



Demelza  
Hospice Care for Children

Always a family

Demelza Hospice Care for Children  
Impact Report 2018-19



Demelza is somewhere to escape...  
I get to be a parent, not just a carer.

Will, Elliott's Dad from Kent



# The chance to be a family and make memories

## Our life story - Will, Georgina, Elliott and Grace

"Demelza is somewhere to escape" explains Will. "I get to be a parent, not just a carer."

For Will and Georgina from Chatham, Kent, time at Demelza is time to just be mum and dad.

Elliott, their five-year-old son, has a brain disorder so rare he's the only person in the UK to be diagnosed with it. Elliott is severely disabled and must have round-the-clock care to live.

"The aim is less medication, and less distress for him," says Will. "We would love him to be awake more, and have a cuddle on the sofa before bedtime."

There's also, Grace, their daughter who loves going to Demelza with her big brother. Every Sunday, the kids get to splash about in the hydrotherapy pool – something Will loves. "Me and Elliott,

we're not able to do typical father and son things like kicking a ball around the park, so having this instead is really important."

Georgina was nervous about visiting Demelza at first. "I thought it would be all about end of life care. We came along and realised it wasn't like that at all.

"I remember the first time Will and I left Elliott and went to Bluewater – it was the furthest I had ever been away from him.

"Now we have Grace and she loves the soft play and sensory room – she can have playtime with Elliott more. We can sit and have a cup of tea knowing Grace is happy pottering about and that Elliott is being looked after."

This is the real impact our work has on children and their families. We give care and support that changes lives every day.

The difference  
**you make** is the  
reason **we exist**





## Ryan Campbell CBE, our Chief Executive



Every child and young person with a terminal condition must receive the care, support and attention they need. They and their families should be allowed to enjoy being together and build memories, for however long they have.

Our strategy is ambitious and demanding. We will double the number of children, young people and families we support because the need for our services keeps growing. We'll give families choice on where and how they receive care. We'll build stronger relationships with the NHS and community organisations so services are better and more inclusive.

As one of the largest children's hospices in the UK, we are driving up quality in the sector. Working with Together for Short Lives (TFSL), Hospice UK and local hospices, we're improving the experience that every child, young person and family has, no matter where they are or what they need.

88% of our income comes from voluntary donations, clearly showing we wouldn't be able to do this without you. Individuals, businesses, groups, trusts and foundations who want children and their families to have what so many of us take for granted. Time and space to relax, have fun and enjoy being a family, together.

Your generosity over the last year meant we reached more families than ever before, launched life-changing services 'Care at Home' and 'Practical Volunteer Support', and provided expert care to babies, children and young people with the most severe and complex health problems. The difference you make is the reason we exist.

**Thank you, once again.**

**Ryan**

# When and where we're needed most

## **When families with a child with a terminal condition are at breaking point**

If parenting is the hardest job in the world, how can we describe parenting a child with a terminal condition? Every night and day and every ounce of energy goes on being a carer, giving treatments, making sure life-saving equipment is working, checking your child is always OK, driving to hospital appointments, waiting for clinicians, medical tests, consultations and a million other things.

On top of the constant care responsibilities, families are living every second with the knowledge their child is likely to die before them. A desperate situation that can lead to severe anxiety, stress, depression, sleep deprivation, debt, relationship breakdowns and isolation.

## **Demelza gives families the time, space and care they need**

We help children with terminal conditions and their families have a break from the duties, stress and pressure of their care routine. With tailored hospice care in Kent and South East London, and home care in Kent and East Sussex, we exist so they can have fun and be a family together, without the worry.

## **Thanks to you, we're making more impact than ever before**

We offer families the choice to do things the way they want, when most days demand a rigid structure of medication, management and care.

We bring families together to share experiences, build friendships and networks, so they feel part of something and know they're not alone.

The care, support, understanding and trust Demelza offers increases confidence, and families are more willing to take part in activities they thought were out of reach.

And if a family comes to us when their child is dying, we'll give them the time and space to make precious memories together before they say goodbye.





"Both my sons really benefited from the art therapy sessions. It has helped them understand some of the feelings they have and have learned to deal with them. It was really helpful for us as parents also to understand some of their feelings which they wouldn't normally talk about. We didn't realise how isolated and different our son felt until he mentioned in his art sessions that he feels 'like an alien', because there's no one like him and his planet is lonely. He also made references to the song, *This Is Me*."

**Feedback by parents following art therapy  
at Demelza South East London**

# A positive part of family life

To make sure we keep improving our services, we hired an independent research agency to interview over 250 families to see how they feel about what we do and how we do it.

Alongside our Care Quality Commission rating of **Outstanding** and **Good**, we have a profoundly positive impact:

**98%**

of families would definitely **recommend** Demelza's services to other families.



