



Claire House
CHILDREN'S HOSPICE

OUR IMPACT IN ACTION

INTRODUCTION

At Claire House we recognise the need to understand our impact as we continue to grow and develop our services to better meet the needs of the babies, children, young adults and families that we exist to support. In recent years we have been able to publish information about the variety of services that we offer, and the number of people that we support, but this report aims to go one step further and evidence the impact of these services.

Measuring our impact is crucial for several reasons. Firstly, it ensures that the care provided meets the highest standards and truly benefits the children and their families. By evaluating outcomes, we can identify areas for improvement and allocate resources more effectively, ensuring that every child receives the best possible care. Additionally, demonstrating impact helps secure funding and support from supporters and commissioners, as they can see the tangible difference their contributions make. Finally, it helps build trust within the community and among those who rely on the hospice's services, through enhanced transparency and accountability. Overall, measuring impact is essential for

continuous improvement, sustainability, and delivering compassionate, high-quality care.

To produce this report we commissioned Social Value Business (SVB), who are specialists in researching and reporting on outcomes, impact and Social Return on Investment (SROI). For the purpose of this report we have chosen to focus on outcomes and impact for the following stakeholder groups; families, bereaved families, children, young people, clinical community partners and volunteers. You can read about our impact on each of these groups in the chapters that follow.



Kirsty Taylor

Kirsty Taylor
Director of Strategy and Operations

CONTENTS

02	Introduction	10	Our Impact on Young Adults
02	Summary	12	Our Impact on Clinical Community Partners
04	Our Impact on Families	14	Our Impact on Volunteers
06	Our Impact on Bereaved Families	16	Conclusion
08	Our Impact on Children		

SUMMARY

What we did

To produce this report, SVB and Claire House have:

- Consulted with a range of stakeholders during 2023-24, including young people, families, staff, volunteers, care workers and clinical community partners. This involved reaching out to 901 stakeholders via electronic surveys, which achieved a response rate of 16% (148).
- The survey questions asked to each stakeholder group were designed to capture impact and feedback on the services they would receive from/conduct with Claire House. The questions invited respondents to leave free text feedback and numerical scoring feedback.
- All survey responses were comprehensively and independently reviewed by SVB, which enabled Claire House to evaluate our impact.
- This impact can be used to feed into our future service development.

The highlights

Top five impacts that Claire House services produce for each stakeholder group.

FAMILIES:

94%

of families valued respite opportunities.

77%

of families experienced an increase in happiness.

90%

of families reported a positive impact on their quality of life.

65%

of families reported improvements in overall mental health.

87%

of families felt calmer due to the support received.



BEREAVED FAMILIES:

83%

of bereaved families reported mental health improvements.

67%

of bereaved families experienced a significant decrease in anxiety and stress.

71%

of bereaved families experienced calm feelings.

63%

of bereaved families felt more comfortable with their situation.

71%

of bereaved families reported the creation of a larger support network.



CHILDREN:

100%

of children reported improved emotional wellbeing.

58%

of children showed more confidence.

95%

of children felt their friendships had strengthened.

50%

of children benefited from an expanded support network.

84%

of children could better express their identities.



YOUNG ADULTS:

100%

of young adults reported feeling happy.

75%

of young adults experienced significant improvements in mental health.

91%

of young adults improved their relationship-building skills.

75%

of young adults felt more at ease with their circumstances.

90%

of young adults benefited from increased social opportunities.



VOLUNTEERS:

85%

of volunteers built relationships and make new friends.

23%

of volunteers experienced improved physical wellbeing.

63%

of volunteers recognised improved mental health.

25%

of volunteers benefitted from a reduction in isolation and loneliness.



In addition to these highlights from each stakeholder group, the data also demonstrated that Claire House's greatest long-term impact is to families and bereaved families, due to the length of the relationships that we have with them. While children and young adults are at the very heart of everything we do, the sad nature of our work means that value for these groups is disproportionately low. This is due to reduced length of life, meaning Claire House is likely to have limited time with the children and young people that we care for, but our services continue to impact their loved ones for a long time afterwards.

OUR IMPACT ON FAMILIES



It is our vision that every baby, child and young adult who is seriously or terminally ill, receives the very best care and support, together with their family, wherever and whenever they may need it. In this, we recognise that the services that we provide have an important impact, not just on the children and young people that we support, but also on their families.

