

To access our family support please 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.FSU.10.2025



Family Support
Offering practical and emotional support, information and advice, at the hospice or in your home

Our service

The Family Support team offer emotional and practical support, information and advice as needed - either in Helen House or at home. This service can include signposting, advocacy, moral support or simply being a listening ear.

The team aim to promote resilience and independence by building on family strengths. Each child and family are approached individually, with a plan of care created to meet your needs. Family support workers may also refer to other members of the team if required.

If the level of mental health support you or a family member requires, is more than we can offer then we will work with you and your GP to refer you to appropriate services.

Family support

We provide family support in several ways - either face-to-face, online or via the phone.

We offer:

- Individual sessions for a parent
- Couples' support
- Coffee sessions for parents



Privacy Notice

Your information is held securely and in the strictest confidence. Our privacy notice can be found on our website at www.helenanddouglas.org.uk/privacy.

Services available

- An in-patient unit that provides exceptional care in a homely and comfortable environment. Children may stay for assessment, symptom management, early transfer from hospital or supportive stays. In addition, we are always here for children approaching the end of their lives.
- Provision of 24-hour telephone nursing advice and support with access to the medical team when a specialist opinion is required.
- Provision of specialist advice and support to parents and other health teams in the community by our Outreach Nursing Team.
- Provision of family support during your child's life and afterwards, helping families to cope during difficult times.
- Sibling support for brothers and sisters to help them understand what is happening.
- Emotional, social and practical support for families from our Social Worker.
- Emotional and/or practical support for young people in their teenage years and in preparation for adult services.
- Bereavement support for individuals and families whilst they proceed through the grieving process.

