



at St Oswald's

Welcome to the latest edition of Family Matters, keeping you up to date with what's going on this festive season at St Oswald's Children and Young Adults

Important request

If your child has an Emergency Health Care Plan it is essential this is brought in for each stay, together with all necessary medication and equipment. Many thanks for your cooperation with this.

Making music

In partnership with Sage Gateshead Louisa, our Music Therapist worked during the summer with the children on a 'Exploring Summertime' theme. This sessions included singing and making music and were lots of fun for everyone involved. A CD of the work is being produced and will be available for you to enjoy.



Question time

As most of you will be aware we are gathering evidence on outcomes for our funders. As part of this work we wrote to you all and asked if you could spare half an hour for a chat about how our services affect you and your family.

A huge thanks to all of you who have already spoken to us. If you haven't done so yet but would be able and willing to spare the time please let Pam or Marianne know. Many thanks.

Tick tock...

Whenever possible can you please arrive at **2.00pm** as we have early and late staff on to take the handover. If this is not possible please arrive no later than **4.30pm** as any later has an impact on tea time for the children.

Help and support

SWAN UK - Some of you may have heard of or been affected by SWAN, this stands for Syndromes Without a Name. Since we opened our doors we have had several children access our care who have been diagnosed with this condition.

SWAN UK is an initiative of Genetic Alliance UK offering information and support to families of children with undiagnosed genetic conditions and one of our mums, Rachel Jeffares is a Parent Rep for the group. If you'd like to find out more you can visit www.undiagnosed.org.uk or contact Rachel on Rachel.jeffars@undiagnosed.org.uk





Help and support Continued...

Charlie Cookson Foundation - The Charlie Cookson Foundation is a newly registered charity that provides financial relief to parents who have children with life limiting conditions. They can help with mortgage, rent, gas, electric, food, petrol and day to day living expenses over a period of three months. Charlie and his family used to access the care at St Oswald's.

To find out more, including the application process and personal criteria please visit www.charliecookson.co.uk

New faces

Fond farewell to Chris Jackson, Team Leader who has moved on to a new position outside of St Oswald's. Rebekah Hoskins will be joining Carole, Sally and Diane on the Service's Management Team as our new Team Leader.



We have two new Staff Nurses, Ashley Norris and Stacey Richardson and two new Care Support Workers, Ray Fenwick and Kayleigh Laidlaw who joined the team in November. We also welcome Hilary Brewis as our new Physiotherapist.

Christmas Calendar

Christingle Service, Sat 20th Dec, 1.00pm - for children, young adults and their families. RSVP to Davina on 0191 285 0063 ext 216 or email davinaradford@stoswaldsuk.org

Christmas Parties - You should have now received your invites to the Christmas Parties taking place this year. Hopefully see you all there! Please contact Pam or Marianne for more info re the parties and remember to RSVP if you haven't already. Thanks.

We want to hear what you think!

Please remember we have our Feedback Bank. It's a way for patients, families, carers, visitors, staff and volunteers to tell us what they think. Whether you have a compliment, comment, suggestion or complaint, we want to hear it. A Feedback Bank box and submission forms is located by the sofas next to the Children's staff room. You can also email your comments to patientfeedback@stoswaldsuk.org



All comments are given consideration and if possible the suggested improvements will be made. We acknowledge all suggestions where contact details have been provided.

Wishing you all a very merry Christmas and Happy New Year
from all the staff and volunteers at St Oswald's