

Welcome to the first-ever Derian House family newsletter!

We will be sending you all the latest news and events from around the hospice every quarter. If there is anything else you'd like to see in this newsletter let us know by emailing Caroline.taylor@derianhouse.co.uk

Derian gets thumbs-up in family survey

AN independent survey of families at Derian House found that they are "very satisfied" with services and likely to recommend to others.

The research, carried out by DJS Research in September 2022, was designed to capture open and honest feedback and to see how services at the hospice could be improved.

A total of 100 families who currently use Derian House, and eight bereaved families, took part – a sample chosen independently.

They described staff as "friendly" and "supportive" with 95% of those who responded rating their overall experience as "good" or better.

One family said: "Excellent! Everything is excellent. 10/10 all round. They cannot do enough for my son."



SPLASH: Leo, Harry and Charlie splashing around with Claire and Arron



FUN: Abigail and Jess in the Messy Play Zone

If all the services were like Derian, I'd be a very happy mummy!"

Another commented: "The help they give you pre and post is phenomenal. I am a nurse myself, and they go well above and beyond."

When asked to suggest improvements, most families said they would like more respite days, more flexible drop off and pick-up times and better communication around events. Some families expressed frustration around the respite booking system and wanted more flexibility around choosing dates.

People said they liked what was on offer, but it was how the services were delivered that really made the difference. One family said: "The staff are so nice, you trust them with your child. That's not easy to do anyway, but when your child has additional needs, it can be hard."

An action plan has been made following the research which includes:

- Better communication with families (including this regular newsletter!).
- Plans for a new family-focused section of the Derian House website.
- Find out why families cancel stays at Derian to help us offer more support.
- Inviting families who joined during the pandemic for an open day to learn more about services available.

Some issues raised had already been tackled, including a more flexible respite booking system which is now in place.

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Come along to one of our groups...

You can find out more about our events on our Facebook page @derianhouse or by calling the hospice on 01257 233 300.

A graphic of a green calendar page with three rings at the top. The text "What's on?" is written in a colorful, playful font.

Dad's Group

26th April / 24th May / 21st June

Meet with likeminded dads to chat, listen, laugh and support each other.



Coffee Mornings

31st March / 5th May / 9th June

Connect with other families who have a child with a life-limiting condition in a friendly and supportive environment.



Playgroup for under-fives

Every Tuesday during term time 10am to 11.45am.

A chance for our youngest children and their siblings to enjoy arts and crafts, singing, story time and sensory play in an inclusive and safe environment.



Baby Massage

Connect with your baby and learn new techniques. Contact Tina from the Wellbeing and Play team by emailing tina.thorpe-knowles@derianhouse.co.uk

Need help with transport?

Did you know that you may be eligible for help with transport to and from appointments?

If your child is school age with special educational needs and disability (SEND) then you may also be eligible for help to get your child to and from school. Contact your local authority to find out more.

For Lancashire County Council visit www.lancashire.gov.uk

Find out if you are eligible for help with extra transport costs through the Disability Living Allowance (DLA):

www.gov.uk/disability-living-allowance-children



Do we have your contact details correct?
Let us know any changes by calling
01257 233 300

derian house
children's hospice



Derian House Children's Hospice, Chancery Road, Chorley, PR7 1DH
T: 01257 233 300 E: info@derianhouse.co.uk W: www.derianhouse.co.uk

Meet the Trustees

Offering a wide range of skills to support the diverse nature of a hospice, our trustees ensure we maintain our culture, values and governance alongside providing the very best care and support to those who need our services.



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