**85%**

of families said their **expectations** were met or **exceeded**, mainly due to the **quality** of the staff, the **24/7 support** and the support provided to the other members of the family.





The staff's **'can-do'** attitude, **positive** atmosphere, and the competency of the staff were families' favourite aspects of the **care**.



Overall, **94%** of families were satisfied with the service received from **Demelza**; aspects of the service receiving the **highest** ratings centred around the **quality** of the staff.



**71%** said **Demelza** has contributed to the **quality of life** of both the child and **83%** for the rest of the **family**.

### But there are always things we can do better.

- Make the admissions and check-in process faster and smoother
- Keep in regular communication with families when they're not at the hospice
- Create a supportive network that connects parents with Demelza and each other



## Reducing isolation:

### Layla and her Nan

For most teenagers, a trip to the cinema is nothing special. For Layla it's a very big deal.

Layla is 14 and has Spinal Muscular Atrophy. It's a serious genetic condition that means she uses a wheelchair because she can't lift her arms or legs.

Lots of trips that most teenagers take for granted are for her a huge logistical challenge, inaccessible or even impossible. And so it's even more vital Layla and her Nan, who she lives with in Sittingbourne, Kent, get support from Demelza.

Layla stays at the Demelza hospice in Sittingbourne 10 nights a year. This gives her Nan a much-needed rest, and Layla the chance to catch up with friends and share her makeup tips with staff.

Layla said: "I enjoy going to Demelza. I love the pool and it's a break for Nan. The staff take me out on trips and I've been to Bluewater, the zoo, the cinema and to the seafront with them."

Demelza is the only organisation which helps the family with Layla's care. Her Nan, Ann said: "For me it's a lifeline. It means I can go on holiday and have a break. The Family Support Workers are always at the end of the phone if ever I need them, and I know Layla will be well looked after. Everyone there is brilliant."



# Our vision, mission and goals

Our **vision** is for life to be better for children and young people who have serious or terminal conditions; and for their parents, brothers and sisters, and those who love them, to receive support.

Our **mission** is to provide specialist care and emotional support for babies, children, young people and the whole family from diagnosis, during day to day family life, times of crisis, end of life and through bereavement. To influence the care and support provided by others.

## What are the challenges?

- There are more babies, children and young people being diagnosed with serious and terminal conditions, and they are living longer. This puts increased strain on the health and care systems
- We're seeing more families who are experiencing multiple social, clinical and domestic problems, such as abuse, addiction and deprivation
- There's not enough specialist care and support for everyone and every family who need it
- There's a shortage of 40,000 nurses in the UK, and every sign that number will continue to rise
- Children's hospices are only reaching around 20% of families with children with terminal conditions

Our **strategic goals** are:



**Do more:**  
Care for more babies, children and young people, continue to improve the quality and choice of specialist care and therapies available to families, and demonstrate the difference we make.



**Care at home:**  
Provide much more nursing and supportive care in the child or young person's own home, whilst improving access to amazing facilities at our hospices.



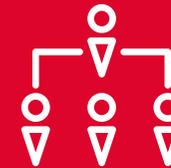
**Excel:**  
Deliver outstanding quality, with effective governance and infrastructure.



**Influence:**  
Improve the overall quality of paediatric palliative care by extending and developing collaborative working with other health and social care providers.



**Promote:**  
Raise our profile to better explain what we do, and the extraordinary lives of the children and young people we work with.



**Resource:**  
Support and develop our staff and volunteers, and raise the money we need to sustain current work and assure our long-term future.

# Ready to face bigger challenges

## Beth Ward, our Director of Care

Demands on the care system continue to grow, and we need to have the right staff with the right training in place to support all the families who need us.

There are many short break providers out there, but none with the expertise to deal with the clinical complexities that we do. For example, a number of children with long-term ventilation needs would be in specialist hospital intensive care units if they couldn't come to us, as our nurses have a greater level of experience and competencies in this area compared to many hospitals.

We need to be innovative and agile, and keep developing our highly trained care workforce to make sure we're fit to deliver unique care and support.

There are several major challenges for children's hospice care in general and Demelza specifically.

These are the realities we face every day. But as long as Demelza is needed, we will always train and invest to build the best teams who deliver the highest quality specialist care. Your support is crucial in enabling us to continue our work, so thank you for your generosity and kindness over the last year and I hope you will continue on this journey with us into the future.



# Building confidence, resilience, independence and empowerment

## Giorgia and her family

Two young sisters sit at the table lost in concentration as they apply glitter – lots of glitter – to their pictures. Their big brother has just vanished back to his favourite PlayStation game; Mum and Dad are chatting about plans for the rest of the day.

A normal scene for a family during school holidays. But this particular scene is taking place at Demelza Kent and the normality of it all is what makes it so special.

