquill@derianhouse.co.uk](mailto:danine.pasquill@derianhouse.co.uk)

**Location:** Chancery Road,  
Astley Village  
Chorley  
Lancashire  
PR7 1DH

**Telephone:** 01257 233300

**Fax:** 01257 269017

**Email:** [info@derianhouse.co.uk](mailto:info@derianhouse.co.uk)

**Website:** <http://www.derianhouse.co.uk>

**This information was last updated on:** 21/10/2014

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children, hospice, palliative care, end of life care, specialist respite, short breaks, bereavement support, home nursing, Bereavement, Carer support.

**Organisation type** Voluntary (charitable funded) children's hospice

**Area:** Lancashire, Southport and Formby,

## Inpatient Paediatric Services, Royal Preston Hospital

Lancashire Teaching Hospitals NHS Foundation Trust

The children's ward at Royal Preston Hospital provides a range of care and treatment for young people. The ward is designed to be welcoming and friendly and put children and young people at ease. Play specialists are on hand to occupy young people during their stay in hospital, and education support is provided to enable children to keep up to date with their studies.

**Opening times:** 8am-8pm 7 days a week

**Facilities:**

Parking:	Yes
Disabled access:	
Crèche:	Yes
Home based:	No

**Contact:** Ward 8 (inpatients) 01772 522398

**Palliative Care Link Consultant:**

**Location:** Sharoe Green Lane North  
Fulwood  
Preston  
Lancashire  
PR2 9HT

**Telephone:** 01772 716565 (Main Hospital Number)

**Email:**

**Fax:** 01772 522162

**Website:** <http://www.lancsteachinghospitals.nhs.uk>

**This information was last updated on:** 09/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Paediatric Inpatients Ward, complex needs, children, complex long term conditions, care packages, continuing care, palliative care, general paediatrics.

**Organisation type:** NHS Acute Trust

**Area:** Preston and Lancashire

## Neonatal Intensive Care Unit, Royal Preston Hospital

Lancashire Teaching Hospitals NHS Foundation Trust

Preston is a Neonatal Intensive Care Unit. There are 25 cots in total, 7 of which are for Intensive Care. We can offer HFOV and Nitric Oxide therapies when required; these are a technologically advanced form of ventilation.

**Opening times:** Parents have unlimited visiting. All other visitors may visit between 1600-1700 hours. Siblings may visit during this time but other under 16's will not be allowed access.

**Facilities:**

Parking: Yes  
Disabled access: Yes  
Crèche:  
Home based: No

**Contact:** 01772-524242 (Neonatal Unit)

**Alternative contact:** 01772-716565 (Switchboard)

**Palliative Care Link Consultant:**

**Location:** Royal Preston Hospital  
Sharoe Green Lane  
Fulwood  
Preston  
PR2 9HT

**Telephone:** 01772-524242 (Neonatal Unit)

**Fax:**

**Website:**

[http://www.scbu.org/lancashire\\_s\\_cumbria/family\\_area\\_lancs/family\\_our\\_units/lsc\\_preston.php](http://www.scbu.org/lancashire_s_cumbria/family_area_lancs/family_our_units/lsc_preston.php)

**Email:**

**This information was last updated on:** 02/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Preston and Lancashire

## Specialist Mobility Rehabilitation Centre

Lancashire Teaching Hospitals NHS Trust

The Specialist Mobility Rehabilitation Centre (SMRC) provides specialist wheelchair, prosthetic limb and orthotic rehabilitation services throughout Lancashire and South Lakeland for people of all ages with long-term mobility problems. The Centre is part of Lancashire Teaching Hospitals and its services are organised from a self-contained purpose-designed outpatient department based at Preston Business Centre.

Services include counselling, assessment, supply, maintenance, repair and training, where appropriate, for specialist equipment issued. Staff at the Centre are committed to ensuring that patients are given the opportunity, within the limitations of equipment issued, to achieve their full potential in terms of mobility and independence.

**Opening times:** 9am- 5pm Monday to Thursday; 9am-4.30pm Fridays.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	Yes
Home based:	No

**Contact:**

**Palliative Care Link Consultant:**

**Location:** Preston Business Centre  
Watling Street Road  
Fulwood  
Preston  
Lancashire  
PR2 8DY

**Telephone:** 01772 716921

**Fax:** 01772 712391

**Email:**

**Website:** <http://www.lancsteachinghospitals.nhs.uk/wheelchair-service>

**This information was last updated on:** 10/09/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:** NHS Acute Trust

**Area:** Lancashire and South Lakeland



## East Lancashire

### Inpatient Paediatric Services, Royal Blackburn Hospital

East Lancashire Hospitals NHS Trust

General inpatient and high dependency beds on the Royal Blackburn Hospital site.

#### Opening times:

#### Facilities:

Parking:	Yes
Disabled access:	Yes
Crèche:	
Home based:	No

#### Contact:

#### Palliative Care Link Consultant:

**Address:** Royal Blackburn Hospital,  
Haslingden Road,  
Blackburn,  
BB2 3HH

**Telephone:** (01254 263555- Main Hospital Number)

**Email:**

**Fax:** 01254 293512

**Website:**

**This information was last updated on:** 09/05/2013

---

#### Additional information that will be used to signpost users to the directory entry

**Keywords:** Paediatric Inpatients Ward, complex needs, children, complex long term conditions, care packages, continuing care, palliative care.

**Organisation type:** NHS Acute Trust

**Area:** Blackburn and East Lancashire

## Neonatal Unit, Burnley Hospital

East Lancashire Hospitals NHS Foundation Trust

The Neonatal Unit has a total of 14 ITU/HDU cots and 20 special care cots with a total cot capacity of 34 cots. In addition there are two isolation cots. The Neonatal Unit is one of two Level 3 Units in the Lancashire and South Cumbria zone providing 24-hour inpatient services for inpatient care, high dependency and special care infants born at any gestation.

**Opening times:** Parents have unlimited access. Only siblings and grandparents are allowed to visit. Visiting times: 2-3pm; 6.30pm-7.30pm.

**Facilities:**

Parking: Yes  
Disabled access: Yes  
Crèche:  
Home based: No

**Contact:** 01282 804255 (Neonatal Unit)

**Alternative contact:** 01282 425071 (Switchboard)

**Palliative Care Link Consultant:**

**Location:** Neonatal Intensive Care Unit  
Lancashire Women & New-born Centre  
Burnley General Hospital  
Briercliffe Road,  
Burnley  
BB10 2PQ

**Telephone:** 01282 804255 (Neonatal Unit)

**Fax:**

**Website:**

[http://www.scbu.org/lancashire\\_s\\_cumbria/family\\_area\\_lancs/family\\_our\\_units/lsc\\_burnley.php](http://www.scbu.org/lancashire_s_cumbria/family_area_lancs/family_our_units/lsc_burnley.php)

**Email:**

**This information was last updated on:** 02/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Burnley, Lancashire and South Cumbria

## Lancashire North

### Inpatient Paediatric Services, Royal Lancaster Infirmary

University Hospitals of Morecambe Bay NHS Foundation Trust

Hospital offers general paediatric services.

**Opening times:**

**Facilities:**

Parking: Yes

Disabled access: Yes

Crèche:

Home based: No

**Contact:** 01524 583468 (Children's inpatient ward)

**Palliative Care Link Consultant:**

**Location:** Royal Lancaster Infirmary  
Ashton Rd,  
Lancaster,  
LA1 4RP

**Telephone:** 01524 65944- Main Hospital Switchboard.

**Email:**

**Fax:** 01524 846346

**Website:**

**This information was last updated on:** 09/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Paediatric Inpatients Ward, complex needs, children, complex long term conditions, care packages, continuing care, palliative care, general paediatrics.

**Organisation type:** NHS Acute Trust

**Area:** North Lancashire, South Cumbria

## Neonatal Unit, Royal Lancaster Infirmary

University Hospitals of Morecambe Bay NHS Foundation Trust

The neonatal unit provides 10 cots for infants requiring extra support for preterm delivery or illness evident shortly following delivery. There is capacity to care for 2 infants requiring intensive care and several with high dependency needs. Infants requiring support beyond what is locally available are transferred, usually within the Neonatal Network of Lancashire and South Cumbria.

**Opening times:** Parents are encouraged to be resident with their babies. For those that can't parents may come as often as they wish and stay as long as they like.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	Television and toys available
Home based:	Once discharged, parents are encouraged to access information and support from within the community setting; however there is always someone able to talk to you on the neonatal unit.

**Contact:** 01524-583810 (Neonatal Unit)

**Palliative Care Link Consultant:**

**Location:** Royal Lancaster Infirmary  
Ashton Road  
Lancaster  
LA1 4RP

**Telephone:** 01524-65944 (Switchboard)

**Fax:**

**Website:**

[http://www.scbu.org/lancashire\\_s\\_cumbria/family\\_area\\_lancs/family\\_our\\_units/lsc\\_lancaster.php](http://www.scbu.org/lancashire_s_cumbria/family_area_lancs/family_our_units/lsc_lancaster.php)

**Email:**

**This information was last updated on:** 02/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** North Lancashire, South Cumbria

## West Lancashire

### Neonatal Unit, Ormskirk Hospital

Southport and Ormskirk Hospital NHS Trust

Ormskirk Hospital Neonatal Unit is a 12 cot, level 2 unit. It is a small but progressive unit who practices family centred care focusing on teamwork between parents, family, nursing, medical and support staff to provide the best possible care for your baby. We understand this may be a difficult time for you but hope to make your stay a memorable one for you and your family.

**Opening times:** We have an open visiting policy for parents and the baby's brothers & sisters. For all other visitors, our visiting hours are 2-3pm and 6-7.30pm.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	Books, toys and games are available
Home based:	No

**Contact:** 01695 656922 (Neonatal Unit)

**Palliative Care Link Consultant:** Charles Katakayam

**Location:** Neonatal Unit  
Level 3  
Ormskirk Hospital  
Wigan Road  
Ormskirk  
Lancashire  
L39 2AZ

**Telephone:** 01695 577111 (Switchboard)

**Fax:**

**Email:**

**Website:** [http://www.southportandormskirk.nhs.uk/Depts\\_Specialities/Neonatal.asp](http://www.southportandormskirk.nhs.uk/Depts_Specialities/Neonatal.asp)

**This information was last updated on:** 02/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Ormskirk and Lancashire.

## Paediatric Inpatient Services, Ormskirk and District Hospital

Southport and Ormskirk Hospital NHS Trust

Children under 16 years with a range of conditions including general paediatrics, orthopaedics and Day Case surgery for ENT and special needs dentistry. There are 28 Beds.

**Opening times:** 1.30pm- 7pm

**Facilities:**

Parking: Yes  
Disabled access: Yes  
Crèche:  
Home based: No

**Contact:** 01695 656912 (Children's Ward)

**Palliative Care Link Consultant:**

**Location:** Ormskirk Hospital  
Wigan Road  
Ormskirk  
Lancashire  
L39 2AZ

**Telephone:** 01695 656912 (Children's Ward)

**Email:**

**Fax:**

**Website:** [http://www.southportandormskirk.nhs.uk/depts\\_wards\\_clinics/childrens\\_ward.asp](http://www.southportandormskirk.nhs.uk/depts_wards_clinics/childrens_ward.asp)

**This information was last updated on:** 16/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Paediatric Inpatient Services, complex needs, children, complex long term conditions, care packages, continuing care, palliative care

**Organisation type:** NHS Acute Trust

**Area:** Ormskirk and Lancashire

## Complex Needs Nurse Co-ordinator, West Lancashire

Southport and Ormskirk Hospital NHS Trust

Provides a service to children & young people aged 0-19 years that have complex medical needs and are registered with a GP in West Lancashire area. The aim of the service is to ensure care is co-ordinated around the needs of the child/young person.

