

Alexander Devine Children's Hospice Service

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Alexander Devine Children's Hospice Service provides essential support to children with life-limiting and life-threatening conditions and their families across Berkshire and the surrounding communities.

Our children's hospice service means very different things for each child and their family and as such our care is very personal. Whatever and wherever the need, we are dedicated to bringing comfort and care to these families. Our services include:

- respite care
- specialist play
- symptom management
- family support
- end of life care
- bereavement support.

Care is delivered either at home, in hospital, in schools or within our very own children's hospice, which was opened in Summer 2018. Designed to complement the community service, the hospice has state-of-the-art facilities such as a hydrotherapy pool, sensory room, music room, games room, family accommodation and bereavement suite.

Who to contact

Name	Helen Bennett
Position	Director of Care
Telephone	01628 822777 0845 055 8276 (Out of hours)
Email	helenb@alexanderdevine.org
Website	Alexander Devine Children's Hospice Service

Where to go

Name	Alexander Devine Children's Hospice Service
Address	Snowball Hill Woodlands Park Avenue White Waltham Maidenhead Berkshire
Postcode	SL6 3LU
Notes	Our office hours are 9am - 5pm Monday to Friday.

When is it on?

Date & Time Information	We provide respite care Monday to Friday 8am - 6pm / Emergency and End of Life Care 24/7
Session Information	Services include: respite care specialist play symptom management family support end of life care and bereavement support

Costs

Other Costs	Our services are free to families who meet our eligibility criteria.
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Other details

Notes	We currently support around 120 children and their families, but we are committed to growing our
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service and reaching out to every child and their family that needs us.

Local Offer

Local Offer Description

We provide care and support to families living within Berkshire and surrounding communities who meet eligibility criteria. If your child has been diagnosed with a life-limiting or life-threatening condition they may be eligible for our services.

Anyone can make a referral but usually they come from families or health professionals such as consultants, GPs, hospital and community nurses.

If you are unsure where your child fits the criteria, please give us a call on 01628 922777 and we can provide you with further information and advice.

Contact Name	Helen Bennett
Contact Telephone	01628 922777
Contact Email	helenb@alexanderdevine.org
Links	Alexander Devine
Local Offer Age Bands	Early Years (0-4 years) Primary (4-10 years) Secondary (11-16 years) Transitions to Adulthood (16+)

General Local Offer Response

Click and expand

Is your service accessible?	Yes provided families meet the eligibility criteria.
What are the eligibility criteria for your service?	Essential Criteria 1.The child/young person is aged 0-17 years at time of first referral and diagnosed with a life limiting and life threatening condition to 25 years 2.The young person is aged between 17-19 years with a prognosis that death is expected before their 19th birthday 3.The child/young person is referred for short breaks/respice support that may lead to emergency/end of life care 4.The child/young person is for end of life care only 5.An infant under 1 year with an undiagnosed condition where palliative / supportive care is needed at point of referral although in the future their condition may stabilise 6.The child /young person is referred for palliative / supportive care at a crisis point in their illness although in the future their condition may stabilise e.g. crisis point for a child with cerebral palsy, childhood oncology conditions
How are referrals/applications made to your service?	Referrals can be taken from professionals and parents of the child. Any referral will require consent from the parents / guardian. Any emergency referrals for crisis or end of life care will be dealt with immediately. Decisions are discussed and approved at the referral committee.
What is your service standard for responding to referrals/accessing services?	Families are responded to within two weeks of the intial referral and a decision made for acceptance to the service will be processed within two months.

Funding	Voluntary/Charitable
Charges	No
Inspection outcomes/quality awards	CQC Registered. Awarded Good.
Feedback and complaints procedure	We have full complaints systems in place.
How will I know my child will be safe using this service?	All our staff are aware and know what to do in relation to safeguarding policies and procedures.
Last Updated	01/10/2019