"IT BRINGS A SENSE OF RELIEF KNOWING MY CHILD IS LOOKED AFTER WITH THE HIGHEST KNOWLEDGE OF THE NURSES WHO WORK THERE, AND I CAN RELAX KNOWING HE IS LOOKED AFTER."

Parent of a child receiving care

The results captured in this impact report illustrate a broad and meaningful impact on the lives of family members. The outcomes, as reported by the families, include:

Emotional and Psychological Wellbeing:

- **Improvements in overall mental health:** 65% of families reported better mental health, reflecting the psychological support that helps them cope with their circumstances.
- **Reduction of anxiety and stress:** 52% experienced less anxiety and stress, highlighting Claire House's role in providing emotional stability.
- **Feelings of happiness:** 77% felt an increase in happiness, indicating the positive emotional uplift from the support received.
- **Calmer due to Claire House:** 87% felt calmer, showing the effectiveness of the care in creating a peaceful environment.
- **More comfortable with their situation:** 58% reported feeling more at ease with their circumstances, suggesting increased acceptance and coping.

Social and Community Engagement:

- **Larger support network:** 58% of families reported having a larger support network, which is crucial for ongoing support and community integration.
- **Reduction in feelings of isolation and loneliness:** 58% felt less isolated and lonely, reflecting the community and social bonds fostered through Claire House's services.

Physical Wellbeing and Family Dynamics:

- **Improvements in physical wellbeing:** 42% noted physical health improvements, underscoring the holistic care approach.
- **Improved communication and a stronger family unit:** 42% of families felt their family unit had strengthened, which is key to maintaining strong support systems at home.

"I FEEL HEARD, LISTENED TO AND LESS ALONE."

Sibling of a child receiving support

Specialised Care and Respite:

- **Opportunities for respite and breaks:** A notable 94% valued respite opportunities, which are essential for family caregivers to recharge.
- **Holistic end-of-life care and bereavement support:** 16% appreciated the specialised support during extremely challenging times, including end-of-life and bereavement, particularly critical for those dealing with perinatal loss.

Quality of Life Improvements:

- **Positive impact and improvement on families' quality of life:** An overwhelming 90% reported a positive impact on their quality of life, a testament to Claire House's comprehensive support.

Confidence and Economic Impacts:

- **Families are less fearful due to Claire House:** 52% reported being less fearful, indicating increased confidence and security.
- **Sense of improved self-esteem/self-worth:** 39% felt an improvement in self-esteem and self-worth, crucial for personal development and resilience.

"PERINATAL COMPLEMENTARY THERAPIES HELPED ME TO STAY FOCUSED AND CONTROLLED DURING LABOUR."

Mother who was supported through labour

- **Budgeting and finances:** While only 10% saw improvements here, this suggests some economic support that could be further enhanced by improved signposting and support.

A breakdown of the outcomes that families reported feeling is found in the table below.

OUTCOMES FOR FAMILIES

RESPONSES

Increased opportunities for respite and breaks valued	94%
Positive impact and improvement on families' quality of life	90%
Calmer due to Claire House	87%
Increased feelings of happiness	77%
Improvements in overall mental health	65%
Reduction in the feelings of isolation and loneliness felt by families	58%
Larger support network	58%
More comfortable with their situation	58%
Families are less fearful due to Claire House	52%
Reduction of anxiety and stress for the family	52%
Improvements in physical wellbeing	42%
Improved communication and a stronger family unit	42%
Sense of improved self-esteem/self-worth	39%
Appreciated holistic end-of-life care and bereavement support (including perinatal)	16%
Improvements dealing with budgeting and finances	10%

OUR IMPACT ON BEREAVED FAMILIES



Claire House offers a wide range of support and activities for bereaved families, including Memory Day, social events, complementary therapies, and various support groups. Bereaved families have access to one-to-one counselling, bereavement support, and sibling therapy sessions.

The findings below illustrate the impact of Claire House's services, specifically on bereaved families, covering a broad spectrum of emotional, psychological, and practical aspects of life that have been significantly improved through this specialised support.

"MY LITTLE GIRL PASSED AWAY PEACEFULLY AT CLAIRE HOUSE WITH ME, HER DADDY AND BIG SISTER BY HER SIDE. ALL OUR IMMEDIATE FAMILY AND FRIENDS WERE IN THE MULTI-FAITH ROOM QUIETLY WAITING ON WORD OF HER PASSING. IT WAS SUCH A RELIEF HAVING FAMILY AND FRIENDS THERE WHEN WE NEEDED THEM."