Role includes:

- Liaison with Allied Healthcare Professionals, Education, Children's Social Care and Voluntary Services.
- Health Needs Assessments
- Training
- Co-ordination of equipment needs
- Co-ordination of CAF/TAC process for children with additional needs

**Opening Times:** Monday–Friday 9am-5pm

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	No

**Contact:**

**Palliative Care Link Consultant:**

**Location:** Child Development Centre  
Ormskirk and District General Hospital  
Wigan Road  
Ormskirk  
L39 2JW

**Telephone:** 01695 588009

**Fax:** 01695 588314

**Email:** [susan.mounsey@lancashirecare.nhs.uk](mailto:susan.mounsey@lancashirecare.nhs.uk)

**Website:**

**This information was last updated on:** 23/11/2012

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Child, complex long term conditions, palliative care, short breaks at home, care packages, bereavement, carer support

**Organisation type:** NHS Acute Trust

**Area:** West Lancashire

## Chorley, South Ribble and West Lancashire Wheelchair Service

Southport & Omskirk Hospitals NHS Trust

The service provides and repairs wheelchairs for NHS patients who have a permanent illness or disability. Referrals are accepted from GPs, occupational therapists, physiotherapists, consultants, district nurses, and palliative or special care nurses. There are regular clinics at Southport, Skelmersdale, Chorley and Leyland.

**Opening times:** 8.30am-4.30pm Monday-Friday

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	No
Home based:	Available to patients who are housebound

**Contact:** Yvonne Baron, Wheelchair Team Coordinator

**Palliative Care Link Consultant:**

**Location:** Unit 2 Pendle Place  
West Pimbo Industrial Estate  
Skelmersdale  
West Lancashire  
WN8 9PN

**Telephone:** 01695 559142

**Fax:** 01695 727143

**Email:** Yvonne.baron@nhs.net

**Website:** [http://www.southportandormskirk.nhs.uk/depts\\_non\\_clinical/wheelchair-service.asp](http://www.southportandormskirk.nhs.uk/depts_non_clinical/wheelchair-service.asp)

**This information was last updated on:** 10/09/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:**

**Area:** Chorley, South Ribble and West Lancashire



## Cumbria

### Rainbow Trust Children's Charity

Provides emotional and practical support to families who have children with a life threatening/terminal illness

**Opening times:** 24hr helpline

**Facilities:**

Parking: Yes

Disabled access: Yes

Crèche:

Home based: Yes

**Contact:** 08000 126 920

**Palliative Care Link Consultant:**

**Location:** 59E Stramongate,  
Kendal,  
Cumbria,  
LA9 4BH

**Telephone:** 01539 739 077

**Fax:** 01539 739 077

**Email:** [denise.hyland@rainbowtrust.org.uk](mailto:denise.hyland@rainbowtrust.org.uk)

**Website:** [www.rainbowtrust.org.uk](http://www.rainbowtrust.org.uk)

**This information was last updated on:** 14/11/2012

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** children, life threatening, palliative care, end of life care, short break, bereavement support, sibling support, family support

**Organisation type:** Voluntary (charitable funded) children's hospice

**Area:** Cumbria and Lancashire

## Jigsaw Children's Hospice

Jigsaw Children's Hospice

Jigsaw, Cumbria's Children's Hospice is an integral part of Eden Valley Hospice providing day to day palliative care and support to children and young people who are living with a life limiting illness. The care is provided in single rooms in a home from home setting and each young person who is receiving support from Jigsaw has their own individual care plan. The ethos of Jigsaw is to work in partnership with the child, their family and other professionals. The aim of the care team is to provide specialist care whilst maintaining the child's normal routine and to make their stay as special and enjoyable as possible.

Jigsaw is a 5 bedded Children's Hospice, which also provides day hospice care, siblings support and family support days. In 2014 Jigsaw staff started to provide outreach services. Children, young people and their families also have access to the Family Support Team which includes social care, counselling and bereavement support and spiritual care.

Age range: 0-18years

**Opening times:** Jigsaw offers a 24 hour, 365 day service for children and their families

**Facilities:**

Parking: Yes  
Disabled access: Yes  
Crèche:  
Home based: No

**Contact:** Gillian Ward, Head of Care

**Palliative Care Link Consultant:**

**Location:** Jigsaw, Cumbria's Children's Hospice  
Durdar Road  
Carlisle  
CA2 4SD

**Telephone:** 01228 817630

**Email:** [info@jigsawhospice.org.uk](mailto:info@jigsawhospice.org.uk)

**Fax:** 01228 817632

**Website:** <http://www.jigsawhospice.org.uk>

**This information was last updated on:** 22/09/2014

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** children, life threatening, palliative care, end of life care, short break, bereavement support, sibling support, family support

**Organisation type:** Voluntary (charitable funded) children's hospice

**Area:** Cumbria and South West Scotland

## Inpatient Paediatric Services, Barrow in Furness Hospital

University Hospitals of Morecambe Bay NHS Foundation Trust

### Opening times:

#### Facilities:

Parking: Yes

Disabled access: Yes

Crèche:

Home based: No

**Contact:** 01229 491090 (Children's ward)

### Palliative Care Link Consultant:

**Location:** Barrow in Furness Hospital  
Dalton Lane,  
Barrow-in-Furness,  
Cumbria  
LA14 4LF

**Telephone:** 01229 870870- Main Hospital Tel.

**Email:**

**Fax:**

**Website:** <http://www.uhmb.nhs.uk/hospitals/furness-general-hospital/>

**This information was last updated on:** 09/05/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Children's Ward, Inpatient unit, Child, complex long term conditions, palliative care, bereavement support, carer support.

**Organisation type:** NHS Acute Trust

**Area:** Cumbria

## Special Care Baby Unit, Barrow in Furness Hospital

University Hospitals of Morecambe Bay NHS Foundation Trust

The Special Care Baby Unit (SCBU) provides 6 cots for infants requiring extra support for preterm delivery or illness evident shortly following delivery. A transitional facility is available for babies requiring intensive care. Infants requiring support beyond what is locally available are transferred, usually within the Neonatal Network of Lancashire and South Cumbria, to the Level 2 unit at Royal Lancaster Infirmary or the tertiary centre in either Burnley or Preston.

**Opening times:** Parents are encouraged to be resident with their babies. For those that can't, parents may come as often as they wish and stay as long as they like.

**Facilities:**

Parking:	Yes
Disabled access:	Yes
Crèche:	Yes
Home based:	Once discharged, parents are encouraged to access information and support from within the community setting; however, there is always someone available to talk to you on the special baby care unit

**Contact:** 01229 491012 (Neonatal Unit)

**Palliative Care Link Consultant:**

**Location:** Special Care Baby Unit,  
Furness General Hospital  
Dalton Lane, Barrow in Furness  
Cumbria  
LA14 4LF

**Telephone:** 01229 8780870 (Switchboard)

**Fax:**

**Email:**

**Website:**

[http://www.scbu.org/lancashire\\_s\\_cumbria/family\\_area\\_lancs/family\\_our\\_units/lsc\\_barrow\\_in\\_furness.php](http://www.scbu.org/lancashire_s_cumbria/family_area_lancs/family_our_units/lsc_barrow_in_furness.php)

**This information was last updated on:** 02/05/2013

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Neonate, new-born, special care baby unit, neonatal intensive care, preterm.

**Organisation type:** NHS Acute Trust

**Area:** Barrow in Furness and Cumbria

## Children's Community Nursing Team, Furness

Cumbria Partnership NHS Foundation Trust

The Children's Community Nursing teams provides a service to children aged 0-18 years. They provide short term nursing support such as wound care and medication administration, as well as long term condition support. They also provide specialist training as required for carers/patients. They work with the children and their families on early discharge from hospital and prevention of admissions. They are the lead professionals for the team around the family with a child with highly complex needs. They also provide a care package for technology dependent children and palliative care.

### Opening times:

#### Facilities:

Parking:	Yes
Disabled access:	Yes
Crèche:	Yes
Home based:	Yes

**Contact:** 01539 732288

### Palliative Care Link Consultant:

**Location:** Kinta House  
Helme Close  
Kendal  
LA9 7HY

**Telephone:** 01539 732288 (direct)

**Fax:**

**Email:**

**Website:** <http://www.cumbriapartnership.nhs.uk/children-s-community-nursing.htm>

**This information was last updated on:** 02/05/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Child, complex long term conditions, home nursing, palliative care, short breaks at home, care packages, bereavement, carer support

**Organisation type:** NHS Foundation Trust

**Area:** Barrow in Furness and Cumbria

## Disablement Services Centre

North Cumbria Acute Hospitals NHS Trust

### Opening times:

### Facilities:

Parking:

Disabled access:

Crèche:

Home based:

**Contact:** Edward Kelly, Disablement Services Centre Manager

### Palliative Care Link Consultant:

**Location:** Lower Ground Floor  
Cumberland Infirmary  
Infirmary Street  
Carlisle  
Cumbria  
CA2 7HY

**Telephone:** 01228 814783

**Fax:** 01228 814809

**Email:** Edward.kelly@ncumbria-acute.nhs.uk

**Website:**

**This information was last updated on:** 10/09/2013

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Wheelchair Service, NHS Wheelchairs, Mobility Equipment, Wheelchair Assessment.

**Organisation type:** NHS Acute Trust

**Area:** Cumbria, Northumberland and Tyne & Wear.

## UK WIDE SERVICES

### Newlife

Disabled children have been at the heart of the Newlife Foundation since 1991. Since that time we have become, through our work, the specialists for special children. Their needs and the needs of their families and carers are central to the work of the charity. Since 2008, practical and emotional support has been given to children affected by any significant childhood disability – irrespective of the cause or stage of the condition. Equipment grants and short-term urgent loans may be available following a confidential call to 0800 902 0095. Newlife Foundation registered charity number: 1001817. Other facilities include Confidential Nurse Helpline providing practical and emotional support and condition-specific information to families.

**Age range:** Children under the age of 19 who are permanent residents of the UK and have a significant disability.

**Referral procedure:** Call 0800 902 0095 or email [nurse@newlifecharity.co.uk](mailto:nurse@newlifecharity.co.uk) to discuss application process for various equipment provision services

**Availability:** Monday to Friday 9.30 am to 5.00 pm, Wednesdays 9.30 to 7.00 pm.

**Facilities:** Parking, Disabled access.

**Contacts:**

Karen Dobson – Services Manager for Equipment Grants.

Carrick Brown – Services Manager for Equipment Loans.

**Address:** Newlife Centre,  
Hemlock Way,  
Cannock,  
Staffordshire,  
WS11 7GF.

**Telephone:** 0800 902 0095.

**Fax:** 01543 431 471.

**Website:** <http://www.newlifecharity.co.uk>

**Email:** [nurse@newlifecharity.co.uk](mailto:nurse@newlifecharity.co.uk)

**This information was last updated on:** 18/09/2014

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Children, equipment, grant, loan, nurses, helpline.

**Organisation type:** Children's disability charity.

**Area:** UK wide.

## Together for Short Lives

Together for Short Lives is the leading UK charity for all children with life-threatening and life-limiting conditions and all those who support, love and care for them – families, professionals, and services, including children's hospices. Our work helps to ensure that children can get the best possible care, wherever and whenever they need it. We work closely with organisations and professionals that provide important lifeline services to children and families. We support, lobby, and raise funds for children's hospices and a range of other voluntary organisations, and offer resources and training to help them maintain consistent, high quality care. Our free Together for Families Helpline provides information and support for families, carers and professionals.

**Opening Times:** Office open 8.30am - 5pm, Monday - Friday. Together for Families Helpline open 7am - midnight, Monday - Sunday.