One of the little girls covered in glitter is eight-year old Giorgia. When she was two weeks old she stopped breathing and was rushed to hospital. This was the beginning of a long and frustrating journey to find out what was wrong. Years of tests and appointments failed to come up with an answer. By now, Giorgia's parents Tonia and Enzo were coping with their son Luca's autism spectrum disorder (ASD) and Tonia's own health problems. They felt completely isolated and unsupported.

When Giorgia was four, things got much worse. "Giorgia was self-harming, smashing things," says Tonia. "It got very dark". An emergency admission

to hospital after a fit finally brought a diagnosis of tuberous sclerosis complex (TSC), a rare genetic condition that can cause a range of health problems including epilepsy, learning difficulties and ASD.

The family found out about Demelza from the parent of another child with TSC. Having been referred, they now all come to Demelza Kent for respite breaks. Luca, 15, has been on a siblings' camp and Demelza arranged play therapy at school for Lilliana, eight. They also take part in sibling activities locally arranged by Demelza Community.

Three years on, Tonia says: "The diagnosis has given me strength, and now we're part of the TSC community. It can be so isolating but now we feel normal."

"Demelza gives Giorgia a sense of belonging. It's a relaxing time, and she comes away rejuvenated."

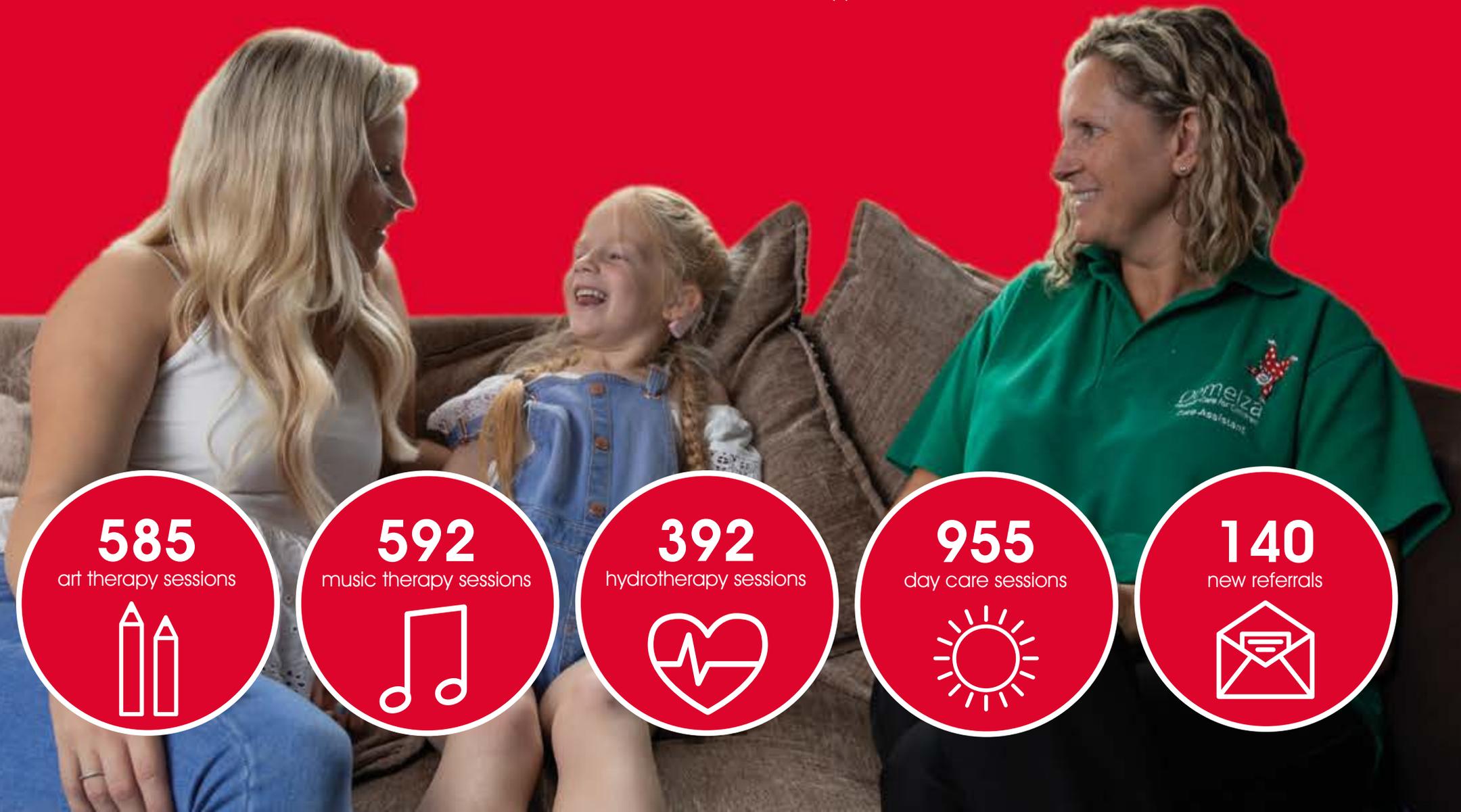
"We try to come for a short break in the school holidays. Giorgia will say to me 'Mummy, I'm ready for Demelza. I'm ready to play with my friends like me.'



