

# HOW TO MAKE A REFERRAL – A GUIDE FOR FAMILIES

Jersey Hospice Care provides care and support to families in Jersey who have a child or young person, aged 18 years old or under, who are living with a life-threatening or life-limiting condition. We are happy to receive referrals from families who may be receiving support from professionals during pregnancy. We are also able to provide support to families bereaved of a child as a result of a life-threatening condition or life-limiting diagnosis.

Referrals can be made directly to Jersey Hospice Care. You may be eligible for any combination of our services depending on your child's and family's needs.

You can contact the hospice directly or ask someone to do so on your behalf. Referrals are considered from any source, eg parents, relatives or health and social care professionals. You must have parental responsibility for your child or have permission from the person with parental responsibility. You will need the permission of your child if they are over 16 years of age.

Once referred, your family is allocated to a member of the Children and Young People Team who will gather the information they need from health and social care professionals. Our multi-disciplinary panel then reviews your family's eligibility and advise you, the referrer and other relevant professionals of the outcome.

The information we need includes:

- Your child's healthcare needs
- Family support needs
- Details of other professionals involved in caring for your family
- The informal support network you have, such as family and friends.

This information helps us assess whether your child meets our service criteria and/or how we can best meet your family's needs. You'll be asked to give consent for us to seek and share information. This will save you having to repeat information and help us to co-ordinate care.

## WHERE A REFERRAL IS DECLINED

- Jersey Hospice Care has to focus on those children who meet our criteria. We cannot offer support to every child or young person referred to us. If a child is not accepted, we may be able to signpost the family to other services for support.
- You can ask us to reconsider if you think there are factors we have overlooked. You can appeal against the decision of the panel by writing to the Lead Nurse for Children and Young People. This will be considered by the multidisciplinary panel who will make a final decision.
- Re-referrals are welcome at any time should your child's condition change.

## HOW TO CONTACT US

<b>Address</b>	Jersey Hospice Care Mont Cochon St Helier JE2 3JB	<b>Telephone</b>	01534 780 780 07797 740 511 Monday-Friday 9am-5pm
<b>Email</b>	CYP@jerseyhospicecare.com	<b>Website</b>	<a href="http://www.jerseyhospicecare.com">www.jerseyhospicecare.com</a>

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**Jersey Hospice Care**  
your care, your choice, your time