**Location:** 4<sup>th</sup> Floor Bridge House,  
48-52 Baldwin Street,  
Bristol,  
BS1 1QB

**Facilities:**

Parking: No

Disabled access: Yes

Crèche: No

Home Based: Yes

**Telephone:** Head Office 0117 989 7820. Together for Families Helpline 0808 8088 100

**Fax:** 0117 929 1999

**Email:** [info@togetherforshortlives.org.uk](mailto:info@togetherforshortlives.org.uk)

**Website:** <http://www.togetherforshortlives.org.uk/>

**This information was last updated on:** 18/09/2014

---

Additional information that will be used to signpost users to the directory entry

**Keywords:** Children's Charity, Life-threatening & life limiting conditions, fundraising, information and support.

**Organisation type:** Children's Charity

**Area:** UK wide.





# North West

## Children and Young People's Palliative Care Network

### BEREAVEMENT SERVICES DIRECTORY

## Cheshire & Merseyside

### Alder Hey Specialist Palliative Care Team- Bereavement Support

#### Whole family support

Alder Hey Specialist Palliative Care team offer bereavement support in the form of practical support and advice in the first days and weeks after a child's death. The family must already be known to the service prior to the child's death in order to access this support.

**Opening times:** Core office hours Monday – Friday 09.00 – 17.00  
24 hours a day 7 days a week on call service for end of life care.

#### Facilities:

Parking: Yes  
Disabled access: Yes  
Crèche: No  
Home based: Yes

**Contact:** Helen Dunning

**Palliative Care Consultant:** Dr Lynda Brook  
0151 252 5187

**Location:** C/O Oncology Unit,  
Alder Hey Children's Hospital,  
Eaton Road  
Liverpool  
Merseyside  
L12 2AP

**Telephone:** 0151 252 5408

**Fax:** 0151 252 5676

**Email:** [a.palliativecareteam@NHS.net](mailto:a.palliativecareteam@NHS.net)

**Website:** <http://www.alderhey.com>

**This information was last updated on: 14/10/2014**

---

#### Additional information that will be used to signpost users to the directory entry

**Keywords:** Specialist Palliative Care team, Bereavement support, practical support and advice in first weeks after bereavement.

**Organisation type:** Bereavement Services, practical support & advice in first days and weeks after death.

**Area:** Liverpool, Merseyside & the North West

## Claire House Children's Hospice- Bereavement Support

### Whole Family Support

There is no time limit on grief and loss affects each of us in different ways.

That's why our counsellors are available to families for as long as is needed. Children, young people and their families can benefit from individual sessions with our counsellors, or may wish to discuss their feelings and experiences in a group. Claire House offers a tailored counselling service to suit the individual's needs and we provide counselling for parents and extended family through to carers and siblings.

Referrals can be made by family members or any professionals involved with the care of the child or young person. This would generally be when the child or young person is under 18 years of age. However, it is recognized that there may be exceptions to this and all referrals are looked at on an individual basis.

### Availability

Opening times:

Parking: Yes

Disabled access: Yes

Crèche: No

Home based: Yes

### Contact:

**Location:** Claire House Children's Hospice  
Clatterbridge Road  
Bebington  
Wirral  
CH63 4JD

**Telephone:** 0151 334 4626

**Website:** [www.claire-house.org.uk](http://www.claire-house.org.uk)

**Email:** [care@claire-house.org.uk](mailto:care@claire-house.org.uk)

**This information was last updated on:** 09/06/14

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, bereavement suite, counselling, emotional support.

**Organisation type:** Bereavement Services

**Area:** Wirral, West Cheshire, Liverpool

## Hospice of the Good Shepherd- Bereavement Support

### Parent Support

We provide help and support to parents whose children are affected by the illness or death of a patient (must be already known to the Hospice). We also provide help, support and counselling to children and their parents/guardians across Western Cheshire Health Economy. Our Children's Bereavement Counsellor also works very closely with schools and other agencies in the local area.

- Initial bereavement support & advice
- Assessment of complex grief
- Complex family dynamics
- Expressed concern from patient regarding carers/ relatives
- Issues regarding relatives coping mechanisms
- Inappropriate display of behavior
- Preparatory grief issues

### Availability

Opening times:

Parking:

Disabled access:

Crèche: No

Home based:

**Contact:** 01244 851104

**Location:** Hospice of the Good Shepherd  
Gordon Lane  
Backford  
Chester  
CH2 4DG

**Website:** <http://www.hospiceofthegoodshepherd.com/patient-family-care/bereavement-support/>

**Email:** [Reflect@hospiceotgs.com](mailto:Reflect@hospiceotgs.com)

**This information was last updated on: 18/09/2014**

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement support, practical support and advice, counselling & psychotherapy.

**Organisation type:** Bereavement Services

**Area:** West Cheshire, Chester

## The Dove Service- Bereavement Support

### Parent Support

The Dove Service offers counselling and support to those struggling with the impact of bereavement, significant loss, or life changing/limiting illness. Our counselling services provide a safe, confidential environment to explore all aspects of loss. We can work with you, whether you yourself are experiencing a loss or if you are struggling to cope with a loss involving your family, carers, a friend or something else that has impacted you personally.

The Dove Service also offers a bereavement advice center, where our staff can advise you on all aspects of what to do when someone dies.

From June 2014 our counselling service will be available to people who want telephone counselling as a private paying client and so those in need of our help can contact us from anywhere in England and Wales. Each session costs £38.75 and is payable at each session and payment can be taken over the telephone by debit card. It is usually estimated that people need 6-8 weeks of counselling but shorter / longer periods of counselling are available after a discussion with your counsellor.

### Availability

Opening times: Monday- Friday 9am-5pm. Saturday 9.30am-12.30pm

Parking: Yes

Disabled access: N/A

Crèche: No

Home based: Yes (telephone counselling service)

**Contact:** 01782 683155

**Location:** The Dove Service  
The Dudson Centre,  
Hope Street,  
Stoke-on-Trent  
ST1 5DD

**Website:** <http://www.thedoveservice.org.uk/>

**Email:** enquiries@thedoveservice.org.uk

**This information was last updated on: 18//09/2014**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support

**Organisation type:** Bereavement Services

**Area:** Midlands & North West

## St Helens Bereavement Service

### Parent Support

St Helens Bereavement Service is a voluntary organisation offering an individual (aged 18+) confidential befriending service to people of the borough who have suffered the loss of a loved one. They aim to help you develop an understanding of the nature of loss and cope with any problems, which may result through losing someone. Service offers confidential individual befriending service to offer emotional and social support, for as long as required and is affiliated with two bereavement social groups

### Availability

Opening times: Monday, Wednesday and Friday 9am to 1pm.

Parking: Yes

Disabled access: Yes

Crèche: No

Home based: No

**Contact:** 01744 451 793

**Location:** Tontine House (Fourth Floor),  
24 Church Street,  
St Helens,  
Merseyside,  
WA10 1BD

**Website:** <http://www.sthelensgateway.info/organisations/st-helens-bereavement-service>

**Email:** [sthelensbs@fsmail.net](mailto:sthelensbs@fsmail.net)

**This information was last updated on: 12/06/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement support, befriending service, emotional support

**Organisation type:** Bereavement Services

**Area:** St Helens

## Warrington Bereavement Support

### Parent Support

Warrington Bereavement Support is a voluntary organisation operating in the town since 1988. It was set up as a charity and is validated by the Charities Commission. The service was primarily set up to support and counsel people who live in the Warrington area who are having difficulties with the natural grieving process. Volunteers have always offered their services and are trained in counselling and listening skills by the WBS Service and provide a valuable support to people in distress. Support volunteers normally see clients in the client's home, as the Service does not have premises of its own. However, we do have limited access to premises in Warrington town centre if required.

We are able to offer support sessions, each lasting about one hour, approximately weekly. These usually continue to a maximum of 10 sessions.

### Availability

Opening times: To arrange a visit telephone 01925 631516. This is a 24-hour answering service — simply leave your name, address and telephone number and the co-ordinator will contact you within 48 hours.

Parking: Yes  
Disabled access:  
Crèche: No  
Home based: Yes

**Contact:** 01925 631516

**Location:** Warrington Bereavement Support  
P.O. Box 930  
Warrington WA4 9AT

**Website:** <http://www.wbsupport.org.uk/index.php>

**Email:** [contactus@wbsupport.org.uk](mailto:contactus@wbsupport.org.uk)

**This information was last updated on:** 12/06/14

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, counselling & emotional support

**Organisation type:** Bereavement Services

**Area:** Warrington

## Wigan Family Welfare- Bereavement Support

### Whole Family Support

Wigan Churches' Association for Family Welfare has been helping families in need for nearly 50 years. The organisation was established in 1958, at the time concentrating on supporting young people with pregnancy related issues.

Since then it has expanded over the years, identifying and meeting the needs of families and children. It exists now to provide a service through counselling, advocacy and community development as a free, independent and confidential service to the people of the Wigan Borough.

The Organisation offers counselling in a variety of settings from schools and Sure Start Children's Centres as well as its two premises.

### Availability

Opening times:

Parking: Yes

Disabled access:

Crèche: No

Home based: No

**Contact:** 01942 867 888

**Location:** St Catherine's House  
Catherine Terrace  
Scholes  
Wigan  
WN1 3JW

**Website:** <http://www.wiganfamilywelfare.co.uk/contact-us/>

**Email:**

**This information was last updated on: 12/06/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, bereavement counselling, advocacy

**Organisation type:** Bereavement Services

**Area:** Wigan



## Alder Centre- Bereavement Support

### Whole Family Support

The Alder Centre is situated in the grounds of Alder Hey Hospital, next to Ronald McDonald House and provides numerous services to bereaved families: We work with anyone affected by the death of a child from pre-birth to adult, under any circumstances, however recently or long ago. The Bereavement Care Service team provides an immediate response for families, parents and siblings who may be affected by the death of a child at Alder Hey. Our work empowers families to make their own choices, sensitive to their individual needs and their individual situation immediately after the child has died. Long term support is then offered through the Alder Centre for as long as you may need for you and your family. We accept self-referrals and Families do not need to be known to Alder Hey, although families who have lost a child in Alder Hey, or were patients here, are given priority.

- Bereavement Care Service
- Counselling – one to one, couple or family
- Support Groups for those affected by the loss of a child
- Volunteer Befriending, offered by bereaved parents
- The Child Death Helpline, staffed by volunteers and run in conjunction with Great Ormond Street Hospital
- Therapeutic Family Breaks
- 

#### Availability

Opening times: 9am and 5pm, Monday to Thursday or between 9am and 4.30pm on Fridays.

Parking: Yes

Disabled access: Yes

Crèche: No

Home based: Home visits can be arranged in some circumstances

**Contact:** Bereavement Care Service team on 0151 252 5117 or the Alder Centre 0151 252 5391.

**Location:** Alder Hey Children's Hospital  
Eaton Road  
Liverpool  
Merseyside  
L12 2AP

**Telephone:** 0151 252 5391

**Website:** <http://www.alderhey.nhs.uk/departments/alder-centre-bereavement-care-services/>

**This information was last updated on: 18/09/2014**

---

#### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement Support, counselling & psychotherapy, volunteer befriending, practical advice & support in first days & weeks after child's death.

**Organisation type:** Bereavement Services

**Area:** National- must be able to travel to the Alder centre for appointments.

## Liverpool Bereavement Service/Oakleaf Children's Service

### Whole Family Support

Liverpool Bereavement Service is a charity providing the only dedicated bereavement service for the people of Liverpool. Counselling and support services are provided by a core of committed volunteers, made up of skilled, experienced and qualified counsellors, together with trainee counsellors soon to become fully qualified. Volunteers come from a wide range of backgrounds and deliver sensitive, non-judgmental and empathic counselling support specific to the problems people are experiencing.