# What we've been able to do, because of you:

THANK  
YOU!

750 more children with terminal conditions and their families have received care and support.



585

art therapy sessions



592

music therapy sessions



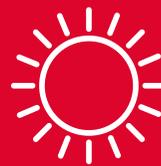
392

hydrotherapy sessions



955

day care sessions



140

new referrals



Support for 48 families whose children have died



2,411 overnight short break sessions



120 nights in our family accommodation



148,000 volunteer hours (the same as employing 77 more people full time, which would have cost at least £1.25million!)

# End of life care

## Millie Mae's story

Millie Mae was a sassy, tomboyish, six-year-old who knew her own mind. Tragically Millie Mae was diagnosed with a brain tumour in April 2014, which is when her parents first heard about Demelza through their support worker. Her parents visited the hospice in Eltham, South East London but sadly Millie Mae never got to use the hospice as she was always too ill to travel. Millie Mae spent the last six weeks of her life in hospital surrounded by clinical things - machines, drips, nurses and noise. Despite never using the hospice during her short life, Millie Mae was taken to the Bereavement Suite the same day that she passed away.

Mum, Emma recalls, "I didn't think it would be possible to use the Bereavement Suite as she hadn't been able to use Demelza's other services. Demelza helped make a hard time that little bit more special, just by allowing us those five days with Millie Mae in the Bereavement Suite to be able to let go of Millie Mae a little more slowly. Family and friends could come and visit and we were able to have her favourite things around her - Millie Mae's One Direction memorabilia, her teddies and her wrestlers.

It made saying goodbye to her an easier process than it would have been had she been at a funeral director. There's no way I could have just left Millie Mae there at the hospital. Demelza has always been a massive support, it's a special place to me. We've been to memorial days and the other events staff organise for bereaved families, and it helps us to meet other parents there.

The Bereavement Suite is an amazing thing to have for families - it was a blessing to go there and for family to come and see Millie Mae. There should be more funding for places like this. I can honestly say I wouldn't be here today without having the space and time Demelza gave us"



# Families and children having the chance to have fun

Families thrive when they make strong, supportive connections. But for families with a child with a terminal condition, going to a social event, children's groups or nursery can feel overwhelming. That's why we've created innovative ways to meet and play when and how families and children want.

## Little Dots, Stay and Play and Demelza Splash

Designed for little ones and their families to play together, Little Dots is a weekly playgroup with the focus firmly on the fun. 20 families have come along and used our messy play, sensory rooms and hydrotherapy pool, giving them the chance to get together and share experiences.



Little Dots has given 20 families the chance to play together and share experiences

All families can struggle to fill school holidays with fun, but when everyday activities are out of reach, it's easy to feel trapped with nowhere to go and nothing to do. Our Stay and Play sessions in Kent open up our playground and soft play areas during school holidays. Over 13 sessions, 28 families came along and enjoyed using the accessible play facilities.



Our Stay and Play Sessions have given 28 families a place to have fun, relax and enjoy time together

We had fortnightly Demelza Splash swimming lessons for children with terminal conditions and their brothers and sisters. The hydrotherapy pool in our Kent hospice had 11 children regularly attending 10 sessions, giving them a unique chance to splash about and have fun.



At Demelza Splash 11 children have been able to use our hydrotherapy pool to experience the fun and joy of splashing about with their families

The demand for more is there, but we can't increase availability without your support.





### **We created and launched new ways to support families**

Our second strategic goal, Care at Home, inspired two new projects that give parents back some much-needed time and energy.

#### **Care at Home**

Care at Home delivers the same Demelza excellence directly to families' homes. It cuts out the stressful and time-consuming logistics needed to visit a hospice, and the expense and hassle of having to travel.

Our pilot of four families was so successful, Care at Home keeps growing. The project now supports 41 families in Kent, and we are looking to expand this into South East London during 2020/21.