Bereaved mother

Emotional and Psychological Wellbeing:

- Mental health improvements were reported by 83% of bereaved families, highlighting the service's effectiveness in enhancing psychological wellness amidst grief.
- Calm and comfortable feelings were prevalent, experienced by 71% and 63% of bereaved families, respectively, helping to establish a sense of peace during challenging times.
- A notable 29% reduction in feelings of isolation and loneliness and a significant decrease in anxiety and stress (67%) underscores the service's role in bolstering emotional stability for those grieving.
- Sense of improved self-esteem/self-worth was experienced by 54%, with half of the participants also reporting improved sleep, indicating broader lifestyle enhancements amidst bereavement.

Health and Relationships:

- Improvements in physical health were noted by 29% of bereaved families, reflecting the service's holistic approach to health during the grieving process.
- 38% of respondents reported positive changes in relationships with partners and other children or dependents, emphasising the service's role in maintaining family bonds after loss.

Social and Community Engagement:

- The creation of a larger support network was particularly significant, with 71% of bereaved families reporting this benefit, which is essential for sustained support.
- Activities like coming together and remembering, which foster community ties and collective healing, were valued by 21% of families, alongside Sibling Support.

"IT GIVES ME A PLACE TO BE EMOTIONAL AND SOMEWHERE THAT I DON'T NEED TO BE STRONG."

Dad of a child receiving support

Economic and Practical Impacts:

- Sustaining employment was achieved by 29% of bereaved families, reflecting the service's influence in stabilising economic conditions post-loss.

Specific Groups and Therapies:

- Dads' Group and complementary therapies proved beneficial for 17% of the participants, highlighting targeted support that addresses the unique needs of specific family members during bereavement.

This comprehensive analysis underscores how Claire House's tailored programmes for bereaved families address immediate health and emotional needs and foster long-term resilience, community bonding, and economic stability, helping families navigate their journey through grief.

"WE FEEL WE HAVE A PLACE TO CONNECT WITH OUR BABY SON WHO DIED. OUR SON HAS AN OPPORTUNITY TO GO TO SIBLING EVENTS TOO, WHICH ARE SO POSITIVE AND A PLACE HE CAN BE WITH OTHER KIDS WHO UNDERSTAND. I KNOW IF WE NEEDED SUPPORT, THERE IS A PLACE TO TURN."

Bereaved parent

A breakdown of the outcomes that bereaved families reported feeling is found in the table below.

OUTCOMES FOR BEREAVED FAMILIES RESPONSES

Improved mental health	83%
Memory preservation	75%
Feeling calmer	71%
Larger support network	71%
Reduced sense of hopelessness	67%
Reduced anxiety and stress	67%
Feeling more comfortable	63%
Improved emotional support and understanding	58%
Sense of improved self-esteem/self-worth	54%
Improved sleep	50%
Reduced depression	46%
Feeling happier	42%
Improved relationship with other children/dependents	38%
Improved relationship with partner	38%
Less anxious	33%
Reduced feelings of isolation and loneliness	29%
Improved physical health	29%
Coming together and remembering	21%
Sibling support valued	21%
Appreciated Dad's Group and Complementary Therapies	17%
Improved ability to sustain employment	9%
Improved ability to manage finances	8%
Less sad	4%
Less worried	4%
Less fearful	4%

OUR IMPACT ON CHILDREN



Our mission is that together we make the biggest difference in life and death to every child, young adult, and family dealing with a terminal diagnosis. We provide and influence the delivery of outstanding care, ensuring the greatest impact is achieved whenever and wherever that care is provided.

"THE OVERNIGHT RESPITE CARE IS VERY IMPORTANT TO OUR CHILD WHO GETS SO MUCH FROM IT. WE AS PARENTS GET A BREAK FROM THE DAY-TO-DAY-ROUTINE."

Parent of child receiving care

To identify these impacts, observations from families, care staff and researchers have been collated, which clearly demonstrates positive changes and benefits to the children who are supported. Here's a focused summary, highlighting how our services have positively impacted the lives of the children we exist to support.