Our "Oakleaf" service is dedicated to helping children, young people and families during the difficult process of grief and loss, as a result of death, children experience emotional suffering and separation from a loved one. We provide bereavement support and counselling to children and young people aged 4 to 18 years of age, to help them cope with their loss and to promote the health and well-being of each individual.

### Availability

Opening times: Monday – Friday: 9 am – 5 pm. Tuesday evening until 7 pm

Parking:

Disabled access:

Crèche: No

Home based: No

**Contact:** 0151 236 3932. Answer machine is available after office hours

**Location:** Liverpool Bereavement Service,  
1st Floor, Granite Buildings,  
6 Stanley Street,  
Liverpool  
L1 6AF

**Website:** <http://liverpoolbereavement.com>

**Email:** enquiries@liverpoolbereavement.co.uk

---

**This information was last updated on: 09/06/14**

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, counselling & emotional support

**Organisation type:** Bereavement Services

**Area:** Liverpool

## Young Persons Advisory Service- Bereavement Support

### Sibling Support

The Young Person's Advisory Service (YPAS) offers counselling, support, advice and guidance to children aged 10-15 years, young people aged 16-25 years and their families.

The counselling team at YPAS works alongside other young people's services, supporting young people and their families. We aim to reach out and provide a service in a location that is appropriate to their needs, including training and educational settings and community based centres.

A child or young person can refer themselves, or a professional or family member can make a referral. All referrals must be in agreement with the child or young person.

### Availability

Opening times: Monday – Friday: 9 am – 5 pm.

Parking: Yes

Disabled access: Yes

Crèche: No

Home based: No

**Contact:** 0151 707 1025

**Location:** 36 Bolton St,  
Liverpool,  
Merseyside,  
L3 5LX

**Website:** <http://www.ypas.org.uk/>

**Email:** [support@ypas.org.uk](mailto:support@ypas.org.uk)

**This information was last updated on: 09/06/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, counselling & psychotherapy, emotional support

**Organisation type:** Bereavement Services

**Area:** Liverpool

## Liverpool centre for counselling and psychotherapy- Bereavement Support

### Whole Family Support

Established in 1997, the Liverpool Centre for Counselling and Psychotherapy and Northwest Psychology Consultants are dedicated to providing a friendly, effective and professional service to our clients in comfortable and well-appointed consulting rooms. Our aim is to provide a place of excellence, to offer caring, private and professional services to anyone wishing to see a Counsellor, Psychotherapist or Psychologist.

Individual Sessions Counselling and Psychotherapy, between £45 and £49 per full hour session (The typical therapeutic 'hour' is 50-55 mins).

### Availability

**Opening times:** Monday – Friday: 9 am – 8.30 pm. Saturday: 10am-6pm

Parking: Yes

Disabled access: Yes

Crèche: No

Home based: No

**Contact:** 0151 709 9009

**Location:** 55 Rodney Street,  
Liverpool,  
Merseyside,  
L1 9ER

**Website:** <http://www.lccp.co.uk/>

**Email:**

This information was last updated on: 09/06/14

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, counselling & psychotherapy.

**Organisation type:** Bereavement Services

**Area:** Liverpool, Wirral, Merseyside, Lancashire, Manchester, Warrington, St Helens, Knowsley, Sefton, Southport, Widnes, Chester and Cheshire.

## Hospice Isle of Mann

### Whole Family Support

Hospice Isle of Man offers a Young Person's Support Worker to support children and young people (up to 21 years old) as well as a hospice Bereavement Counsellor to support parents. In most cases families have usually had involvement with Hospice services either pre-bereavement or post bereavement e.g. using the \*Rainbow Room, based in Rebecca House Children's Hospice (part of Hospice IOM). Hospice bereavement services offer practical support and advice in the first days and weeks after death, along with bereavement suite services, with on-going therapeutic support.

\*The Rainbow room is for any family on the Isle of Man bereaved by the loss of a child or young person, the Rainbow Room in Rebecca House provides a private, intimate, and special place of rest for child and family until the day of the funeral. Treasured photographs, pictures, posters, bed linen, favourite toys and music and other precious memories placed in the Rainbow Room can bring some comfort during this very sad and difficult time. Parents can stay in Hospice as well until their child leaves the Rainbow Room. Other visitors are welcome from 8am-8pm at the family's discretion. For children admitted to the Rainbow Room there is the opportunity to create "memories" for parents to keep. The Rebecca House staff will provide further details about this on request.

### Availability:

Counsellors are available Monday-Friday 9-5pm excluding Bank Holidays

Contact: 01624 647400.

Drop in Days are open to any bereaved adult or child, whether they are known to Hospice or not.

Opening times for Drop in days: Monday & Thursday at Scholl Centre at Hospice 10.30am-6.30pm

Children & Young Person's drop in day: Thursday 3.30pm- 5.30pm at Jade's Place, based at Hospice.

**Parking:** Yes

**Disabled access:** Yes

**Crèche:** No

**Home based:** No

**Contact:** 07624 647100

**Location:** Hospice Isle of Man, Strang, Braddan (behind Noble's Hospital)

**Website:** [www.hospice.org.im/pages/bereavement](http://www.hospice.org.im/pages/bereavement)

**Email:** admin@hospice.org.im

**This information was last updated on:** 18/09/14

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement Support, counselling, emotional support, practical support and advice in first days and weeks after death.

**Organisation type:** Bereavement Services

**Area:** Isle of Mann

## Greater Manchester

### Gaddum Centre- Bereavement Support

#### Whole Family Support

The Gaddum Centre Child & family Bereavement Service provides a needs-led therapeutic service for Manchester and Salford children and families, as they begin to explore their unique process of adjustment following bereavement. This specialist service provides an opportunity for individuals to talk about and explore their feelings with someone who is not directly involved in their situation. We can work together to clarify thoughts and feelings, and develop coping strategies for the difficult times. Families can refer themselves or be referred by any relevant professional.

#### Availability

Opening times: Telephone Support 9am – 4pm throughout the week.

Parking: N/A

Disabled access: N/A

Crèche: No

Home based: Yes, depending on service required

#### Contact:

**Location:** Gaddum House,  
6 Great Jackson Street,  
Manchester,  
M15 6AX

**Telephone:** 0161 834 6069

**Website:** <http://www.gaddumcentre.co.uk/bereavement-more-info/>

**Email:** [info@gaddumcentre.co.uk](mailto:info@gaddumcentre.co.uk)

**This information was last updated on: 09/06/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, counselling and psychotherapy, emotional support

**Organisation type:** Bereavement Services

**Area:** Manchester, Salford, Rochdale and Stockport

## Rainbow Trust Children's Charity Bereavement Support

### Whole Family Support

Rainbow Trust is a children's charity committed to providing the best care and service to all families referred for support. Rainbow Trust offers a Family Centred flexible Service that works in partnership with other agencies to provide a seamless service.

Rainbow Trust Children's Charity offers Bereavement Support for families and children:

- Support is offered in the home, in the local community, from a dedicated support worker
- Support is not time limited and does not end with the death of their child
- Families can be supported for many months or years following the death of their child.
- Respect different cultural, spiritual and religious beliefs
- Family must be known to Rainbow Trust and currently using Rainbow Trust service in order to access bereavement support.

### Availability

Opening times:

Parking: N/A

Disabled access: N/A

Crèche: No

Home based: Yes

**Contact:** Wendy Thompson

**Location:** Chambers Business Centre,  
Chapel Road,  
Hollinwood,  
Oldham,  
OL8 4QQ

**Telephone:** 0161 628 2194

**Website:** [www.rainbowtrust.org.uk](http://www.rainbowtrust.org.uk)

**Email:** [wendy.thompson@rainbowtrust.org.uk](mailto:wendy.thompson@rainbowtrust.org.uk)

**This information was last updated on: 09/06/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, emotional support

**Organisation type:** Bereavement Services, practical support & advice in days and weeks following death, emotional support

**Area:** Greater Manchester

## Francis House Children's Hospice- Bereavement Support

### Whole Family Support

Our team is devoted to the personal care and support of families whose child has died. Care team members will support families in the days following their child's death. They can provide practical help and support when dealing with the registrar, coroner and help with arranging funeral services. Practical help and emotional and spiritual support are available for as long as it is needed. Francis House also offers a Bereavement suite. Families must be known to Francis House to make use of our bereavement services.

The 'Shining Stars' group provides support for brothers and sisters whose sibling has died. Fun, craft and musical activities are used to help children and young people express their concerns and begin to work through their grief.

Each year bereaved families are invited to a Memory Day. Families come together for an act of remembrance and a buffet lunch. The day gives families and the Care team a chance to share memories and celebrate the lives of their children.

### Availability

Opening times: Families may telephone at any time to talk to a Care team member

Parking: Yes

Disabled access: Yes

Crèche: Yes

Home based: Yes, depending on service required

### Contact:

**Location:** Francis House Children's Hospice  
390 Parrswood Road  
Didsbury  
Manchester  
M20 5NA

**Telephone:** 0161 434 4118

**Website:** <http://www.francishouse.org.uk/>

**Email:**

**This information was last updated on: 09/06/14**

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement Support, bereavement suite, emotional support, practical support and advice in days and weeks following child's death.

**Organisation type:** Bereavement Services

**Area:** Greater Manchester



## Derian House Children's Hospice- Bereavement Support

### Whole Family Support

Family support is available for families at any time from the point of acceptance, offering emotional, practical, social and spiritual support to parents, siblings and other family members. This may include advocacy, financial advice, help with benefits, housing adaptation applications, counselling and support with transition to adult services. Support is provided for siblings, including age specific groups, activity days and outings where siblings can meet up with other young people who understand what it is like to live with a brother or sister with a life limiting condition. Our bereavement support is tailored to meet the needs of our families and may vary in length of time according to the wishes of the family. This support can be via phone contact, home visits, support groups or counselling. Every child has a dedicated page in the remembrance book and parents have the choice of having an engraved pebble placed in the pebble pool. Derian hold a remembrance service once a year to which all bereaved families are invited.

**Opening times:** Varies with service required

Parking: Yes

Disabled access: Yes

Crèche: Yes

Home based: Yes, depending on service required

**Contact:** Helen Fogg – Family Support Team Leader  
[Helen.fogg@derianhouse.co.uk](mailto:Helen.fogg@derianhouse.co.uk)

**Location:** Chancery Road  
Astley Village  
Chorley  
Lancashire  
PR7 1DH

**Telephone:** Main hospice - 01257 233 300

Fax: 01257 269017

**Website:** <http://www.derianhouse.co.uk/>

Email: [info@derianhouse.co.uk](mailto:info@derianhouse.co.uk)

**This information was last updated on: 21/10/2014**

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement Support, emotional support, bereavement suite, practical support & advice in first days & weeks following child's death

**Organisation type:** Bereavement Services

**Area:** Greater Manchester & Lancashire

## Oldham Bereavement Support Service

### Whole Family Support

The Oldham Bereavement Support Service is a registered charity. With a team of trained volunteers who visit bereaved people in their own homes or by appointment at our centre. Our aim is to offer a one to one confidential and supportive relationship to those who have suffered a loss no matter how long ago, giving the bereaved person the opportunity to use such support to talk through and express their grief while trying to understand and come to terms with their loss.

We usually receive referrals for our adult and children's services from Primary Care, Schools, Social Care, Families and Self referrals. This service is free, however donations are welcome.

### Availability

Opening times: Monday- Friday 9am-2pm

Parking:

Disabled access:

Crèche: No

Home based: Yes, depending on service required

**Contact:** 0161 627 8207

**Location:** The Whiteside Centre

Oak View  
Royal Oldham Hospital  
Rochdale Road  
Oldham  
OL1 2JH.