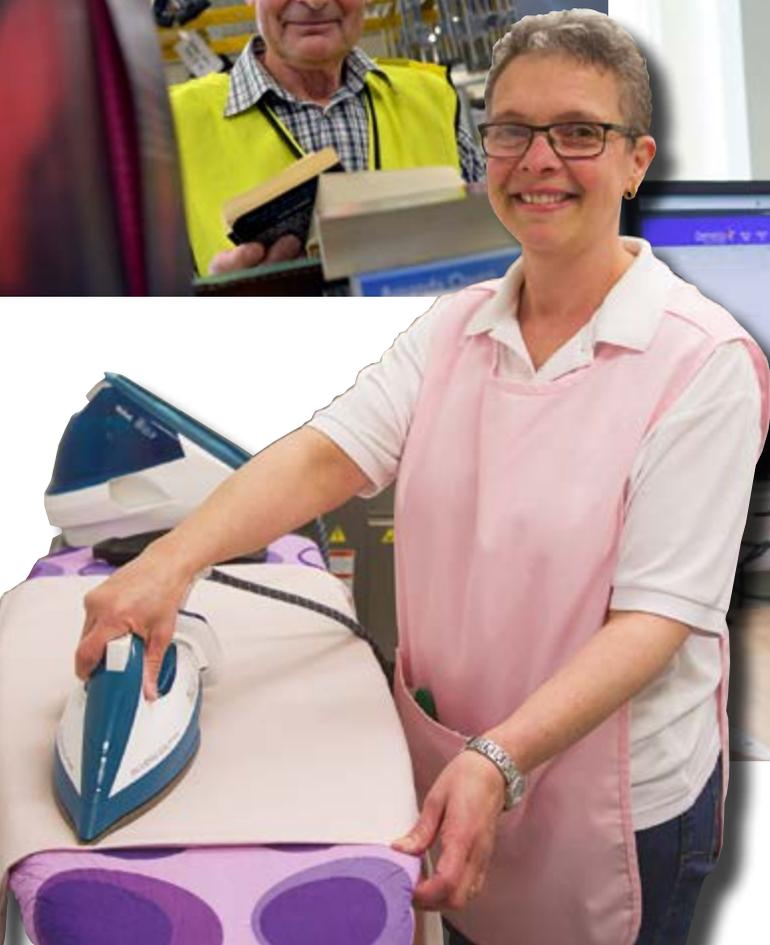
#### **Practical Support Volunteers**

We've assembled a dedicated team of volunteers to support families in resolving particular practical issues they have. When parents are consumed with care duties, our volunteers help with everything from decorating to dog walking, cleaning to cutting the grass, tackling the ironing to transporting families to appointments.

We've had great feedback from the families involved, and over 125 volunteer hours have already been spent. We'll keep growing Practical Support Volunteers and plan to roll it out across Kent, South East London and East Sussex.

# Our unique, dedicated and brilliant volunteers

Each Demelza volunteer is one in a million, quite literally. It would have cost us at least £1.2million to provide the services of our 1,000 volunteers, who cooked, cleaned, packed, unpacked, sold, drove, answered phones and DIYed their way to 148,000 hours of life-changing support.





# Our finances

**88% of our income** comes from our amazing supporters.

## Where our money comes from:

Trusts	£398,112
Community Team	£890,085
Corporate Partnerships	£595,272 (including £20,249 in Gifts in Kind)
Philanthropy Team	£586,333
Individual Giving	£489,119
Events	£314,440
Legacies	£1,373,139
Fundraising Total	£4,646,501
Retail:	£2,762,196
Lottery:	£1,718,488
NHS England Grant:	£770,526
Funding from CCGs / Local Authorities	£688,541
Interest, Dividends & Other	£149,181
<b>TOTAL</b>	<b>£10,735,433</b>

## For every £1 you give we spend 80p on providing care

### Statutory funding is not enough

Only 12% of our money comes from the government, and that doesn't cover the full cost of the care we provide, or the short breaks, transition services, sibling, family support and grandparent support, therapy sessions, events, activities, memory making and bereavement support.

In the last financial year (April 2018-March 2019), we provided 2,411 nights of support for families who desperately needed some respite. Only 495 of those nights had a statutory contribution, meaning every night of respite provided happened because of selfless generosity of our supporters.

For our full finances and our reserves policy, please read our annual accounts, available on our website.

# Future plans and ambitions

## **What's Next?**

Children's hospices are only reaching around 20% of families who desperately need support. We're finding ways to make sure families who need help, get help. Our plans for next year include:

### **Working more closely with the health system:**

We will develop more Nursing and Family Liaison roles based within local and specialist hospitals, such as the Evelina London Children's Hospital. When a family is faced with the news of a terminal condition, the support Demelza can give needs to be there as early in the journey as possible.

### **24-hour end of life care in the home:**

Hospice care must be part of the care package, not just an afterthought. We are leading work with the NHS and other agencies to provide a 24-hour end of life service in the home.

### **Care where you are:**

We'll reach more families through our Care at Home project and bring more volunteers into our Practical Volunteer Support project.

## **Developing our Health Care Assistant role:**

To make sure we're delivering expert care to each family, despite a national nursing shortage, we're developing the Health Care Assistant role to work alongside our dedicated and highly skilled nurses. We have two Health Care Assistants commencing their Nurse Associate training in January and February 2020.

## **A sustainable and ambitious future:**

We're expanding our care to reach more families because they have nowhere else to turn. For every family we support to feel safe and secure, we need sustainable funding, and to build even better relationships with existing and new supporters.