Mental and Emotional Health Improvements:

- **Improved mental health:** 43% of children were reported to have improvements, suggesting effective therapeutic and support services tailored to their needs.
- **Reduction in anxiety and stress:** Noted in 33% of children, reflecting the success of interventions designed to manage and reduce stress and anxiety.
- **Better sleep:** 30% of children achieved better sleep patterns, which are critical for their overall health and development.
- **Reduction in depression and hopelessness:** Significant improvements were noted in 30% and 28% of children, respectively, indicating the effectiveness of emotional and psychological support.



Social Wellbeing and Relationships:

- **Larger support network:** 50% of children benefited from expanded support networks, enhancing their social environment and providing additional resources and emotional support.
- **Building relationships and strengthening friendships:** 38% reported improved relationship-building skills, and 95% felt their friendships had strengthened, crucial for their social development and emotional support.

Self-Perception and Confidence:

- **Greater sense of improved self-esteem/self-worth:** 35% experienced a boost in self-esteem, which is important for their personal development and mental health.
- **Confidence and identity expression:** 58% showed more confidence, and 84% could better express their identities, fostering a strong sense of self and personal agency.

Educational Engagement:

- **Remaining in education:** 20% of the children continued their educational activities, underscoring the support in balancing health challenges and maintaining educational progress.

Emotional Wellbeing:

- **Improved emotional wellbeing:** A overwhelming 100% of the children reported enhanced emotional wellbeing, showcasing the comprehensive emotional support provided by Claire House.

These outcomes demonstrate our impactful role in nurturing the physical, mental, and emotional development of the children we support. It also shows that whilst we support children's immediate health needs, we also provide a supportive environment that contributes to their overall growth and development.

A breakdown of the outcomes that have been observed by families, care staff and researchers in babies, children and young adults is found in the table below.

OUTCOMES FOR BABIES, CHILDREN AND YOUNG ADULTS

RESPONSES

Improved emotional wellbeing	100%
Friendships strengthened	84%
Increased confidence displayed	58%
Larger support network	50%
Reduction in feelings of isolation and loneliness	48%
Improved mental health	43%
Stress levels reduced overall	42%
Helped building relationships with others (friendship groups)	38%
Greater sense of improved self-esteem/self-worth	35%
Reduction in anxiety and stress	33%
Better sleep	30%
Reduction in depression	30%
Improved relationship with others in the family	28%
Reduced sense of hopelessness	28%
Helped with remaining in education	20%
Improved physical health	18%
Increased happiness	5%

OUR IMPACT ON YOUNG ADULTS



Our offer for young adults includes events, emotional support, planned respite care, social groups, transition planning, symptom management, counselling, complementary therapies, emergency support, advice or advocacy, clinical therapies and home visits. Some of these young adults are able to provide valuable feedback

"CLAIRE HOUSE SUPPORTS MY WELLBEING BY OFFERING A THERAPEUTIC GROUP EVERY MONTH WHERE WE TALK ABOUT PROBLEMS WE MAY FACE AND HOW WE CAN OVERCOME CHALLENGES IN OUR DAY TO DAY LIFE."

Young adult receiving care

on the impact of the services, benefitting both themselves and their family members.

The reported outcomes highlight the transformative effects that Claire House has on young adults, emphasising successes addressing personal and social wellbeing. Here is a focused summary reflecting the specific experiences of young adults who are engaged in our services:

Emotional and Psychological Wellbeing:

- **Improvements in mental health:** 75% of young adults experienced significant improvements, indicating effective support for emotional and psychological challenges.
- **Relaxation and reduced anxiety:** Achieved by 25% of the participants, this outcome points to successful anxiety management and relaxation techniques.
- **Relief from stress:** A considerable 71% found relief from stress, showcasing the effectiveness of stress management interventions provided.

Physical Health and Wellbeing:

- **Improvements in physical health:** 55% reported better physical health, reflecting the quality of medical care and holistic health support.
- **Improvements in physical wellbeing:** 25% noticed enhancements in their physical wellbeing, which is important for overall health and functionality.

Quality of Life and Future Outlook:

- **Improvements in quality of life:** 50% of young adults felt their overall quality of life had improved, which likely impacts their daily functioning and satisfaction.
- **Enhanced feelings of control, improvement for a better future:** 68% felt more in control and optimistic about their future, which is critical for fostering hope and motivation during transitional life phases.

"CLAIRE HOUSE PROVIDE RESPITE CARE WHICH HAS HELPED GIVE MY FAMILY A BREAK."