**Telephone:** 0161 627 8207

**Website:** <http://oldhambereavement.webs.com/>

**Email:** [oldhambereavement@Hotmail.co.uk](mailto:oldhambereavement@Hotmail.co.uk)

**This information was last updated on:** 12/06/14

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement Support, emotional support

**Organisation type:** Bereavement Services

**Area:** Greater Manchester

## Off the record- Bereavement Support

### Sibling Support

Off The Record was founded in 1992 to meet the needs of young people by providing a high quality counselling service. Since then we've grown to incorporate training services and other projects targeted at young people. We are striving to achieve this by maintaining an independent, free, confidential counselling service that is centrally based for all young people between the ages of 13 and 28 who live in Tameside, Glossop and Oldham. In Tameside we provide counsellors for the 10-13 age group who offer a service in selected schools as well as 1-2-1 sessions in Hyde & and Ashton

### Availability

Opening times:

Parking: Yes

Disabled access:

Crèche: No

Home based: No

**Contact:** 0161 355 3553

**Location:** 45 Clarendon Place  
Hyde  
Cheshire  
SK14 2 ND

**Telephone:** 0161 355 3553

**Website:** <http://www.otr-tameside.org/index.php>

**Email:**

**This information was last updated on:** 12/06/14

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement Support, counselling & emotional support.

**Organisation type:** Bereavement Services

**Area:** Tameside, Glossop & Oldham

## Children of Jannah- Bereavement Support

### Parent Support

Children of Jannah is a registered charity that supports grieving Muslim parents following the devastation of the death of a child or baby, whether through illness, miscarriage or stillbirth.

Our Telephone support & Information Line is staffed by specially trained bereavement support specialist advisors, who offer a listening ear and emotional support to bereaved parents. Our volunteer's help parents talk things through in a safe, non-judgemental environment and can signpost to other groups and useful sources of information.

We also offer a bereavement support group which is facilitated by our specially trained grief recovery specialist. As well as bereaved parents offering support to each other, our facilitators work through five areas of bereavement healing over the course of five two hour sessions. Children of Jannah also offer a one to one counselling service to provide support to bereaved parents and families.

Children of Jannah's Bereavement support pack is given to Muslim bereaved parents to offer spiritual, emotional and practical support. This can also be purchased via the website.

At Children of Jannah, we provide an opportunity for bereaved parents to make contact and offer support to one another. Separate Facebook groups exist for bereaved mothers and bereaved fathers, thereby acknowledging cultural sensitivities that may be associated with a mixed group.

### Availability

**Opening times:** Office hours Tues-Fri 10am-4pm, Bereavement Support Mothers Wed and Thurs 10am-1pm, Bereavement Support Fathers Thurs 6-8pm

Parking: Yes

Disabled access: No

Crèche: No

Home based: Yes

**Contact:** Support & Information line (0161 480 5156)

**Location:** Children of Jannah, PO Box 306, Manchester, M22 2BY

**Telephone:** Support & Information line (0161 480 5156)

**Website:** [www.childrenofjannah.com](http://www.childrenofjannah.com)

**Email:** [info@childrenofjannah.com](mailto:info@childrenofjannah.com) or for bereaved parents: [support@childrenofjannah.com](mailto:support@childrenofjannah.com)

**This information was last updated on: 22/09/14**

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement Support, counselling & emotional support.

**Organisation type:** Bereavement Services

**Area:** Greater Manchester

## LANCASHIRE & SOUTH CUMBRIA

### East Lancashire

#### Royal Blackburn Hospital- Bereavement Support

##### Parent Support

East Lancashire Hospitals NHS Trust

- General Office - Centralised issue of MCCD\*, Cremation Forms, property, and information given to bereaved families and carers
- Bereavement Information Folder – Contains MCCD\* and other useful information given out by general office
- Bereavement Booklet - Given to all bereaved families and carers on the ward
- Quiet Room for Families and Carers
- Coroners Officers – On site
- Chaplaincy Service - All Faiths
- Spiritual Centre - Chapel, Mosque, Office and Counselling Room
- Training – Grief, Loss, Multi-Faith and Multi-Cultural Issues
- Annual Memorial Service – Adults
- Memorial Service – Babies – Monthly
- Mortuary - Viewing Facilities for families and carers
- Macmillan Information POD – Val Critchley

##### Availability

Opening times: Varies with service required

##### Facilities

Parking: yes

Disabled access: yes

Crèche: N/A

Home based: N/A

**Contact:** Heather Blanche General Office Manager, 01254 734003

##### Location:

Royal Blackburn Hospital  
Haslingden Road  
Blackburn  
BB2 3HH

**Telephone:** 01254 263 555

**Website:** [www.hospitalsineastlancs.nhs.uk](http://www.hospitalsineastlancs.nhs.uk)

**This information was last updated on:** 19/5/14

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Practical support in first days & weeks after child's death

**Organisation type:** Bereavement Services

**Area:** Blackburn, Burnley, Darwen, Hyndburn, Ribble Valley, Pendle and Rossendale

## Burnley General Hospital- Bereavement Support

### Parent Support

East Lancashire Hospitals NHS Trust

General Office - Centralised issue of MCCD\*, Cremation forms, property, and information given to bereaved families / carers

- Bereavement Information Folder – Contains MCCD\* and other useful information given out by general office
- Bereavement Booklet - Given to all bereaved families and carers on the ward
- Chaplaincy Service - All Faiths
- Chapel Facilities
- Muslim Prayer Room
- Mortuary - Viewing Facilities for families and carers
- Macmillan Information Centre – Val Critchley

### Availability

Opening times: Varies with service required

### Facilities

Parking: Yes

Disabled access: Yes

Crèche: N/A

Home based: N/A

**Contact:** Heather Blanche General Office Manager, 01254 734003

### Palliative Care Link Consultant:

Location: Burnley General Hospital  
Casterton Avenue  
Burnley  
BB10 2PQ

**Telephone:** 01282 425071

**Website:** [www.hospitalsineastlancs.nhs.uk](http://www.hospitalsineastlancs.nhs.uk)

**Email:**

**This information was last updated on:** 19/5/14

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, Practical support in first days & weeks after child's death

**Organisation type:** Bereavement Services

**Area:** Blackburn, Burnley, Darwen, Hyndburn, Ribble Valley, Pendle and Rossendale

## Friends In Bereavement- Bereavement Support

### Parent Support

Friends in Bereavement offer social groups for Bereaved Persons in Burnley and Pendle, including lectures, outings, holidays and theatre trips.

### Availability:

Meeting Times and Venue for each group:

- Burnley Group - Inter Faith Centre, Barden Lane, Burnley 1st and 3rd Tues of the month
- Pendle Group - Salvation Army Community Centre, Stanley Street, Nelson 2nd and 4th Tues of the month

### Facilities:

Parking: Yes

Disabled access:

Crèche: No

Home based: No

Contact: Mrs B Storey

### Location:

- Burnley Group - Inter Faith Centre, Barden Lane, Burnley 1st and 3rd Tues of the month
- Pendle Group - Salvation Army Community Centre, Stanley Street, Nelson 2nd and 4th Tues of the month

**Telephone:** 01282 691750

**Website:**

**Email:**

**This information was last updated on: 18/09/2014**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, emotional support

**Organisation type:** Bereavement Services

**Area:** Burnley & Pendle

## **GIFTS (Group Intervention for therapeutic Support)- Bereavement Support**

### **Sibling Support**

The group works through the emotions that the children have felt, ways of dealing with their anger and remembering that person in a positive. All types of bereavements are covered – natural causes, illness, and suicide as well as sudden, violent and traumatic death.

- Referrals for support are submitted by schools, health professionals, and social care, for children and young people
- Age group – 7 yrs-18 yrs.
- Criteria – the bereavement has taken place 6 months prior to the referral
- The group is held over three consecutive weeks (1 full day each week) at the Family Wellbeing Resource Centre in Blackburn
- 6-10 children per group attend
- The service is free of charge

**Availability:** Opening times: Varies with service required

### **Facilities**

Parking: Yes

Disabled access:

Crèche:

Home based: No

**Contact:** Leigh Robertson Parent & Family Wellbeing Practitioner  
Telephone: 01254 700176  
Mobile: 07739 083 109

**Location:** Family Resource Centre, Blackburn

**Telephone:** 01254 700176, Mobile: 07739 083 109

**Website:**

**Email:** lrobertson@canw.org.uk

**This information was last updated on: 18/09/2014**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, emotional support

**Organisation type:** Bereavement Services

**Area:** It primarily serves families within the Blackburn with Darwen areas, though is accessible to other areas.



## Jigsaw4u- Bereavement Support

### Sibling Support

Jigsaw4u is a child-centred charity supporting children, young people and families through loss and trauma whilst also empowering them to have a voice in decision-making about their own lives, the development of Jigsaw4u and policy and practice locally, regionally and nationally.

Interventions offered to children, young people and/ or families:

- Telephone and email support and information
- Family assessment
- Individual work with all family members, with children aged up to 18
- Closed group work with all family members with children aged up to 18
- One off group events with all family members
- Interventions offered to professionals (e.g. teachers, health visitors): Telephone and email support and information;
- Training courses; Bespoke Training
- Bereaved children/young people with learning disabilities

### Availability

Opening times: Varies with service required

### Facilities

Parking: Yes

Disabled access:

Crèche:

Home based: Yes, depending on service

**Contact:** Sharon Parker

**Location:** The Fold Centre  
Little Digmoor Primary School  
Abbeystead  
Skelmersdale  
West Lancashire  
WN8 9ND

**Telephone:** 01695 729290

**Website:** [www.jigsaw4u.org.uk](http://www.jigsaw4u.org.uk)

**Email:** [sharonparker@jigsaw4u.org.uk](mailto:sharonparker@jigsaw4u.org.uk)

**This information was last updated on: 19/5/2014**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, practical support and information, emotional support.

**Organisation type:** Bereavement Services

**Area:** Skelmersdale and Bolton

## Royal Preston Hospital- Bereavement Support

### Parent Support

Lancashire Teaching Hospitals NHS Foundation Trust

Bereavement Services Available:

- Bereavement & Tissue Donation Coordinator
- Tissue Team
- Paediatric Support Nurse – Child Death support for families
- Quiet Room for Families and Carers
- General Office - Centralised issue of MCCD\*, Cremation Forms, property, and information given to bereaved families & carers
- Bereavement Information Folder – Contains MCCD\* and other useful information given out by general office
- Bereavement Booklet - Given to all bereaved families and carers on the ward (A questionnaire is included in the booklet)
- Mortuary - Viewing Facilities families and carers
- Chaplaincy Service - All Faiths & Multi Faith Prayer Room
- Annual Remembrance Services for families / care
- Bereavement Support Groups:
  - 1st Monday of month 1:00-3:00 pm at Vine House
  - 2nd Wed of month 7:30-9:00pm at St Catherine's

### Availability

Opening times: Varies depending on service required

### Facilities

Parking: Yes

Disabled access: Yes

Crèche: N/A

Home based: N/A

**Location:** Sharoe Green Lane  
Fulwod  
Preston  
PR2 9HT

**Telephone:** 01772 716 565

**Website:** [www.lancsteachinghospitals.nhs.uk](http://www.lancsteachinghospitals.nhs.uk)

**Email:** [enquiries@lthtr.nhs.uk](mailto:enquiries@lthtr.nhs.uk)

**This information was last updated on:** 19/5/14

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement Support, practical support & advice in the first days & weeks after child's death.