## **Continual investment in our staff:**

We have developed our Leadership Programme for delivery in 2019, to underpin the management structure to ensure staff are well supported in their roles. Staff are trained to ensure mandatory compliance for safety and developed through internal and external opportunities.





# Improving physical, emotional and mental wellbeing

## Hallie's Story

"We'll cross that bridge when we come to it" has become a well-worn phrase for Megan and Ian when discussing the challenges faced by their eight-year-old daughter, Hallie.

The couple use a good dose of pragmatism to cope with the many unknowns that come with a diagnosis of osteopetrosis, a rare and life-limiting genetic condition that can result in bone fractures, restricted height, frequent infections, sight loss and hearing impairment. The family's challenge came when Hallie was just five months old, and diagnosed blind.

"We decided it wasn't the end of the world, we accepted that and carried on," recalls Ian. "But Hallie was often poorly with what we thought were unrelated problems, and then, just after she started walking at 14 months, she had a light fall and broke her arm."

The diagnosis of osteopetrosis left Ian and Megan with many unanswered questions. "There's not enough known about osteopetrosis," Ian said. "But we were told she could die before two, and that many children do not survive past 10 if they do not receive treatment."

Hallie did get the life-saving treatment she needed – a bone marrow transplant that means her bones are now healthy, although they will always be fragile. But Hallie will always

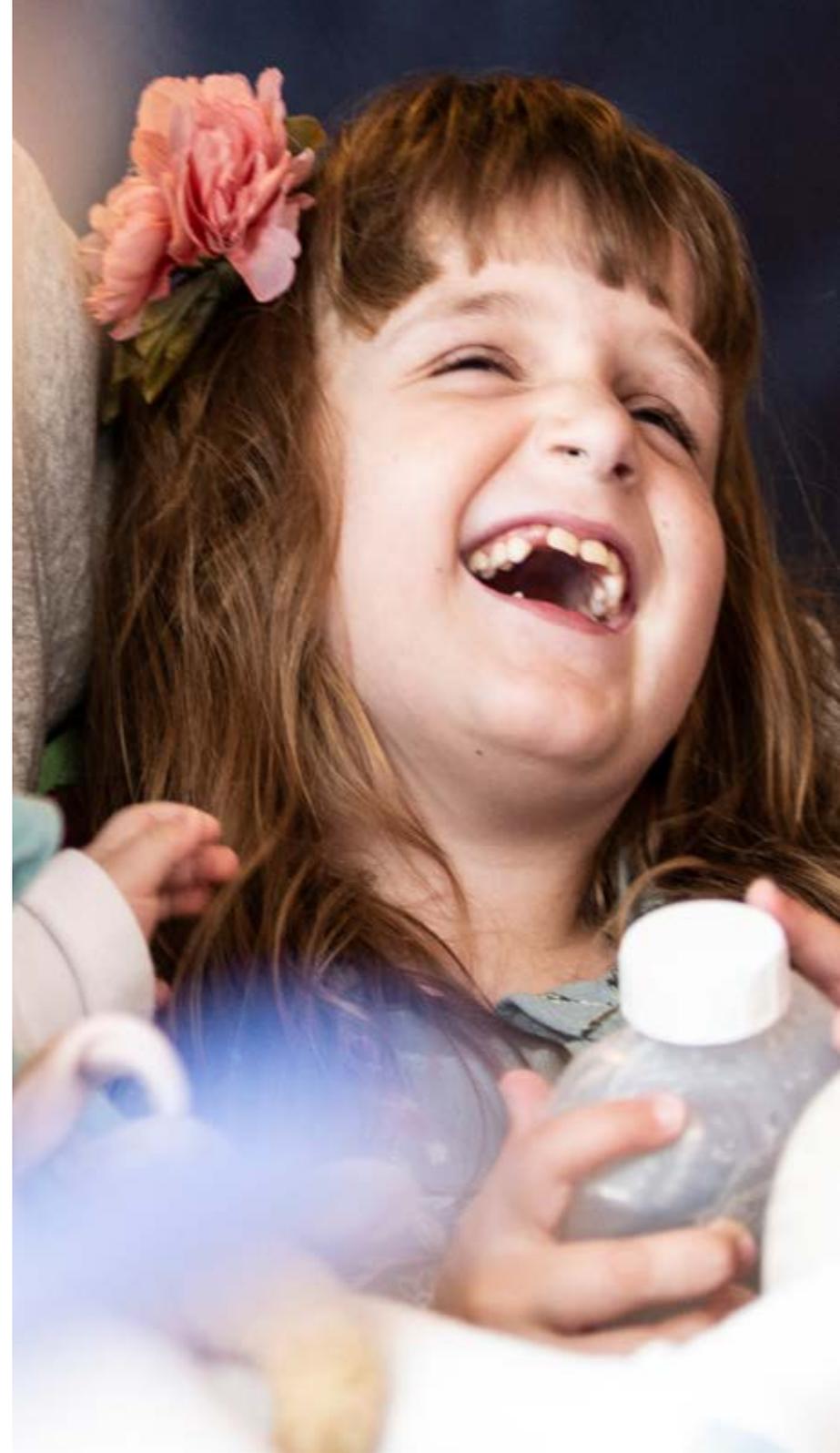
be blind and she is still at risk of recurrent infections, leading to hospital visits. The family has been told Hallie may also face neurological problems in the years to come.

