

## What happens at Rachel House?

A family meal together, or just a bit of time to yourself – these everyday activities can become rare luxuries when you are at home.

At Rachel House we will share the care of your child so that you are free to enjoy some precious time together as a family.

When staying for a planned break, you can come as a family and enjoy some relaxation and time together. Or you can leave your child in our care while you catch up on things back home or take a holiday, once we've got to know your child well.

Whatever you choose to do or not to do, it's up to you! We will try to be as flexible as we can, fitting in with your needs and wishes.

If you need extra help and support at home, your key worker, the family support team and the CHAS at Home team will work with you and other professionals in your area to work out how this can be best provided.



## Can I receive support?

We look after children and young people who have conditions where survival into full adulthood is not expected. Ordinarily children and young people will be under 16 years of age when they are first referred.

CHAS cannot normally accept a child for care with a non-progressive illness or disability, unless there is a clearly identified palliative need. Further information on the CHAS referral procedure can be found on the CHAS website at [www.chas.org.uk/our-referral-procedure](http://www.chas.org.uk/our-referral-procedure)

“For the laughter we've shared, the tears we've shed, the love we've felt, and the support throughout, we are eternally grateful to all our friends at Rachel House.”

“We meet other families and know we're not the only family facing uncertainty.”



## What happens next?

To find out more, you can talk to your child's Paediatrician, Community Children's Nurse, GP, Health Visitor or Social Worker who will contact us on your behalf. Alternatively, you can call us by telephone to discuss your situation.

### Rachel House Children's Hospice

Avenue Road  
Kinross KY13 8FX  
tel: 01577 865777

For more information visit the CHAS website on [www.chas.org.uk](http://www.chas.org.uk)

Photos by Paul Hampton and Sean Bell.  
Scottish charity number SC 019724

The printing of this leaflet has been funded thanks to the generous support of Aviva.

[www.chas.org.uk](http://www.chas.org.uk)



Children's Hospice Association Scotland  
Sharing the Caring

# Rachel House



“Rachel House has made such a difference to our lives.”

## About CHAS

Children's Hospice Association Scotland (CHAS) is a charity that provides the only hospice services in Scotland for children and young people with life-shortening conditions.

CHAS runs two children's hospices, Rachel House in Kinross and Robin House in Balloch. The hospices support the whole family by offering short planned breaks, emergency support, end of life care and a range of bereavement services.

CHAS also provides a home care service, called CHAS at Home, staffed from both hospices and with a dedicated team in the North of Scotland. The service offers care to families in their own homes when they need it most.

CHAS supports over 250 families, as well as a significant number of families who receive bereavement support. The services are funded mainly through the generosity of the many supporters who help raise over £6 million needed each year to provide these vital hospice services.

## What is a children's hospice?

We all hope children will grow up healthy and strong. Sadly, though, some parents are living with the knowledge that their child's life will be cut short. A children's hospice cares for such children and young people. It also provides practical help, emotional support and advice for the whole family, as well as ways to reduce the variety of symptoms the children experience.

Rachel House is a purpose built 'home from home' providing accommodation for eight families at any one time. A warm and friendly atmosphere has been created by our staff and volunteers who are committed to ensuring that every family receives the highest quality care.

“In the outside world we build up a protective wall around us and in the hospice that wall can fall down. It really is a safe haven.”

## How can Rachel House help?

We recognise that caring for a seriously ill child has a huge practical and emotional impact. We are able to offer you support by providing excellent care for your child, while at the same time giving you the opportunity to relax, recharge your batteries and have a break. We do this by offering:

- Short planned breaks for your child or the whole family at Rachel House.
- One to one care for your child.
- Emergency care at Rachel House or at home.
- A range of professional expertise eg nursing and medical care, play activities, social work and spiritual care.
- Pain relief and other symptom management.
- Telephone support 24 hours a day.
- Care as the end of your child's life approaches at either Rachel House, at home or working alongside staff in hospital.
- Bereavement support after the death of your child.

“When you are at the end of your tether, just the thought of a few days at Rachel House keeps you going.”



“We suddenly realised there were other people going through the same problems and having the same pain and we didn't feel as isolated.”