**Organisation type:** Bereavement Services

**Area:** Preston, Chorley & South Ribble

## Central Lancashire

### Royal Preston Hospital- Children & Young People Bereavement Support

#### Sibling Support

CAYP is a bereavement support service for children and young people. Our service provides opportunities for children and young people to express feelings associated with death and work through their grief and loss.

#### Availability

**Opening times:** Fortnightly Drop-in on Thursday evenings 6—7.30pm

#### Facilities

Parking: Yes

Disabled access: Yes

Crèche: N/A

Home based: N/A

**Location:** CAYP - Bereavement Support Group  
Lancashire Teaching Hospitals NHS Foundation Trust  
Royal Preston Hospital  
Sharoe Green Lane,  
Fulwood  
Preston,  
PR2 9HT

**Telephone:** 01772 528400

**Website:** [www.lancsteachinghospitals.nhs.uk](http://www.lancsteachinghospitals.nhs.uk)

**Email:** [CAYP@lthtr.nhs.uk](mailto:CAYP@lthtr.nhs.uk)

**This information was last updated on:** 12/06/14

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, sibling support, emotional support

**Organisation type:** Bereavement Services

**Area:** Preston, Chorley & South Ribble

## Chorley & South Ribble General Hospital- Bereavement Support

Lancashire Teaching Hospitals NHS Foundation Trust

### Parent Support

Bereavement Services Available:

Bereavement & Tissue Donation Coordinator (Preston)

General Office - Centralised issue of MCCD\*, Cremation Forms, property, and information given to bereaved families / carers

Bereavement Information Folder – Contains MCCD\* and other useful information given out by general office

Bereavement Booklet - Given to all bereaved families and carers on the ward (A questionnaire is included in the booklet)

Chaplaincy Service - All Faiths

Chapel Facilities & Prayer Room

Mortuary - Viewing Facilities families / carers

**Opening times:** varies with service required

### Facilities

Parking: Yes

Disabled access: Yes

Crèche: No

Home based: No

**Contact:** 01257 261 222

**Location:** Preston Road  
Chorley  
Preston  
Lancashire  
PR7 1PP

**Website:** [www.lancsteachinghospitals.nhs.uk](http://www.lancsteachinghospitals.nhs.uk)

**Email:** [enquiries@lthtr.nhs.uk](mailto:enquiries@lthtr.nhs.uk)

**This information was last updated on: 18/09/2014**

---

Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement support, practical support & advice in the first days & weeks following the child's death.

**Organisation type:** Bereavement Services

**Area:** Chorley & South Ribble

## Derian House Children's Hospice- Bereavement Support

### Whole Family Support

Family support is available for families at any time from the point of acceptance, offering emotional, practical, social and spiritual support to parents, siblings and other family members. This may include advocacy, financial advice, help with benefits, housing adaptation applications, counselling and support with transition to adult services. Support is provided for siblings, including age specific groups, activity days and outings where siblings can meet up with other young people who understand what it is like to live with a brother or sister with a life limiting condition. Our bereavement support is tailored to meet the needs of our families and may vary in length of time according to the wishes of the family. This support can be via phone contact, home visits, support groups or counselling. Every child has a dedicated page in the remembrance book and parents have the choice of having an engraved pebble placed in the pebble pool. Derian hold a remembrance service once a year to which all bereaved families are invited.

**Opening times:** Varies with service required

Parking: Yes

Disabled access: Yes

Crèche: Yes

Home based: Yes, depending on service required

**Contact:** Helen Fogg – Family Support Team Leader  
[Helen.fogg@derianhouse.co.uk](mailto:Helen.fogg@derianhouse.co.uk)

**Location:** Chancery Road  
Astley Village  
Chorley  
Lancashire  
PR7 1DH

**Telephone:** Main hospice - 01257 233 300

Fax: 01257 269017

**Website:** <http://www.derianhouse.co.uk/>

Email: [info@derianhouse.co.uk](mailto:info@derianhouse.co.uk)

**This information was last updated on: 21/10/2014**

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement Support, emotional support, bereavement suite, practical support & advice in first days & weeks following child's death

**Organisation type:** Bereavement Services

**Area:** Greater Manchester & Lancashire

## The Bereavement Counselling Support

### Whole Family Support

The bereavement counselling support service provides individual counselling to anyone who is affected by bereavement.

A confidential counselling service provided by volunteers who are trained and supervised

Services Offered:

- Bereavement Counselling on an individual basis
- GP / Health Professional Referral after bereavement
- Self-Referrals
- Appointment Rooms in Ormskirk
- Home visits – one to one appointments

### Availability

Opening times: Mon-Fri 09:00 am – 02:00 pm

### Facilities

Parking:

Disabled access:

Crèche:

Home based: Yes, depending on service required

**Contact:** 01695 570729

**Location:** 48 Southport Road  
The Malthouse Business Centre  
Ormskirk  
Lancashire L39 1QR

**Telephone:** 01695 570729

**Website:** thebcsonline.co.uk

**Email:**

**This information was last updated on: 19/5/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, emotional support,, counselling & psychotherapy, practical support & advice

**Organisation type:** Bereavement Services

**Area:** Lancashire

## Cancer Help- Bereavement Support

### Whole Family Support

Vine House and Croston House work closely together around Bereavement. Pre and Post Bereavement Counselling is offered to adults, children and young people on a one to one basis for all life limiting diseases / sudden and traumatic death.

Services offered:

Bereavement support for Adults, Children and Young People

Bereavement Counselling – one to one

Bereavement advice to professionals for siblings re Traumatic and Sudden death

Monthly networking with schools

Training programme which includes:

Loss & Bereavement in the Workplace

Caring for Bereaved Children.

Outreach support at Children's Centres Chorley, Leyland and St Catherine's Hospice

### Bereavement Support Groups:

1st Monday of month 1:00 pm - 3:00 pm at Vine House, Preston

2nd Wed of month 7:30 pm - 9:00 pm at St Catherine's, Lostock Hall

### Availability

Opening times: varies with service required

Facilities

Parking:

Disabled access:

Crèche:

Home based:

<b>Location:</b>	Vine House Centre 22 Cromwell Rd, Ribbleson Preston PR2 6YB	Croston House 113 Croston Road Preston PR3 1HB
------------------	-------------------------------------------------------------------------	---------------------------------------------------------

**Telephone:** Vine House: 01772 793344  
Croston House: 01995 606469

**Email:** [vinehouse@cancerhelppreston.co.uk](mailto:vinehouse@cancerhelppreston.co.uk)  
[croston.house@btconnect.com](mailto:croston.house@btconnect.com)

This information was last updated on: 19/5/14

---

Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement Support, emotional support, counselling & psychotherapy

**Organisation type:** Bereavement Services

**Area:** Preston, Chorley & South Ribble

## Jigsaw4u- Bereavement Support

### Sibling Support

Jigsaw4u is a child-centred charity supporting children, young people and families through loss and trauma whilst also empowering them to have a voice in decision-making about their own lives, the development of Jigsaw4u and policy and practice locally, regionally and nationally.

Interventions offered to children, young people and/ or families:

- Telephone and email support and information
- Family assessment
- Individual work with all family members, with children aged up to 18
- Closed group work with all family members with children aged up to 18
- One off group events with all family members
- Interventions offered to professionals (e.g. teachers, health visitors): Telephone and email support and information;
- Training courses; Bespoke Training
- Bereaved children/young people with learning disabilities

### Availability

Opening times: Varies with service required

### Facilities

Parking: Yes

Disabled access:

Crèche:

Home based: Yes, depending on service

**Contact:** Sharon Parker

**Location:** The Fold Centre  
Little Digmoor Primary School  
Abbeystead  
Skelmersdale  
West Lancashire  
WN8 9ND

**Telephone:** 01695 729290

**Website:** [www.jigsaw4u.org.uk](http://www.jigsaw4u.org.uk)

**Email:** [sharonparker@jigsaw4u.org.uk](mailto:sharonparker@jigsaw4u.org.uk)

**This information was last updated on: 19/5/2014**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, practical support and information, emotional support.

**Organisation type:** Bereavement Services

**Area:** Skelmersdale and Bolton



## Blackpool, Fylde & Wyre

### Blackpool Teaching Hospital- Bereavement Support

#### Parent Support

Blackpool Teaching Hospitals NHS Foundation Trust

#### Services Offered:

Bereavement Officer – 1 day per week

Midwife Support Nurse – Baby Death support for families

Paediatric Support Nurse – Child Death support for families

Bereavement Link Staff on all Wards

General Office - Centralised issue of MCCD\*, Cremation Forms, property, and information given to bereaved families and carers

Bereavement Booklet - Given to all bereaved families and carers on the ward (A questionnaire is included in the booklet)

Coroners Officers – On site

Registrar of Births & Deaths – Onsite – 5 days per week

Chaplaincy Service - All Faiths, Chapel Facilities and Muslim Prayer Room

Mortuary - Viewing Facilities families and carers

Blackpool Teaching hospital offers Practical support and advice in the first days and weeks after death. For additional support such as bereavement counselling or emotional support, families must seek other bereavement services.

**General Office Hours:** 09:00 am – 04:00 pm

**General Office:** 01253 303 723

**Chaplaincy:** 01253 303876.

#### Facilities

Parking: Yes

Disabled access: Yes

Crèche: No

Home based: N/A

**Contact:** General Office: 01253 303 723

**Location:** Whinney Heys Road  
Blackpool  
Lancashire  
FY3 8NR

**Telephone:** 01253 300000

**Website:** [www.bfwh.nhs.uk](http://www.bfwh.nhs.uk)

This information was last updated on: 19/5/14

---

Additional information that will be used to signpost users to the directory entry

Keywords: Bereavement Support, practical support in the first days and weeks following child's death

Organisation type: Bereavement Services

**Area:** Blackpool, Fylde & Wyre

## Trinity Hospice- Linden Centre, Bereavement Support

### Whole Family Support

The Linden Centre is for anyone who feels anxious overwhelmed, or who is struggling to cope following bereavement through a terminal illness.

Coastal: Adult Bereavement group therapy programme

Cascade: Support service for children / young people facing bereavement

### Criteria for Referrals:

Families and carers who have been bereaved following a terminal illness, either recently or sometime ago, and who are struggling to come to terms with this loss.

### Availability

Opening times: Mon – Friday 9am – 5pm

24 hour helpline: 01253 595552

### Facilities

Parking:

Disabled access:

Crèche: No

Home based: Yes, depending on service required

**Contact:** 24 hour helpline: 01253 595552

**Location:** Low Moor Road  
Bispham  
Blackpool  
FY2 0BG

**Telephone:** 01253 595552- 24/7

**Website:** [www.trinityhospice.co.uk](http://www.trinityhospice.co.uk)

**Email:** [trinity.enquiries@trinityhospice.co.uk](mailto:trinity.enquiries@trinityhospice.co.uk)

**This information was last updated on: 19/5/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, emotional support

**Organisation type:** Bereavement Services

**Area:** Blackpool, Fylde & Wyre

## Brian House Children's Hospice- Bereavement Support

### Whole Family Support

Children's Hospice - Children aged 0 – 16 years Bereavement Care for families of a child or young person who is already known to the service.

Cascade: Children & Adolescent support or counselling around a death experience for ages 5 – 16 years

Pastoral Care: Spiritual and Religious

### Availability

Opening times: dependent on services required

### Facilities

Parking:

Disabled access:

Crèche:

Home based:

**Contact:** 01253 358881

**Location:** Low Moor Road  
Bispham  
Blackpool  
FY2 0BG

**Telephone:** 01253 358881

**Website:** [www.trinityhospice.co.uk](http://www.trinityhospice.co.uk)

**Email:** [trinity.enquiries@trinityhospice.co.uk](mailto:trinity.enquiries@trinityhospice.co.uk)

**This information was last updated on: 19/5/14**

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement support, practical support and advice in first days and weeks following child's death, emotional support & counselling

**Organisation type:** Bereavement Services

**Area:** Blackpool, Fylde & Wyre

## Snowdrop Centre- Bereavement Support

### Whole Family Support

Bereavement Support for parents, carers and siblings who have experienced the death of a child – Aged from 1 month up to 18 years. Bereavement Support and Counselling at the centre or in the families own home for anyone experiencing child loss.

