

CARE TEAM DIRECTORY



making the most of every day

If you are looking to talk to a member of our Care Team, please call reception on 020 8449 8877 and ask for one of the following teams:

FAMILY LINK

Office hours: 020 8449 8877

Out of hours: 020 3994 4135

Email: noahs.flteam@nhs.net

Every family is allocated a Family Link Worker, who will assess what services a family could benefit from at Noah's Ark, and can be an initial point of contact for questions, concerns and requests for new services. They also offer individual family support, such as advice and guidance with benefits, charity grants, housing issues, and education. They can advocate on behalf of families to other professionals, and can be there as a listening ear on difficult days. If you are unsure who the allocated Family Link Worker is, call reception and ask to speak to the Duty Family Link Worker.

HOME SUPPORT VOLUNTEERING

Office hours: 020 8449 8877

Out of hours: 020 3994 4135

Our trained volunteers provide support for children and families in the home and within the local community. Their assistance could involve playing games, helping with homework, or carrying out practical tasks such as cleaning or

gardening. They can also be an extra pair of hands, helping the whole family enjoy a day out together.

The exact role assigned to a Home Support Volunteer is unique in each case, since the team works closely with each family to identify what would be of help, or which member of the family may benefit from some extra support. To discuss having a Noah's Ark volunteer support your family, please speak to Family Link in the first instance. For queries about current volunteer support in the home, please call reception and ask to speak to the Home Support Volunteer Manager. If you have an emergency relating to your volunteer out of hours, please call the 'out of hours' number (020 3994 4135).

FAMILY ACTIVITIES

Office hours: 020 8449 8877

Out of hours: 020 3994 4135

The Family Activities Team are in charge of fun! They publish quarterly diaries of events, including Children's Groups, Sibling Groups, Parent/Carer Groups, and Family Parties. These activities are a great way to develop confidence and independence, to make friends and to build a whole community of support. To book an activity, or for any questions about activities, including transport, please contact the team via reception.

THERAPIES AND SPECIALIST PLAY

Office Hours: 020 8449 8877

The Therapies Team consists of Music Therapists, a Drama and Movement Therapist, an Art Therapist, and a consultant Occupational Therapist. We also offer Specialist Play. Therapy and Play sessions are available, following assessment for babies, children, young people, siblings and parents/carers.

Therapy can be delivered at The Ark, in the home or at school. We also offer therapy groups and some in-reach services, such as Music Therapy in Hospital - including Barnet Hospital, Great Ormond Street Hospital and UCLH Neonatal Intensive Care Units. To request a referral for Therapy or Play, please contact the Family Link team in the first instance. For queries about Therapy or Play currently being received, please contact the Therapist/ Play Specialist directly or call reception.



SPECIALIST CARE AND NURSING

Office hours: 020 8449 8877

Nurse on-call: 020 3994 4134 (24/7)

Nurse on-duty: 07713 071116

Email: noahs.nurses@nhs.net

We are able to provide Specialist Care and Nursing for babies, children and young people at The Ark, in the home or in a community setting. Our Specialist Nurses and Carers support the child's full clinical, emotional, social and practical needs. On occasion, overnight short breaks can be arranged to support families – these short breaks cannot be guaranteed and all admissions will be prioritised according to families' needs.

For queries about Specialist Care or Nursing currently being received, please contact the allocated Specialist Carer or Nurse directly. To discuss if your child is eligible and request an assessment for this service, please speak to Family Link in the first instance. If you need to contact a nurse out of hours, please use the nurse on-call number. If there is a medical emergency, please call 999.

OTHER CONTACTS:

Care Admin Team: noahs.admin@nhs.net

Referrals inbox: noahs.referrals@nhs.net



ABOUT NOAH'S ARK CHILDREN'S HOSPICE

Noah's Ark Children's Hospice helps babies, children and young people who have life-limiting or life-threatening conditions, and their families, make the most of every day.

Our staff and trained volunteers provide clinical, emotional and practical support for families across north and central London, as well as Herts Valley.

Our support is carefully adapted for every child and is offered wherever it is required – whether in their home, their community or at our state-of-the-art children's hospice building, The Ark, in Barnet.



The Ark, Byng Road,
Barnet EN5 4NP
020 8449 8877
noahsarkhospice.org.uk

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