Get in touch

If you have any queries or questions and would like to speak to a member of the team, we're here to help:

Telephone: 01865 794749

General enquiries: reception@helenanddouglas.org.uk

Clinical enquiries: clinicalenquiries@helenanddouglas.org.uk

Referrals: can be made by a professional or by a family online at hdh.org.uk/referrals

Helen & Douglas House
your local children's hospice

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.WHD.08.2026**

Helen & Douglas House
your local children's hospice



Welcome to Helen & Douglas House

Discover more about what we do and how we care for support and you

Welcome to Helen & Douglas House

We're here to support your child and whole family, in whatever way feels right for you, wherever you want to be, for as long as you need us. If you've recently been referred, or are still finding out about Helen & Douglas House, you may be wondering what to expect.

A place filled with play, specialist care and family support

You may imagine a children's hospice as somewhere quiet and clinical. Instead, at Helen & Douglas House, you'll find a place filled with play, friendship, specialist care, family support, laughter and colourful moments together.



Your child can be themselves, your family can spend time together, and everyone can feel supported.

Support that's right for your family

Helen & Douglas House is here to support children living with life-shortening conditions, and the people who love and care for them. We provide round-the-clock care for babies, children, and teenagers aged 0-18, at Helen House, at home, in the community or in other settings where families feel most comfortable.

Every family's needs are different. Whether you are looking for practical support, specialist care, time to rest and recharge, or simply someone who understands, we are here for you.



Care and support offered

- Extra support when your child is unwell
- A place where your whole family can stay
- Time to rest, recharge, and enjoy a comforting meal
- Support at the hospice, at home or in the community
- Activities and support for siblings
- Guidance for young people as they grow older
- Someone to talk to when you need advice
- Care and support through difficult times

Many families say they felt unsure when they first heard the word hospice. Others tell us that visiting Helen & Douglas House was very different from what they imagined. You are welcome to visit us when the time is right. Until then, you can find out more from some of the families we asked to share their experiences.

Our short film, 'A Place You Didn't Expect', gives you the chance to hear directly from families who've been supported by us. Mums, dads and siblings share what they thought before their first visit, what it was like to walk into the hospice for the first time, and how we have supported them along the way. You'll also meet some of the children we support and our friendly staff who are here for families every day.

Watch 'A Place You Didn't Expect' at hdh.org.uk/familyexperience



Your first visit

Following a referral, your first visit will be a chance to get to know us at a pace that feels right for you without any pressure

Children with Cancer

A childhood cancer diagnosis can bring uncertainty, questions and challenges for the whole family. At Helen & Douglas House, we can provide support from diagnosis onwards, helping children or young people and their families navigate treatment and everyday life.

Cancer support starts earlier than you think. Because even when the future is unclear, no family should wish they'd come sooner.

Find out more at: hdh.org.uk/children-with-cancer

'It was so much brighter than I expected. Everything's really colourful here, and there's a playroom space, a multi-sensory room, a computer room, and all kinds of stuff! It seemed so much friendlier, upbeat and cheerful than we thought, and when Josiah said, "it's not really like a hospital, it's more like somebody's house", then I just thought, okay, we're going to be fine.'

Kathy, Josiah's mum, on their first impressions of Helen & Douglas House