### Availability:

Paediatric Bereavement Support Nurse (22.75 hours per week)

### Facilities

Parking: Yes

Disabled access:

Crèche: No

Home based: Yes, depending on service required

**Contact:** Michelle Boland, Paediatric Bereavement Support Nurse

**Location:** The Lodge  
216 Whitegate Drive  
Blackpool FY3 9JL

**Telephone:** 01253 401911  
01253 760636

**Website:** <http://www.donnasdreamhouse.co.uk/#/snowdrop-centre/4529818243>

**Email**

**This information was last updated on: 19/5/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, counselling & emotional support

**Organisation type:** Bereavement Services

**Area:** Blackpool, Fylde & Wyre

## NHS Blackpool Community Nursing- Bereavement Support

### Whole Family Support

NHS Blackpool & Trinity Hospice have produced a combined bereavement booklet for families and carers.

- Bereavement Booklet – Given to all bereaved families and carers in the community
- The booklet is given out by both NHS Blackpool and Trinity Hospice to families and carers known to the service

### Availability

Opening times:

### Facilities

Parking: Yes

Disabled access: Yes

Crèche: No

Home based: No

**Contact:** Kathryn Smith – EOLC Telephone: 01253 655 230

**Location:** Blackpool Stadium  
Seasiders Way  
Blackpool  
Lancashire  
FY1 6JX

**Telephone:** 01253 651200

**Website:**

**Email:** kathryn.smith@blackpool.nhs.uk

**This information was last updated on: 19/5/14**

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement Support, practical advice and support in the first weeks and months after child's death.

**Organisation type:** Bereavement Services

**Area:** Blackpool, Fylde & Wyre

## Footprints- Bereavement Support

### Parent Support

'Walking Together through Grief', Footprints is an informal Support Group which is open to all bereaved families and carers. The Group offers:

- Support, Friendship, Resources, Information, Activities, Tea and Coffee
- Monthly Meetings held on the second Wednesday of each month in the Methodist Church 10:00 am – 12:00 noon
- Open to All bereaved families and carers

### Availability

Opening times:

Parking:

Disabled access:

Crèche:

Home based:

**Contact:** Judith Wray

**Location:** Salem Methodist Church  
(Corner of Westcliffe Drive/Grange Road)  
Layton  
Blackpool  
FY3 7DZ

**Telephone:** 01253 763146

**Website:**

**Email:** judith.wray@methodist.org.uk

**This information was last updated on: 18/09/2014**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, befriending, practical support & advice.

**Organisation type:** Bereavement Services

**Area:** Blackpool, Fylde & Wyre

## Morecambe Bay

### Furness General Hospital- Bereavement Support

#### Parent Support

##### Bereavement services offered:

- General Office - Centralised issue of Cremation Forms, property, and information given to bereaved families & carers
- Bereavement Information Folder – Contains MCCD\* and other useful information given out by general office
- Bereavement Booklet - Given to all bereaved families and carers when they visit General Office
- Chaplaincy Service - All Faiths, Chapel Facilities & Muslim Prayer Room
- Memorial Service – Annual organised via Bluebell Fountain
- Mortuary - Viewing Facilities for families and carers

#### Availability

Opening times: dependent on service required

Parking: Yes

Disabled access: Yes

Crèche: N/A

Home based: Yes, depending on service required

**Contact:** Judith Cain – Patient Services Manager

**Location:** Dalton Lane  
Barrow-In-Furness  
Cumbria  
LA14 4LF

**Telephone:** 01229 870870

**Website:**

**Email:** trusthq@mbht.nhs.uk

**This information was last updated on: 27/5/2014**

---

#### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement Support, practical support & advice in the first weeks following the death of a child.

**Organisation type:** Bereavement Services

**Area:** Barrow in Furness & Cumbria

## The Bluebell Foundation- Bereavement Support

### Whole Family support

The Bluebell Foundation provides support for people experiencing grief associated with loss during pregnancy, death of a baby, child or young person, those with fertility issues and families where a child has a life-threatening or life limiting illness. We also provide support for children and young people up to the age of 18 who are grieving through the death or anticipated death of someone important to them.

### Opening times:

Parking: Yes

Disabled access: Yes

Crèche: N/A

Home based:

### Contact:

**Location:** The Bluebell Foundation  
PO Box 168  
Barrow-in-Furness  
Cumbria  
LA14 9BA

**Telephone:** 07516556081 / 07849400315

**Website:** <http://www.bluebell.org.uk/>

**Email:** [info@bluebell.org.uk](mailto:info@bluebell.org.uk)

**This information was last updated on: 09/06/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, emotional support

**Organisation type:** Bereavement Services

**Area:** Barrow in Furness & Cumbria



## Royal Lancaster Infirmary- Bereavement Support

### Parent Support

Bereavement services offered:

- MCCD's completed by doctors on the ward and are collected by families/carers with the personal belongings from the Ward
- Bereavement Booklet - Given to all bereaved families and carers on the ward
- Midwife Support Nurse – Baby Death support for families
- Chaplaincy Service - All Faiths, Chapel Facilities, Quiet Room used as Muslim Prayer Room
- Memorial Services – Annual at local Church
- Mortuary - Viewing Facilities for families and carers

### Availability

Opening times: Varies depending on service required

Parking: Yes

Disabled access: Yes

Crèche: N/A

Home based: Yes, depending on services required

### Contact:

**Location:** Ashton Road Lancaster  
Lancashire  
LA1 4RP

**Telephone:** 01524 65944

### Website:

Email: [trusthq@mbht.nhs.uk](mailto:trusthq@mbht.nhs.uk)

**This information was last updated on: 18/09/2014**

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement Support, practical support & advice in the first days and weeks following the death of a child.

**Organisation type:** Bereavement Services

**Area:** Lancashire & South Cumbria

## Westmoreland General Hospital- Bereavement Support

### Parent Support

Bereavement Services Offered:

- MCCD's completed by doctors on the ward and are collected by families/carers with the personal belongings from the Ward
- Bereavement Booklet - Given to all bereaved families and carers on the ward
- Chaplaincy Service - All Faiths
- Chapel Facilities (Also used as Muslim Prayer Room)
- Mortuary - Viewing Facilities for families and carers

### Availability

Opening times: Varies depending on services required

Parking: Yes

Disabled access: Yes

Crèche: N/A

Home based: Yes, depending in service required

### Contact:

**Location:** Burton Road Kendal  
Cumbria  
LA9 7RG

**Telephone:** 01539 732288

**Website:**

**Email:** trusthq@mbht.nhs.uk

**This information was last updated on: 18/09/2014**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, Practical support & advice in the first days and weeks after a child's death

**Organisation type:** Bereavement Services

**Area:** Lancashire & South Cumbria

## Cancer Care- Bereavement Support

### Whole Family Support

A local charity dedicated to support cancer patients, their families / carers and those bereaved by cancer & life limiting diseases throughout North Lancashire and South Lakeland. Bereavement services offered:

- Bereavement Counselling for Adults, Children and Young People
- Children from 3 – 18 years affected by Cancer & Life Limiting Diseases
- Family Support for Bereavement
- Children & Young People – Counselling Level III
- Information Resource Centre for bereaved families and carers
- Legal Advice – Initial Consultation with solicitor FOC
- Education & Training Centre - Resource for the education of healthcare professionals and trainees.
- Transport Service – volunteer drivers can provide transport to both centres for carers who are unable to make their own arrangements
- Memorial Service in Kendal and Lancaster

### Availability

Opening times: Day centre Hours- Monday- Friday 9am-5pm

Parking:

Disabled access:

Crèche:

Home based:

**Contact:** Lynn Stafford, CEO

<b>Location:</b>	Cancer Care Slynedales Lancaster LA2 6ST	Cancer Care Lakes Centre Blackhall Road, Kendal LA9 3BT
------------------	---------------------------------------------------	------------------------------------------------------------------

**Telephone:** Lancaster- 01524 381820, Kendal- 01539 735800

**Website:**

**Email:** admin@cancercare.org.uk

**This information was last updated on: 18/09/2014**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement support, counselling & emotional support, information and advice.

**Organisation type:** Bereavement Services

**Area:** North Lancashire & South Lakeland

## Barnardo's South Lakeland Family Support Service- Bereavement Support

### Whole Family Support

The support they offer always has a child's needs and well-being at its focus. Bereavement support offered:

- Changes in family life, such as separation or bereavement
- Primary Children – Children and the family
- One to One Support – Individual child & family support
- Sudden / traumatic deaths
- First Steps referral via GP – 6/10 Sessions
- One year family needs assessment – Anniversaries, etc
- Schools support, etc
- Memory Boxes, Winston's Wish, Child Bereavement Charity
- Signposting of adults to Cruse, SOBS, etc

### Availability

Opening times: Monday-Friday 9am-5pm

Parking:

Disabled access:

Crèche:

Home based: Yes, depending on service required

**Contact:** Sue Underwood

**Location:** St. Andrews  
Ecclerigg  
Ambleside Road  
Windermere  
LA23 1LJ

**Telephone:** 015394 43500

**Website:**

**Email:** sue.underwood@barnardos.org.uk

**This information was last updated on: 27/5/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, practical advice & support, signposting, emotional support.

**Organisation type:** Bereavement Services

**Area:** South Lakeland

## Rainbow Trust Children's Charity- Bereavement Support

### Whole Family Support

Rainbow Trust is a children's charity committed to providing the best care and service to all families referred for support. Rainbow Trust offers a Family Centred flexible Service that works in partnership with other agencies to provide a seamless service.

Rainbow Trust Children's Charity offers Bereavement Support for families and children:

- Support is offered in the home, in the local community, from a dedicated support worker
- Support is not time limited and does not end with the death of their child
- Families can be supported for many months or years following the death of their child.
- Respect different cultural, spiritual and religious beliefs
- Family must be known to Rainbow Trust and currently using Rainbow Trust service in order to access bereavement support.

### Availability

Opening times:

Parking: N/A

Disabled access: N/A

Crèche: No

Home based: Yes

**Contact:** Denise Hyland

**Location:** 59E Stramongate  
Kendal  
Cumbria  
LA9 4BH

**Telephone:** 01539 739077

**Website:** [www.rainbowtrust.org.uk](http://www.rainbowtrust.org.uk)

**Email:** denise.hyland@rainbowtrust.org.uk

**This information was last updated on: 18/09/2014**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support, practical advice & support, emotional support.

**Organisation type:** Bereavement Services

**Area:** Lancashire & South Cumbria

## UK WIDE SERVICES (INC. HELPLINES & WEBSITES)

### The Samaritans- Bereavement Support Whole Family Support

The Samaritans is a confidential emotional support service for anyone in the UK and Ireland. The national helpline service is available 24 hours a day for people who are experiencing feelings of distress or despair, also bereavement and including those which may lead to suicide.

**Opening times:** Helpline service available 24/7.

Open to receive callers at the door: 10:00 am – 9:00 pm daily (call first to check with centre)

#### Facilities

Parking: No

Disabled access: Limited access via ramp

Crèche: No

Home based: Yes, depending on service required

**Contact:** Write to: Chris, PO Box 9090, Stirling, FK8 2SA  
Deaf or hard of hearing use the single Minicom Telephone - 08457 909192.