Young adult receiving care

Social and Community Engagement:

- **Being part of a social group:** 58% appreciated social inclusivity, emphasising the importance of community and peer support.
- **Opportunities for social interactions:** 90% benefited from increased social opportunities, vital for building networks and enhancing social skills.
- **Building relationships:** An impressive 91% improved their relationship-building skills, which is crucial for personal and professional development.

Emotional States and Personal Growth:

- **Happy:** Remarkably, 100% of young adults reported feeling happy, indicating profound emotional fulfilment.
- **Comfortable:** 75% felt more at ease with their circumstances, which is essential for wellbeing and contentment.
- **Calm:** Experienced by 50%, suggesting effective emotional regulation strategies.
- **Personal development, increased knowledge, and skills:** 50% experienced personal growth and skill enhancement, essential for lifelong learning and self-improvement.

"CLAIRE HOUSE SERVICES HAVE MADE MY LIFE MUCH BETTER. HYDROTHERAPY HAS HELPED MASSIVELY WITH DEALING WITH MY CONDITION."

Young adult receiving care

- **Learning and new experiences:** 25% engaged in new learning opportunities, aiding cognitive and personal development.

Emotional Wellbeing:

- **Positive emotional feelings:** 18% reported positive emotional feelings. Though modest, still reflect the emotional benefits gained through their interactions and support at Claire House.

A breakdown of the outcomes that young adults reported feeling is found in the table below.

OUTCOMES FOR YOUNG ADULTS	RESPONSES
Reported feeling happier	100%
Helped building relationships	91%
Increased opportunities for social interactions	90%
Improvements in mental health	75%
Reported feeling more comfortable and at ease with their circumstances	75%
Relief from stress	71%
Enhanced feelings of control, improvement for a better future	68%
Appreciated being part of a social group	58%
Improvements in physical health	55%
Experienced personal development, increased knowledge and skills	50%
Improvements in quality of life	50%
Felt calmer	50%
Positive emotional feelings	5%
Relaxation and reduced anxiety	25%
Improvements in physical wellbeing	25%
Provided new learning and new experiences	25%
Positive emotional feelings	18%

OUR IMPACT ON CLINICAL COMMUNITY PARTNERS



Clinical community partners collaborate with Claire House, including GPs, hospital consultants, midwives, social workers, NHS commissioners, community learning disability teams, children's nurses, adult hospices, and special schools. These partnerships involve working alongside, referring to, or providing complementary provisions to enhance the support for families and children accessing Claire House services.

"OUR TEAM COULDN'T DO WHAT WE DO WITHOUT THE AMAZING SUPPORT FROM CLAIRE HOUSE. THEY PROVIDE AN EXCELLENT SERVICE TO THE CHILDREN AND FAMILIES."

Children's Community Nurse

The outcomes created through these relationships are often mutually beneficial, creating positive impacts for partners, Claire House and the families that we both serve. Within this study we were able to capture the main benefits that our partners gain from working with us, and the reciprocal benefits that Claire House gains from working with them.

Enhances Resources and Services:

- **Access to specialised medical equipment and supplies:** Community partners can provide families with access to equipment and supplies, which are critical for maintaining the health of children with complex needs.
- **Professional development:** 50% of clinical partners experienced professional growth and skills enhancement on collaborating with Claire House, essential for best practice sharing and development.

Educational and Training Opportunities:

- **Staff training and development:** Partners can offer access to specialised training sessions for staff, enhancing their skills and knowledge in caring for children with severe conditions.

- **Educational workshops for families:** Partnerships with educational institutions can facilitate workshops that help families gain skills in caregiving, psychological coping strategies, and managing financial burdens.

Financial and Material Support:

- **Commissioners and corporate partners:** Working alongside commissioners and corporate partners ensures income which directly drives service sustainability and innovation.
- **Donations of goods and services:** Donations of goods and services can significantly reduce operational costs and enhance the impact and outcomes achieved for service users.

Enhanced Care and Support Networks:

- **Increased volunteer support:** Community partners can mobilise volunteers who provide additional care and support, enhancing personal interactions and social support for families.
- **Broader support networks:** Partners can help connect families with a wider network of other families and community resources, reducing feelings of isolation and loneliness.

Improved Healthcare Integration:

- **Coordinated healthcare services:** Partnerships with local hospitals and clinics can facilitate more coordinated care, ensuring that children receive seamless medical treatment across different service providers.
- **Access to specialist consultations:** Community partners in the healthcare sector can provide consultations with specialists, which might otherwise be inaccessible due to cost or availability.

