



## How can Rachel House help?

Staff acknowledge the immense practical and emotional strain that caring for a seriously ill child brings. We are able to offer support by providing first class care for the child, while at the same time giving families the opportunity to relax, recharge their batteries and have a break. We do this by:

- Offering short planned breaks for the child or the child's whole family at Rachel House.
- One to one care for the child.
- Providing emergency care at Rachel House or at home.
- Offering a range of professional expertise e.g. nursing and medical care, play activities, social work and spiritual care.
- Help with pain relief and other symptom management.
- Providing telephone support 24 hours a day.
- Providing 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.



## What happens at Rachel House

A family meal time, 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. That leaves you free to have 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.

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 continuing help and support at home, our Home Support Co-ordinator will work with you and other professionals in your area to work out if this can be provided.

There will be times when Rachel House staff can provide care in your own home if it's appropriate.



## What to do next?

You can give us a call to talk to us about your situation or talk to a professional who knows your family well such as your GP, Paediatrician, Health Visitor or Social Worker, who can contact us on your behalf.

Rachel House staff will then contact you and arrange to talk about the referral.

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

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Children's Hospice Association Scotland  
Sharing the Caring

# Rachel House

## Children's Hospice





## What is a Children's Hospice?

We all expect children to grow up healthy and strong. Sadly, though, some parents are living with the knowledge that their child's life will be 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.

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 staff and volunteers who are committed to ensuring that every family receives the highest quality care.

We welcome children and young people who are ordinarily under 16 years of age at first referral (taking into consideration all family circumstances) and have illnesses where survival to adulthood is not expected.

“Rachel House is a lifeline. It's wonderful. We all have a great break. We meet other families and know we're not the only family facing uncertainty. I know there is always someone willing to listen to me.”

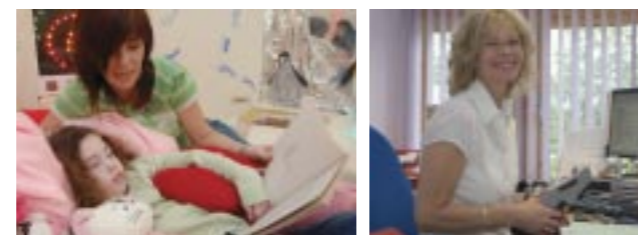


“When you are at the end of your tether, just the thought of a few days at Rachel House keeps you going.”

No charge is made to families who use CHAS's services and both hospices and our At Home service are funded mainly through the huge generosity of our many supporters who help us in so many ways.



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



## About CHAS

The Children's Hospice Association Scotland (CHAS) is a Scottish charity established to provide hospice services in Scotland for children with life-limiting conditions.

No two families are the same, and CHAS has the flexibility to respond to the particular needs of mothers, fathers, brothers and sisters, as well as the extended family.

Rachel House, Scotland's first children's hospice, opened in Kinross in July 1996. Robin House in Balloch opened in August 2005. Both hospices are purpose-built and each provides on-going support for up to 200 families across Scotland each year. Since 2003 our Rachel House at Home team, based in Inverness, has provided support to children and families in the Highlands.

“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.”



“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.”

We cannot normally accept a child with a non-progressive illness or disability, unless there is a clearly identified palliative need.