**Location:** Check with local area

**Telephone:** National Helpline– 08457 909090

**Website:** [www.samaritans.org](http://www.samaritans.org).

**Email:** Jo@samaritans.org

**This information was last updated on: 19/5/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support

**Organisation type:** Bereavement Services

**Area:** National

## Child Bereavement UK

### Whole Family Support

Child Bereavement UK supports families and educates professionals both when a child dies and when a child is bereaved.

- Support and Information Helpline: 01494 568900 or 0800 02 888 40
  - Confidential listening, help and guidance for bereaved families and professionals
  - Signposting to other agencies, support and resources
- Interactive Website
  - Information for bereaved families and carers
  - Searchable database of national and local support agencies
  - Discussion Forum for Bereaved Families and carers
  - Publications/Resources
- Child Bereavement UK produces books, DVDs, CD's, workbooks and leaflets for bereaved families and professionals

### Availability

#### Facilities

Parking: N/A

Disabled access: N/A

Crèche: N/A

Home based: N/A

**Contact:** 01494 568900

**Location:** Clare Charity Centre  
Wycombe Road  
Saunderton  
Buckinghamshire  
HP14 4BF

**Telephone:** 01494 568900

**Website:** [www.childbereavementuk.org](http://www.childbereavementuk.org)

**Email:** [support@childbereavementuk.org](mailto:support@childbereavementuk.org)

**This information was last updated on: 18/09/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support

**Organisation type:** Bereavement Services

**Area:** National

## Muslim Youth Helpline- Bereavement Support

### Whole Family Support

The Muslim Youth Helpline (MYH) is a registered charity. The core service is available nationally; it is a free, confidential and emotional support service. The service uses male and female volunteers trained in active listening and basic listening skills to respond to client enquiries MYH aims to act as a bridge between mainstream services and it actively encourages clients to access mainstream services for more specialist support.

The service is offered via:

- Telephone
- E-mail
- Internet
- Mail

### Availability

Freephone from all UK landlines 0808 808 2008:

- Mon – Fri 6:00 pm – 12 :00 midnight
- Sat – Sun 12:00 noon – 12:00 midnight

Internet Web Chat Hours:

- Mon – Fri 6:00 pm – 12:00 midnight
- Sat – Sun 12:00 noon – 12:00 midnight

### Facilities

Parking: N/A

Disabled access: N/A

Crèche: N/A

Home based: Yes

### Contact:

#### Location:

**Telephone:** 0808 808 2008

**Website:** [www.myh.org.uk](http://www.myh.org.uk)

**Email:** [help@myh.org.uk](mailto:help@myh.org.uk)

**This information was last updated on: 09/06/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support

**Organisation type:** Bereavement Services

**Area:** National



## Survivors of Bereavement by Suicide

### Parent Support

SOBs provide a safe, confidential environment, in which survivors of suicide families / carers can share their experiences and feelings, thus giving and gaining support from each other. Emotional support, help and information is offered in a number of ways:

- Telephone Helpline
- Information
- Self-help support group meetings
- Support days Residential Events

### Availability

East Lancashire Group meets monthly in Blackburn on: 2nd Thursday of each month

Opening times: National Helpline: 0844 561 6855 09:00 am - 09:00 pm Daily

### Facilities

Parking:

Disabled access:

Crèche: No

Home based: Yes, depending on service

**Contact:** Office Telephone: 0115 9441117

**Location:** The National Office  
The Flamsteed Centre  
Albert Street  
Ilkeston,  
Derbyshire  
DE7 5GU

**Telephone:** Office Telephone: 0115 9441117, National Helpline: 0844 561 6855

**Website:** [www.uk-sobs.org.uk](http://www.uk-sobs.org.uk)

**Email:** [sobs.admin@care4free.net](mailto:sobs.admin@care4free.net)

**This information was last updated on: 09/06/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:**

**Organisation type:** Bereavement Services

**Area:** National

## **'Tell us Once' - Bereavement Support**

### **Parent Support**

To use 'Tell Us Once the death' must already have been registered. This can be done by contacting the Register Office. Tell Us Once brings together several organisations (see the list below) so that people do not need notify them individually of the death.

Tell Us Once links information between:

- The Department for Work and Pensions (DWP)
- HM Revenue and Customs (HMRC)
- Local Authorities
- The Driving and Vehicle Licensing Agency (DVLA) the Identity and Passport Service (IPS)

The Registrar will offer you an appointment for a face-to-face interview with a 'Tell Us Once adviser' who will ask you for information about the deceased. Alternatively you will be offered an opportunity to speak to someone over the phone - the Registrar will tell you the number you need to call. The organisations that need to be told about the death will be contacted on your behalf. The departments will then be in direct contact with you about any changes made to the records held about the person who has died.

### **Availability**

#### **Facilities**

Parking: N/A

Disabled access: N/A

Crèche: N/A

Home based: N/A

**Contact:** The Registrar will give you information about the service when you go to register the death

**Location:**

**Telephone:**

**Website:** [www.direct.gov.uk/death-tellusonce](http://www.direct.gov.uk/death-tellusonce)

**Email**

**This information was last updated on: 09/06/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support

**Organisation type:** Bereavement Services

**Area:** National

## Winston's Wish Head Office- Bereavement Support

### Sibling Support

Winston's Wish, is a charity for bereaved children, helping young people to re adjust to life after the death of a parent or sibling. They provide professional assistance before, during and after bereavement, they help them to better understand the nature of loss and offer the practical support and guidance that many need in order to cope throughout the grieving process Winston's Wish has a range of services that include a national Helpline for anyone caring for or who are concerned about a bereaved child.

Winston's Wish National Helpline offer:

- Support
- Information
- Guidance is for anyone who cares for a bereaved child or young person.

### Availability

#### Facilities

Parking: N/A

Disabled access:

Crèche: No

Home based: Yes, depending on service required

**Contact:** General Enquiries: 01242 515157  
National Helpline: 0845 203 0405

**Location:** 4th Floor  
St James's House  
St James Square  
Cheltenham  
Gloucestershire  
GL50 3PR

**Telephone:** General Enquiries: 01242 515157  
National Helpline: 0845 203 0405

**Website:** <http://www.winstonswish.org.uk/>

**Email:** [info@winstonswish.org.uk](mailto:info@winstonswish.org.uk)

**This information was last updated on: 09/06/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support

**Organisation type:** Bereavement Services

**Area:** National

## Cruise Bereavement Care

### Whole Family Support

Services Offered:

- Telephone Support
- Home Visits – one to one
- Family Support
- Open Hands – Monthly drop in sessions in Blackpool, Burnley and Accrington

**Opening times:** Mon – 06:00 pm – 08:00 pm  
Wed – 10:00 am – 12:00 noon  
Out of Hours Answer phone offers Samaritans Telephone: 08457909090

### Facilities

Parking: Yes

Disabled access: Yes

Crèche: No

Home based: Yes, depending on service

**Contact:** 01772 686668

**Location:** 12 Croston House  
Lancs. Bus. Park  
Leyland  
PR26 6TT

**Telephone:** National Helpline: 0870 167 1677  
Young Person's Helpline: 0808 808 1677

**Website:** [www.cruisebereavementcare.org.uk](http://www.cruisebereavementcare.org.uk)

**Email:**

**This information was last updated on: 09/06/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support

**Organisation type:** Bereavement Services

**Area:** National

## Child Death Helpline- Bereavement Support

### Whole Family Support

The Child Death Helpline is a helpline for anyone affected by the death of a child of any age, from pre-birth to adult, under any circumstances, however recently or long ago. Your call will be answered by a bereaved parent. An interpreting service is available.

#### Availability

Opening times: The helpline is open every day throughout the year.

- Every evening 19.00 - 22.00
- Monday to Friday 10.00 - 13.00
- Tuesday and Wednesday 13.00 to 16.00

Parking: N/A

Disabled access: N/A

Crèche: No

Home based: Yes

**Contact:** Freephone: 0800 282 986.

Additional Freephone number for mobiles: 0808 800 6019

**Location:**

**Telephone:**

**Website:** <http://www.childdeathhelpline.org.uk/index.htm>

**Email:** [contact@childdeathhelpline.org](mailto:contact@childdeathhelpline.org)

**This information was last updated on: 09/06/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support

**Organisation type:** Bereavement Services

**Area:** National

## Children's Heart Association- Bereavement Support

### Parent support

Formed in the UK in 1973 and registered as a charity in 1974, the Children's Heart Association is a support group run by families and friends of cardiac children for families with, or who have had, children with heart disorders.

### Availability

Opening times:

Parking: N/A

Disabled access: N/A

Crèche: No

Home based: Yes

Contact:

Location: Children's Heart Association  
23 Hesketh Drive  
Heswall  
Wirral  
CH60 5SP

Telephone: 01706 221988

Website: <http://heartchild.info/web/about-us/>

Email: [information@heartchild.info](mailto:information@heartchild.info)

---

**This information was last updated on: 09/06/14**

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support

**Organisation type:** Bereavement Services

**Area:** National

## Bliss- Bereavement Support

### Parent Support

Bliss offers a wide range of Family Support services that provide confidential advice, information and support to the families of premature and sick babies. These services are free of charge and are available to help and support the whole family. Includes bereavement support.

### Availability

Opening times: Monday- Friday 9am-9pm

Parking: N/A

Disabled access: N/A

Crèche: No

Home based: Yes

Contact: Helpline 0500 618 140

Location: 2nd Floor Chapter House,  
18-20 Crucifix Lane,  
London,  
SE1 3JW

Telephone: 020 7378 1122

Website: [www.bliss.org.uk](http://www.bliss.org.uk)

Email: [hello@bliss.org.uk](mailto:hello@bliss.org.uk)

**This information was last updated on: 12/06/14**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:** Bereavement Support

**Organisation type:** Bereavement Services

**Area:** National

## The Compassionate Friends- Bereavement Support

### Parent Support

A National self-help group of bereaved parents, offering support and friendship to bereaved parents and their families, including sibling support from other brothers and sisters (SIBBS). TCF is a charitable organization of bereaved parents, siblings and grandparents dedicated to the support and care of other bereaved parents, siblings, and grandparents who have suffered the death of a child/children.

We offer support both directly to bereaved families and indirectly by fostering understanding and good practice amongst professionals concerned with child death and by increasing public awareness.

### Availability

Opening times: Daily from 10.00-16.00 and 19.00- 22.00

Parking: N/A

Disabled access: N/A

Crèche: No

Home based: Yes

**Contact:** National Helpline 0845 123 2304

**Location:** 14 New King Street  
Deptford  
London  
SE8 3HS

**Telephone:** National Helpline 0845 123 2304

**Website:** <http://www.tcf.org.uk/>

Siblings website: <http://tcfsiblingsupport.org.uk/>

**Email:** [info@tcf.org.uk](mailto:info@tcf.org.uk)

This information was last updated on: 12/06/2014

---

### Additional information that will be used to signpost users to the directory entry

**Keywords:** Bereavement Support

**Organisation type:** Bereavement Services

**Area:** National



## Template for updates and new entries for the directory

Please forward to [Lynda.Brook@alderhey.nhs.uk](mailto:Lynda.Brook@alderhey.nhs.uk)

### AREA

### Locality

#### **Name of organisation**

Organisation Name

Description (maximum 10 lines)

Other facilities

Target delivery group

Referral procedure

#### **Availability**

Opening times: opening days and times, delivery period

#### **Facilities**

Parking:

Disabled access:

Crèche:

Home based:

#### **Contact:**

#### **Palliative Care Link Consultant:**

#### **Location:**

Address

#### **Telephone**

#### **Fax**

**Website:** <http://www.>

#### **Email:**

**This information was last updated on:**

---

**Additional information that will be used to signpost users to the directory entry**

**Keywords:**

**Organisation type:**

**Area:**