"PARENTS NEED TO KNOW THEIR CHILD IS SAFE WHILST THEY ARE HAVING A BREAK. THERE ARE NO OTHER SERVICES THAT PROVIDE THIS KIND OF SUPPORT."

Headteacher

Community Engagement and Advocacy:

- **Awareness and advocacy campaigns:** Community partners play a crucial role in raising awareness about the needs of severely ill children and advocating for policy changes that benefit these children and their families.
- **Community events and activities:** Organising community events can foster a sense of belonging and community spirit, offering both fun and respite for families.

By collaborating with community partners, Claire House amplifies its impact, achieves broader outcomes that benefit the families and children it serves, and ensures a holistic approach to care and support. A breakdown of the outcomes that Clinical Community Partners reported feeling is found in the table below.

OUTCOMES FOR CLINICAL COMMUNITY PARTNERS

RESPONSES

Improved education and training	100%
Building knowledge of care and support of a child with changing palliative and end of life care needs, and having quality time with them	100%
Time for families to recharge and bond	80%
Improved support and counselling	100%
Reduction of the need to access other NHS services	80%
Positive impact on all family members	60%
Enhanced professional relationships	100%
Improved quality of life and end-of-life experience through increased choice and co-ordinated care	50%
Improved communication via support through difficult conversations	40%
Greater collaboration	100%



OUR IMPACT ON VOLUNTEERS



Claire House benefits from over 800 dedicated volunteers fulfilling over 50 roles across the organisation. These roles include retail operations, care, admin, catering, housekeeping, gardening, event support, and fundraising activities. Volunteers are essential to Claire House's success and impact, ensuring that the hospice can continue to provide vital support to seriously and terminally ill children and their families through their varied contributions.

This research highlights significant improvements across health and wellbeing among those that volunteer their time for Claire House. The most notable outcome is

**"NOW I HAVE RETIRED
IT IS GOOD TO HAVE
SOMETHING REGULAR THAT
GIVES ME A PURPOSE AND
A FEELING OF USEFULNESS
AND SATISFACTION. I
WOULD MISS THAT."**

Active volunteer



the dramatic improvement in mental health, with 63% of volunteers reporting benefits. Physical health and wellbeing also saw considerable enhancements, with 18% and 23% of volunteers noting improvements, respectively, alongside a smaller percentage (4%) experiencing better sleep quality. In terms of emotional health, there was a noticeable reduction in anxiety (9%), depression (7%), and feelings of hopelessness (7%) among Claire House volunteers.

"I WOULD FEEL SOMETHING WAS MISSING IF I EVER HAD TO STOP VOLUNTEERING. I LOOK FORWARD EACH WEEK TO DOING MY SHIFT AND FEEL PROUD WHEN I HAVE COMPLETED IT."

Active volunteer

Volunteering at Claire House also appears to be effective in fostering personal and professional development, with 5% of volunteers gaining increased knowledge and skills and a small percentage (2%) improving digital skills. Notably, the ability to sustain employment was enhanced for 7% of the volunteers. Additionally, the time spent volunteering significantly reduced feelings of isolation and loneliness for 25% of the volunteers, increased their social networks (23%), and enhanced social engagement and the formation of friendships (9%).

A breakdown of the outcomes that Volunteers reported feeling is found in the table below.

OUTCOMES FOR VOLUNTEERS	RESPONSES
Ability to build relationships and make new friends	85%
Improved mental health	63%
Reduction in isolation and loneliness	25%
Improved physical wellbeing	23%
Larger support network	23%
Improved physical health	18%
Improved sense of purpose	17%
Reduced anxiety	9%
Increased engagement and socialising (friendships)	9%
Improved confidence	9%
Reduced sense of hopelessness	7%
Reduced depression	7%
Ability to maintain employment	7%
Increased knowledge & skills	5%
Improved sleep	4%
Improved digital skills	2%

WHAT OUR SERVICES MEAN TO PEOPLE

RESPITE

"PLANNED OVERNIGHT RESPITE IS ABSOLUTELY PRICELESS TO MYSELF AND MY FAMILY. IT'S ALLOWED ME TO HAVE HOLIDAYS ABROAD AND TO SPEND QUALITY TIME WITH MY SON'S SIBLINGS KNOWING THAT HE IS SAFE AND WELL CARED FOR AT CLAIRE HOUSE."

