

Respite Care at Little Havens

We are looking forward to opening Little Havens for day stays and overnight respite stays. We have listened to what parents and carers have told us about the length of time it takes to complete the administration around these stays and will be trialling new ways of carrying out assessments so that families can maximise their respite stays.

We have put this information sheet together to help you to know what to expect and how we will manage the COVID infection risks.

Unfortunately, we are only able to allow one parent or carer to be resident with their child or young person during a stay whilst Covid restrictions are in place. However, your family is welcome to visit in the garden in line with government guidelines, which are currently groups of six or two households.

Before you come to stay

A member of the nursing staff will arrange to update your child's assessment and Care Plan before you come to Little Havens for day stay or respite care. We can do this assessment by phone, Zoom or Microsoft Teams (we may be able to do this by email in the future). If you have a Hospice at Home (formally EPIC) Care Plan, we will update the current version with you as it does not cover the full 24-hour period. We will also ask you to complete a drug record form for your child which you will be asked to email to us before the assessment meeting.

We hope this will speed the process up for respite care and reduce the amount of administration needed on the day of arrival.

Do I need to take a COVID 19 test?

All people over the age of 12 (resident children and parent/carer) are required to take a lateral flow test on the day of admission to Little Havens. This can be done at home, if you have home testing kits available, or can be completed on arrival at the hospice.

If you have undertaken your own lateral flow test you will need to show the Care Team the results on arrival.

If the result is positive, you will not be allowed to stay for respite care, and you will need to organise a PCR test at your local test centre.

What tests do Little Havens staff have?

All staff at Havens Hospices are asked to complete two lateral flow tests each week.

Every one of us
Making every day count.

Havens Hospices is registered in England and Wales as a company limited by guarantee.
Registered address: 226 Priory Crescent, Southend on Sea, Essex, SS2 6PR.
Company number 2805007 | VAT Registration Number 194 8870 48 | Registered Charity Number 1022119

Will I have to wear a mask and PPE?

All people who can wear a mask and are not medically exempt need to wear a mask in the building (we can provide these). We are following the rules for schools: if your child wears a mask at school then they should also wear a mask in the building at Little Havens.

Staff will wear appropriate PPE for the activities and care they are providing for your child.

Hand washing and the use of alcohol gel will be encouraged.

Equipment

Please ensure any equipment you send in with your child has been cleaned including slings. We will repeat the cleaning procedure on arrival to Little Havens (apart from slings).

What areas will we be able to use in the hospice?

Children will be allocated a room on the care floor as usual. If a parent/carer is staying, they will be allocated a room to stay in, either on the first floor or if they prefer, a room adjacent to their child.

Each child will be allocated an area in which they can spend time on their own (Adolescent room, Sanctuary, or the Lounge). If children and young people mix, social distancing will be observed.

The MSR can be accessed if it has not been booked by another visiting child.

Free use of the garden facilities.

You will be able to use the Hydrotherapy Pool once it is open. A member of Pool Safety Staff must be in the pool area when the pool is in use (this is a change from previous guidelines).

Meals will be served in the kitchen area with tables a minimum of 2 meters apart (children and parents can all eat together maintaining social distance). Staff will not be eating with children and families at this time. If you would prefer to eat your meal in your room, this can be organised by speaking to a member of staff.

All people are to maintain social distancing wherever possible (2 meters). Currently people cannot mix indoors, and we will discharge this apart from mealtimes.

If a child or young person requires Aerosol Generating Procedures, these will be carried out in their room.

Can my family come and visit?

Your family can only come to visit in the garden in line with government guidelines which are currently groups of six or two households. If you would like your family to visit, please organise this with the Care Team who can also organise a picnic outside.

Can parents/carers swap?

Parents/carers can only swap if the relevant PCR test has been completed, with a lateral flow test the day of residency. We would prefer parents/carers not to swap at this time.