Welcome to Northern Ireland Children’s Hospice
We are Northern Ireland Children’s Hospice.
We care for children and young people who have a life-limiting or life-threatening condition.

“Each time we stay with our son in Children’s Hospice it feels like a second home and the staff become family. It’s a very special place for us.”

Irwin Family
Welcome

At Northern Ireland Children’s Hospice we focus on every aspect of your child’s care and personal needs. As well as providing specialist nursing care we also try to meet your child’s need for fun, friendship and new experiences. We will support your child to have the best experience while they are here with us and hopefully they will enjoy the surroundings and opportunities available.

We are a regional service and have two Children’s Hospice buildings; Horizon House in Newtownabbey and Horizon West in Killadeas, Fermanagh.

We look forward to welcoming you and your family.

Warm Regards
Northern Ireland Children’s Hospice

“Children’s Hospice has all the equipment David needs. David’s brothers love visiting Children’s Hospice too. They have made friends with other families and it gives us all quality time together.”

McLoughlin Family

What to expect when you first arrive

We are the only regional service in Northern Ireland caring for children and young people with very complex needs who require 24 hour specialist care.

Our services include planned and emergency specialist short breaks, symptom management, end of life care, family support and bereavement care.

Admissions are planned between 3.00pm and 5.00pm. A more convenient time can be arranged if this is not suitable but please let us know in advance. Please arrive at the main entrance where you will be asked to sign in. This will enable us to make sure you are listed on the fire register so that we will know who is in the building in case of an emergency. For this same reason we ask you to sign out at the main door when exiting the building.

On arrival you and your child will be directed to the living room where a member of staff will welcome you. There will always be someone to help you with your bags.

A member of our team will introduce themselves to you and your child, take your details, go through your child’s care plan and answer any questions you may have.

You will be given a tour of the building and the various rooms which you and your child can use during your stay. Please feel free to approach any member of staff for more information at any time during your stay, or if you have any particular requests or comments.
The team

For us it is not just a 9 to 5. It’s about the children and the families we care for that makes what we do the most important job in the world.

We have a highly skilled team who are fully trained and competent to work with every child or young person who uses our services. Our specialist team is made up of nurses, health care assistants, nursery nurses, social workers and a range of therapists. We have different teams of staff who will all be focusing on making your child’s stay as positive as possible.

Our teams do not wear the typical nursing uniforms. You can identify the different teams by the colour of their t-shirts.

Nurses wear RED polo shirts
Health Care Assistants wear PURPLE polo shirts
The Catering team wear CHEF’S WHITES
The Housekeeping team wear BLUE polo shirts
The Volunteers wear YELLOW t-shirts

Accommodation

Horizon House is a purpose built facility which opened in November 2001. It has ten fully accessible bedrooms for use by children and young people. There is an open plan living and dining room, a soft play room, a multi-sensory room, a den, an art room, a quiet room and a hydrotherapy pool. There are a range of showers, bathrooms and toilets which are wheelchair accessible.

Horizon House also has family accommodation which includes four en-suite bedrooms, a shared living area and kitchenette with private access to the gardens.

Horizon West was opened in 2012. This purpose built facility has four bedrooms for children and young people and a range of fully accessible bathrooms. There is a large foyer overlooking the gardens, an art room, a den and a multi-sensory hydrotherapy bathroom with a fitted sound system. Horizon West has two family bedrooms each with their own private door to the gardens.

If you are staying in the family accommodation, you will be given a key to access your room on your arrival. Please leave your key with the care team when you go out and at the end of your stay. Each room also has a phone for internal calls which means you can phone to check on your child at any time.
What to bring with you

The following items will help to make your child’s stay with us as comfortable as possible. We will aim to maintain a normal daily routine.

- All medication your child is currently taking (in bottles/packets) with an up to date medication list signed by your GP or paediatrician
- Emergency medication e.g. for seizure control or allergic reactions
- Clothing (indoor and outdoor)
- Pyjamas
- Favourite toys / blanket
- Nappies / pads
- Toiletries including hair brush, toothbrush and toothpaste
- Swimwear

Equipment (if needed):
- Feeding pump, giving sets, connectors, spare device and feeds
- Suction machine and catheters
- Oxygen saturation monitor
- Blood glucose testing equipment

We provide towels and hairdryers.

Your child’s medicines

Each time your child stays with us we update the information about their medicines. The nursing staff cannot administer medication without a prescription, therefore the sheet we ask you to bring signed by your child’s GP or paediatrician is very important. We use this sheet to base our prescriptions on. If you cannot get the sheet up to date in time, for example if a cancellation space arises, then bring correctly labelled medicine bottles with you.

We may send medicines home with you again. This is because we stock some of the medicines that children regularly take and it’s easier for us to use our stock rather than store your child’s medicines.

Meals

Food is a very important part of family life. Our catering team takes great pride in providing children, young people and families with tasty and nourishing meals. The menu is available in advance for you to choose from but if there is anything in particular you would like please just let us know. If you, your child or family member have any special dietary requirements, please let us know in advance. Our catering team will be happy to cook you a meal to meet your requirements.

