

Other people's privacy

Please don't ask a member of staff to be your friend on social networking sites such as Facebook. They are not allowed as it is against our policy. The reason for this is to protect both their privacy and the privacy of everyone who uses our services.

For the same reason we ask you not to take photographs which include other children and young people without their consent, or to post images of children, young people or staff on social networking sites.

Help us improve your stay

If you would like to suggest something that could make your stay better, please talk to a member of staff. We will do all we can to accommodate your request.



Did you know?

Northern Ireland Children's Hospice is registered with the Regulation and Quality Improvement Authority. They make sure we care for you in the best way possible.

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

T: 028 9077 7635

Charity No. XN45696
Publication Date: December 2013



Welcome



We hope to make your stay as comfortable and enjoyable as possible

We are here to look after you

We have a team of people fully trained to meet your needs. Our catering staff will prepare your meals for you and your family and our housekeeping team make sure that everything is clean and tidy.

Your family and friends are welcome too

You are welcome to have friends visit when you are here and you can plan the best time for this with staff. If you want to talk to your visitors in private we will find you a suitable space.



Stuff to do

Our priority is to make sure that all your care needs are met safely but we also want you to enjoy your stay with us, which is why we have lots of fun activities for you to do. Our staff will support you to join in any activity you like:

- Paint and create your own work of art in our Arts and Craft room
- Relax with the multi-sensory equipment of fibre optic lighting, sound systems, bubble tubes, and see the different effects when you use the interactive switches
- Enjoy outings and trips

We have a music therapist and a complementary therapist who can give you a relaxing treatment.

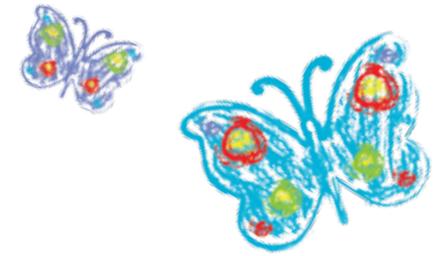
If you are staying in **Horizon House** in **Newtownabbey** you may also enjoy:

- The colourful soft play room which can also be used as the perfect location for relaxing and watching films and cartoons
- The heated hydrotherapy pool for stretching and splashing

If you are staying in **Horizon West** in **Fermanagh** you may also enjoy:

- An easy access hydrotherapy bath
- Speakers all over the house so you can listen to music from your iPod, even in the bath

Please feel free to suggest things you would like to do.



Meals

Please let our staff know what you like to eat and we will make it for you. A member of the care team will place your orders before 11am each day. We will also meet any special dietary requirements.

Your bedroom

All bedrooms are spacious, wheelchair accessible and have plenty of storage space for all the things you need to bring with you such as your clothes and equipment. The bedrooms look out onto a private garden. Your bed will be big and comfortable, and can be moved easily to any room so if you fancy a duvet day but don't want to miss out on all the activities, we can simply move your bed to any of the rooms. Each bedroom has access to suitable bathroom facilities.

Privacy

Our team will work with you to ensure that your right to privacy is respected. Our goal is to maintain your dignity while providing safe care. Doors and windows all have blinds and we will always knock before entering your room. Your information will also be kept private. We won't share any of it with others or talk about you except with those who are involved in your care.