

Contact us

Tel: 01865 794749 - Service available from Monday to Friday, 9am to 5pm (excluding public holidays).

Email: cafss@helenanddouglas.org.uk



More about Helen & Douglas House at hdh.org.uk



Helen & Douglas House is a registered charity and no payment is requested from children and their families who receive our care and support.

Registered charity no. 1085951

FC.SWO.10.2025



Social Work

Provide social, practical and emotional support to the families of a child who has a life-limiting illness

What Social Work support can we provide?

The Social Workers at Helen & Douglas House can provide social, practical and emotional support to the families of a child who has a life-limiting illness.

As Social Workers, we consider the needs of the whole family. We look beyond the physical health needs of a child that uses Helen & Douglas House and consider the emotional; practical and social well-being of everyone in the child's family.



How we provide that support

Many families that have a child with a life-shortening illness have worries about issues such as;

- employment;
- finances;
- housing;
- schools;
- practical matters;
- or the future care of their child.

Social Workers at Helen & Douglas House can help by providing a link for families and liaising with other agencies and professionals. This help can include speaking to schools; filling in forms and making referrals to other agencies.

The Social Workers can work with a family by identifying appropriate support and by helping parents to access it. They can then complete any referrals to other agencies as required.

We can make sure that a child's, or their family members', voices are heard and support children and their families in any meetings. We offer help to families in accessing resources and ensure that they are clear as to their entitlement.



Useful notes

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