Breakfast: 8.00am – 10.00am
Lunch: 12.30pm – 1.30pm
Dinner: 5.00pm

Some children, young people and staff have very severe nut allergies which are potentially life threatening and for this reason we have a strict no nuts policy. Please do not bring any food or toiletries containing nuts with you into Children’s Hospice.
Visiting times

Generally, there are no restrictions on visitors and you are welcome to use the family accommodation to stay with your child during their stay at either Horizon House or Horizon West. To make your stay with us more comfortable, we are happy to provide meals for visitors if we know of their arrival in advance.

We will not allow any visitors who we do not know of in advance to visit your child. To avoid any unnecessary confusion please make sure the Nurse in Charge is always aware of any expected visitors. If there is anyone who is not welcome to visit, please make us aware and we will manage the situation sensitively.

Infection prevention and management

To prevent and manage the spread of infection we will ask all visitors to use the hand washing facilities before and after visiting. Visitors experiencing vomiting, diarrhoea and flu like symptoms are advised to stay away until 48 hours after symptoms have cleared. If any member of your family is unwell in the days before you are due to visit please contact the Nurse in Charge to check when it is safe to visit.

Pets

Pets are welcome to visit provided prior arrangement has been made with the care team and they are supervised.

Smoking

Northern Ireland Children’s Hospice is a no smoking area and families are asked to respect this. If you wish to smoke please talk to the Nurse in Charge who will direct you to an appropriate area.

Information held on your child

We need to hold information on your child in their care plan and this may include information provided from other professionals caring for your child, such as your family GP. We may need to share your child’s information with other services, but we will inform you before doing so. Our ‘Looking after and accessing your child’s records’ leaflet gives information on the records we hold, how we keep them confidential and our policy for sharing information.

Privacy and dignity

Our intimate care policy relates to aspects of personal care such as changing nappies or pads. Both male and female staff members may undertake the care of young children. All our staff practice according to the Protection of Children and Vulnerable Adults Policy.

Our team will work with you and your child to ensure that their right to privacy is respected. Our goal is to maintain your child’s dignity while providing safe care.

Doors and windows all have blinds and we will always knock before entering your child’s room.
Your opinion matters to us

We are constantly striving to provide the highest quality of service to all children, young people and families who visit Northern Ireland Children’s Hospice. We welcome feedback on the services provided so that we can learn from your experiences.

Safeguarding children

The safety of all children staying with us is our priority and we have a Protection of Children and Vulnerable Adults policy in place. If there is any cause for concern, the policy will be implemented. If you have any concerns about a child or young person, please discuss it with the Nurse in Charge immediately.

We operate a zero tolerance policy towards verbal or physical violence. Anyone displaying threatening or abusive behaviour will be required to leave the premises.

Training and Research

We often have nursing and social care students on training programmes with us and we strive to ensure that their learning needs are met. As part of their learning, students may review and record in your child’s notes. If you are concerned about this, please speak to the Nurse in Charge.

Students or staff members may also carry out research studies and ask to access your child’s records. We will always ask your permission before this takes place.

In order to ensure the privacy of our staff and everyone who uses our services is respected, please:

- Do not 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.
- Do not take or post any photos which include other children or young people who use our services without prior consent.

If you have any comments or queries please talk to a member of the care team, or ask to speak to the Nurse in Charge who will try to resolve any concerns quickly. If you wish to make a complaint please contact:

Complaints Manager
Northern Ireland Children’s Hospice
18 O’Neill Road
Newtownabbey
BT36 6WB
T: 028 9077 7635

If you would like more information on how to make a formal complaint and the complaint procedure, our ‘Complaint and Concern’ leaflet will be able to guide you through the process.
Regulation of our service

Northern Ireland Children’s Hospice is regulated by the Regulation and Quality Improvement Authority (RQIA).

Regulation and Quality Improvement Authority
9th Floor Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT
T: 028 9051 7500

Accessing inspection reports

You can access the RQIA’s inspection reports of Northern Ireland Children’s Hospice services through RQIA’s website or by contacting:

Director of Children & Young People’s Services
Northern Ireland Children’s Hospice
18 O’Neill Road
Belfast
BT36 6WB
T: 028 9077 7635
E: children@nihospice.org

How to find us

Horizon House Children’s Hospice
18 O’Neill Road
Newtownabbey
Co. Antrim
BT36 6WB

Head Northwest on M2
At junction 4, take the A8/A6 exit to Larne/Glengormley
At Sandyknowes Roundabout, exit onto Antrim Rd/A6
Continue on the Antrim Road through Glengormley Village
At the third junction turn left onto O’Neill Rd/B513
Horizon House Children’s Hospice will be on your right

Horizon West Children’s Hospice
Horizon West
17 Tully Road
Irvinestown
BT94 1RL

From the M1 continue onto Woodlough Rd/A4
Continue to follow A4
Turn right onto Forthill St/A32
Continue to follow A32
At the third roundabout, take the 1st exit onto B82
Take the first right
Turn right into Tullyglass Road
Horizon West Children’s Hospice will be on your right