The short break care Hallie receives at Demelza Kent is a huge boost to the family, including her big brother Logan, aged eleven and her little sister Isla aged one.

"Hallie loves it there and it is time for us to spend with Logan," said Megan. "Usually when he sees me packing a bag it's because Hallie is going into hospital and he has to go and stay with his grandparents, so it makes a big difference to him.

"We can't leave Hallie with anyone else. Her grandparents love being with her but her medical needs are too much for them and they would be scared to be in charge. To take her somewhere where the care team know exactly what they are doing means we can relax.

"Depending on how Hallie feels, sometimes we all stay at Demelza and sometimes we leave her overnight and take Logan out to do something she couldn't do, like ice skating. He actually likes it best when we all stay because there is so much for them to do and he loves it there as much as she does!"



# We couldn't do it without you

To every individual, business, trust, group and volunteer that held a bake sale, took part in our Bubble Rush, climbed a mountain, ran a marathon, put your change in a collection pot, gave a grant, attended a Ball, joined our lottery, visited a Demelza shop, chose us as Charity of the Year and so much more...you have helped us to raise an amazing £9,127,185!

**Thank you from the children, young people, families and staff at Demelza!**

## **We would like to thank**

### **Our Current Trustee Board**

David Highton (Chairman)  
Robert Alexander  
Darren Anstee  
Pippa Barber  
Paul Smith  
Kate Stephens  
Adeel Khan  
Susan Lawson  
Yvonne Parks  
Matthew Kepple  
Rhianedd Brooke  
Pedro Avery  
Debbie Kemp

### **And our previous Trustees**

Sarah Phillips (Previous Chairman)  
Bridget Skelton  
Paul Richards  
Charles Unter  
Gerard Collins  
Eva Jolly  
John Price

### **Trusts and Foundations**

BBC Children in Need, The Childwick Trust, Colton Trust, JMCMRJ Sorrell Foundation, Lilian Mellows Nurse Trust, Morrisons Foundation, Seaby Foundation, The Lawson Trust, Thomas Cook Children's Charity, Thomas J Home Memorial Trust, WH and A Hawkins Charitable Trust, Henry Oldfield Trust, Kent Community Foundation

### **Corporate**

Axis Europe PLC, Canary Wharf Contractors, The Gallagher Group, Berkeley Homes, Brigade Electronics Group, Cabot Financial, CLS, The Range, Swiss Re Services LTD

### **Community**

Brambletye School, Chris Evans Golf School, Cess Crascall, Alan Pickrell, PHAT Dads

### **Philanthropists**

Peter and Rachel Harrison, MC Truck and Bus Ltd., David and Lisa McNulty, Nick Millar, NASC,

### **Founder President**

Derek Phillips

### **President**

Richard Oldfield OBE DL

### **Vice Presidents**

The Most Reverend and Right Honourable Justin Welby, Archbishop of Canterbury  
Daniel Radcliffe  
Sally Lindsay  
Sir Martyn Lewis, CBE  
Len Goodman  
Dave Berry  
Jayne Torvill, OBE  
Cheryl Baker  
Robin Cousins, MBE  
Gary Lineker, OBE  
Lady Kingsdown, OBE  
Paul Auston, DL  
Turloo Parrett  
Fiona Sunley  
Des Crampton  
James Kelly

### **Friends Groups and Committees**

Friends of Bromley and Shortlands, Hailsham Friends, Eastbourne Friends, Hastings Friends, Heathfield Friends, Uckfield Friends, Sunshine Girls, Sidcup Friends, Orpington Friends, Shirley Friends, Lewisham Shopping Team

### **Statutory**

NHS England

**We would love to thank everyone individually but this document just doesn't have enough room to allow us to! We are very grateful to each and every one of you who has raised funds during the last year for Demelza – you know who you are and we thank you all!**

# Did you know?

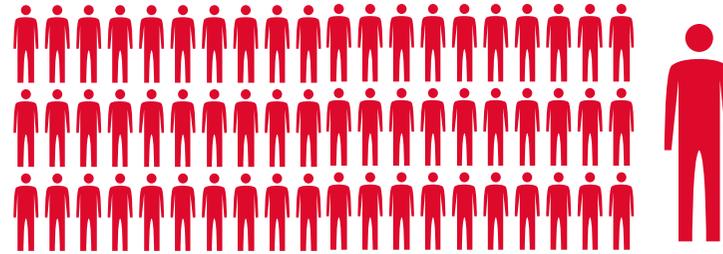


**Demelza** is one of the largest children's hospices in the UK, with two buildings and in-home care service that supports **750** children, young people and their families.



