



# Family Matters at St Oswald's

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

## NEW FACES

Over the last few months we have welcomed some new members of staff to the team – welcome to Children's Nurses Georgina and Michelle, Learning Disability Nurse Zoe and Care Support Workers Gaynor and Victoria.

Please see the noticeboard next to the red lounge in the Unit for a full overview of the team.



## Making improvements

We have recently had a total refit of the hoisting system within the Unit and a new nurse call system installed. The two new systems have been installed as safety is always our top priority when your children are in our care.

## IMPORTANT - checklist for your child's stay with us

We have enclosed a checklist for parents and carers to follow in preparation for your child's stay with us. It's really important to bring your child's toiletries and slings, as they have been tailored to your child's needs.

## Advocacy support service

We have previously sent you information about our Advocacy Support Service, which you can access as a parent of a child using our service. The service provides free advice on issues such as welfare benefits, personal budgets, assessments and care plans, housing, employment disputes, and more.

We've had really positive feedback about the service but unfortunately we haven't had any appointments booked for the September and November dates. If appointments are not booked, we risk losing external funding and will no longer be able to offer the clinics. Please let us know if you would like some help so we can arrange dates for 2019.

## A new service for young adults coming soon

We're really pleased to have recently been given funding from Together for Short Lives to further support young adults living with complex and unmet needs, who are transitioning in to adult services. We are one of eight projects in the UK to be given funding through the 'Improving Transitions for Young People Fund.'

The money will allow St Oswald's to pilot an annual assessment clinic for young adults and facilitate closer working relationships between the Hospice and GPs. We will share more details in the next few months and if you have any questions you can contact Lynne Young, our Social Care Lead on [lynneyoung@stoswaldsuk.org](mailto:lynneyoung@stoswaldsuk.org) or call 0191 246 9060.

## Elmer's Great North Parade— Join the Herd!

Plans for our Snowdog follow up, 'Elmer's Great North Parade' are going very well, with lots of exciting plans for the first half of 2019. Although the trail doesn't open until 21<sup>st</sup> August, the excitement will start to build in January when we will be announcing the sculpture locations, and we are continuing to search for artists to paint our herd. We've been loaned a van which will be Elmer branded, making it easier to take Elmer and his friends around the region to meet his 'ele-fans' ahead of the trail. Look out for the announcement of a way you can win your very own full-sized Elmer in February.

To keep up to date with the trail, you can follow Elmer's Great North Parade on Facebook, Twitter and Instagram or check out all the latest news on the website [www.greatnortheimer.co.uk](http://www.greatnortheimer.co.uk)



## Charity of the Year—we did it!

If you haven't already heard our wonderful news, we were announced as the winner of the North East Charity of the Year Award, at the North East Charity Awards 2018 in October.

The judges said: "They really make a community for patients, work in collaboration with nine other independent hospices and have the attitude of 'what can we do?' regardless of the situation. OUTSTANDING!"

Thank you to everyone for your support.



## Medication phone calls

Our new system of calling the day before a stay (or Friday if Sunday or Monday) has been in place for six months. We'd really appreciate any feedback, good or bad, about the new system and how it is working for you. If you have any comments please email [childya@stoswaldsuk.org](mailto:childya@stoswaldsuk.org)

## Fun and activities

We have enclosed a questionnaire about children's activities that we would like you to fill in. This will help us to understand what activities your child would like to take part in during their stay. Please complete the questionnaire and bring it with you on your child's next stay.

On 21st December we'll have some special visitors in the Hospice. Northern Stage are coming in to the Children's Unit to perform songs from their festive show this year, **A Christmas Carol**. Come along from 2.30pm and have a Christmas sing-a-long, everyone is welcome!

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

[www.stoswaldsuk.org](http://www.stoswaldsuk.org)