Parent of child receiving care

VOLUNTEERING

"AS A VOLUNTEER, I FEEL I MAKE A SMALL CONTRIBUTION THAT WILL AT SOME POINT SUPPORT FAMILIES AT THEIR LOWEST, HELP CREATE MEMORIES, AND GIVE EXPERIENCES TO SICK CHILDREN, THEIR SIBLINGS AND WIDER FAMILY."

Active volunteer

SIBLING SUPPORT SERVICE

"THE SIBLING EVENTS HAVE BEEN WONDERFUL FOR MY YOUNG DAUGHTER. SHE HAS MADE SOME WONDERFUL FRIENDS AND IT'S MADE HER REALISE TOO THAT SHE'S NOT ALONE IN HAVING A DISABLED SIBLING."

Parent of child receiving care

YOUNG ADULT SERVICES

"IT HAS MADE MY LIFE MUCH BETTER, THE HYDROTHERAPY HAS HELPED MASSIVELY WITH MY DEALING WITH MY CONDITION. COUNSELLING HAS HELPED ME DEAL WITH MY CONDITION MENTALLY AND THE SOCIAL GROUP HAS HELPED GIVE ME LOADS OF CONFIDENCE AND THE ABILITY TO MAKE FRIENDS."

Young adult receiving care

RESPITE

"WE COULDN'T HAVE DONE THIS WITHOUT YOU."

Mother of a child using the hospice

CLINICAL COMMUNITY PARTNERS

"CLAIRE HOUSE ARE RESPONSIVE, FLEXIBLE AND INCREDIBLY SUPPORTIVE. FAMILIES EXPERIENCE A BETTER QUALITY OF LIFE, AND FOR THOSE WHO NEED END OF LIFE CARE, THEIR EXPERIENCE OF DEATH, DYING AND CHOICE IN PLACE OF DEATH IS CERTAINLY OPTIMISED."

NHS Commissioner

FAMILY SERVICES

"WHEN OUR DAUGHTER STAYS AT CLAIRE HOUSE SHE IS ABLE TO JUST BE HERSELF AND ACCESS EVERYTHING THERE IS TO OFFER, SHE IS HAPPY AND CONFIDENT AND FEELS COMFORTABLE WITH ALL THE STAFF."

Parent of child receiving care

PERINATAL SERVICE

THE PERINATAL TEAM WENT ABOVE AND BEYOND FOR US DURING OUR PREGNANCY COMPLICATIONS, BIRTH, NICU STAY AND FOLLOWING THE DEATH OF OUR SON. I DON'T KNOW WHERE WE WOULD BE WITHOUT THEIR SUPPORT."

Bereaved parent

COMPLEMENTARY THERAPIES

"THE COMPLEMENTARY THERAPIES I RECEIVED WERE EXTREMELY IMPORTANT TO ME. IT WAS THE ONLY RELAXATION TIME I WAS ABLE TO ACHIEVE DURING MY PREGNANCY AND AFTER OUR LOSS."

Bereaved parent

CONCLUSION



The insights shared in this report highlight the significant and heartfelt impact that Claire House has on the lives of children, young adults, families, bereaved families, clinical community partners, and volunteers. Through careful evaluation, we have seen how our services bring about meaningful improvements in emotional, psychological, and physical wellbeing for all those we support.

For families, the respite care, emotional support, and overall enhancement in quality of life are invaluable. Bereaved families find comfort and community through our tailored bereavement support. Children and young adults benefit from improved mental health, stronger relationships, and increased confidence, which are essential for their growth and happiness. Our clinical community partners benefit from enhanced collaboration, training, and shared resources, which ultimately improve the care provided to our service users. Volunteers, who we simply couldn't operate

without, report better mental health, reduced feelings of isolation, and a greater sense of purpose.

These outcomes underscore the vital role Claire House plays in providing holistic, compassionate care that goes beyond immediate medical needs to include emotional and social support. As we continue to grow and adapt our services, this report stands as a testament to our commitment to making a lasting, positive difference in the lives of those we support.

Looking ahead, we will use these insights to further refine our services, ensuring we continue to meet the evolving needs of those we exist to support. By maintaining our focus on impact and outcomes, we can secure the necessary support and funding to sustain and expand our vital work, ultimately achieving our vision of providing the very best care and support to every baby, child, young adult, and family in need.





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CHILDREN'S HOSPICE

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