

CHILDREN'S SERVICES

Specialist care and support
for very special children
in their own home



ellenor supports children and
their families facing a life limiting
or life threatening condition from
pre-birth to 19 years old.

ellenor.^x

hospice care in your home or ours

WHAT WE OFFER

Coordination of Care

We work with other professionals to ensure your child's care is clear and effective across services, enabling their needs to be met wherever they are.

Symptom Management

Our team is here to help you identify what may be causing a certain symptom or behaviour and to discuss an appropriate plan to manage it.



Advanced Care Planning

We help you to identify and discuss the things that matter most to you and your family, the challenges your child may face and your wishes in different situations.

Emotional Support

Our team recognises the impact that your child's illness has on your whole family and offers a variety of support that might help; including counselling, play and music therapy, complimentary therapy and bereavement support.

End of Life Care

ellenor offers on call support 24/7 to enable you to stay at home if that's where you want to be; making special memories together when every moment counts.



Respite Care

Our respite staff can provide you with a short break from caring responsibilities, knowing your child is being well cared for whilst having some fun!

Social Events

Our informal social events give the whole family a chance to meet others in similar situations over a shared activity or event.

Transition Support

We help you and your child to negotiate the move into adult services, ensuring things are in place to make this as seamless as possible.



WE'RE HERE FOR YOU

We recognise how demanding it can be to care for a seriously ill child, and the impact this can have on the whole family. Our goal is to support and empower families to manage the day to day care needs of their child, providing expert advice along the way.

Our Children's Team are here to:

- **Support children with a complex condition that may shorten or threaten their life**
- **Provide individualised support and advice to help you manage your child's condition, optimising their health and quality of life**
- **Help your child and family to live as normal a life as possible in the place you feel the safest – your own home**



How to make a comment, compliment or complaint

ellenor recognises that comments, compliments, and complaints are an important part of customer feedback.

We are committed to ensuring that our work is of the highest quality. We believe that through effective management and investigation of comments, compliments, and complaints we can identify learning to achieve high quality care and continuous improvement of our services.

If you would like to raise a concern with us please email: feedback@ellenor.org or visit our website: www.ellenor.org to give us your feedback.

HOW TO CONTACT US:

To make a referral to our services:



TELH.clinical-admin@nhs.net



01474 320007



ellenor.org



Scan the QR code to make referral using our online form

Coldharbour Road, Northfleet,
Gravesend, Kent, DA11 7HQ



@ellenorcharity