

Complementary therapies

We provide therapeutic activities for children using the service which include:

- Complementary therapies
- Music therapy

This service is dependant on availability of resources.

"There are many ways to communicate, respond and connect with a child or young person, no matter their disability or illness, through complementary and music therapy."

Complementary Therapist

Useful Contacts

Northern Ireland Children's Hospice
18 O'Neill Road
Newtownabbey
BT36 6WB
T: 028 9077 7635
E: children@nihospice.org

Regulation and Quality Improvement
Authority
9th Floor Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT
T: 028 9051 7500

Your opinion matters to us

We are constantly striving to provide the highest quality of care to all children, young people and families who use Northern Ireland Children's Hospice. We welcome feedback on the services provided so that we can learn from your experiences.

We advise families to speak to their key worker about any complaints or concerns that they might have. Complaints can be made to:

Complaints Manager

Northern Ireland Children's Hospice
18 O'Neill Road
Newtownabbey
BT36 6WB

We have also produced a leaflet 'Complaint or Concern?' which gives more information on making a formal complaint and the complaints procedure.

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Community Services



**Northern
Ireland
Children's
Hospice**

We are here to look after you

Through our community services we aim to offer care in the community to children and their families. This care is offered through:

- Children's Hospice Nurse Specialists
- Hospice at Home
- Saturday Day Care
- Complementary Therapies

Children's Hospice Nurse Specialists

Children's Hospice Nurse Specialists are specially trained nurses who provide expert care to children and their families. They offer:

- Nursing care
- Emotional support
- Symptom management
- Bereavement care

The Children's Hospice Nurse Specialist works closely with the family and other professionals to ensure that each child's care is tailored to their needs. They are usually the first person from Children's Hospice that the family meets.

The Children's Hospice Nurse Specialists are supported in providing this care by Children's Hospice Community Nurses.

Each family will be assigned either a Nurse Specialist or Community Nurse following referral to act as their key worker.

Hospice at Home

Our Hospice at Home service provides practical nursing care, support and short breaks to children and young people with life-limiting conditions and their families in their own home or community setting.

The aim of the service is to practically support children, young people and their families to minimise social isolation by providing short breaks and a high standard of nursing care at times of instability and crisis.

We work in partnership with local Health and Social Care Trusts to offer these services.

Saturday Day Care

The Children's Hospice Community Team provides Saturday Day Care at various centres across Northern Ireland. Saturday Day Care focuses on fun and interaction, enabling children to socialise with others in a safe environment. Brothers and sisters are also welcome during prearranged sessions.

"One of the most supportive elements is social interaction. My son is able to be around other kids who are just like him. He enjoys all the activities, it allows him to be a child and act like a typical child among friends."

O'Neill Family.