There's a shortage of **40,000** nurses in the UK, and every sign that number will continue to rise.

**only 12%** of our funding comes from the government, the rest comes from incredible, dedicated supporters like you.



In 2018, **1,000** volunteers gave Demelza their time, passion and energy, racking up a staggering **148,000** hours of volunteering, which is the same as us having to employ another **77** full time employees which would cost at least **£1.2million!**



**Children's hospices** can only help around **20%** of the families whose lives would be made easier because there isn't enough money to provide the specialist care and support for everyone and every family who need it.



**Demelza** supports the whole family, including parents, grandparents, brother and sisters.



The families we support tell us our work is **life-changing**. And that's why we do have to keep doing it and why we need you to keep playing your part.



In the last financial year (April 2018-March 2019), we provided **2,411** nights of support for families who desperately needed the time and space to care for each other. Only **495** of those nights received any statutory contribution.



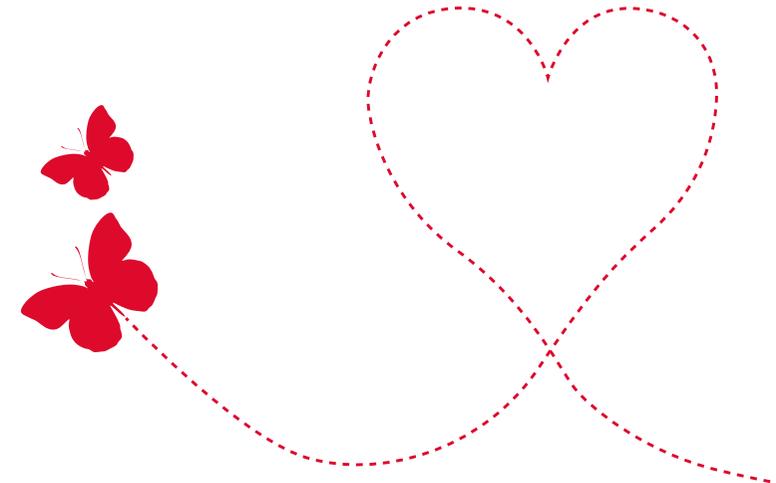
The **number** of babies, children and young people diagnosed with serious and terminal conditions, and living longer is **increasing**.



We offer **families** the chance to do things the way they want, when most days are a rigid structure of medication, management and **care**.



- As well as symptom management, memory making and end of life care, **Demelza** helps families get the most out of life by providing the **specialist** care children need, giving them a place to play, offering art and music therapies and a space to relax together.
- If a family chooses for their child to die at **Demelza**, we'll make sure the whole **family** is fully looked after, including accommodation, meals and laundry.
- **Parenting** a child with a terminal condition can be incredibly **lonely**. Leaving the house can be almost impossible, and it's always harder to see friends, family, and be part of a community.

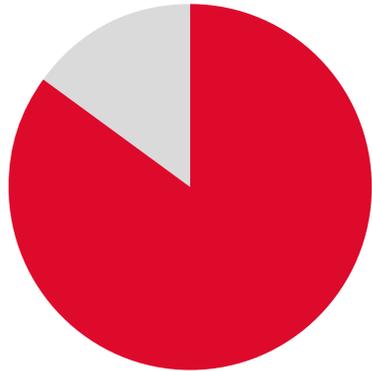


# Facts and figures



**98%** of families would definitely recommend Demelza's services to other families.

For every **£1** donated to Demelza, **80p** is spent to provide care services.



**85%** of families said their expectations were met or exceeded, mainly due to the quality of the staff, the **24/7** support and the support provided to the other members of the family.



Overall, **94%** of families were satisfied with the service received from Demelza; aspects of the service receiving the highest ratings centred around the quality of the staff.



In 2018, supporters spent **£2,865,388** with Demelza through our charity shops and on our website.



In 2018 over **£890,000** was donated by **3,548** amazing companies, schools, groups, churches, clubs, DIY fundraisers and collection pots.



**71%** said Demelza was felt to have contributed to the quality of life of both the child and **83%** for the rest of the family.

The staff's **'can-do'** attitude, **positive** atmosphere, and the competency of the staff were families' **favourite** aspects of the **care**.







**Demelza**  
Hospice Care for Children

[www.demelza.org.uk](http://www.demelza.org.uk)  
Kent: 01795 845 200  
South East London: 020 8859 9800  
East Sussex: 01323 446 461

Registered Charity Number: 1039651