**The improved care offer FAQ**

**Q.** **What do the changes mean for me?**

A. We’re delivering more support, more flexibly. That means that we’re responding better to your needs, especially when these change.

**Q.** **Does this mean more support for me?**

A. If you feel you need more, please ask us. If we can, we’ll put in extra visits when you really need them. No-one will be getting less support as the result of these changes.

**Q.** **Will you still visit when my child’s in hospital?**

A. Yes, that won’t change.

**Q.** **What if I don’t want my nurses to change?**

A. Because we’re going to be working more efficiently through our nurses working in a single location, all nurses will change at some point. It’s important that we use nurses’ time well, and travel time is time when they can’t be caring for a child. We plan to make changes gradually, with the existing team introducing any new nurses so that your child feels completely comfortable with the new arrangements. A staged handover will mean that any new nurses can get to know your child and your family, and everyone can feel comfortable going forward.

**Q.** **What if I want a different nurse to the one that’s assigned to me?**

A. We understand that a good relationship with your nurses is vital to both you and your child. If you’re not happy with the nurse assigned to your family, just have a chat to your locality lead and we’ll do our best to accommodate your needs.

**Q.** **Who is the nursing team in my locality?**

A. We’ll be sending out the details of the locality teams soon.

**Q.** **What if I don’t want my offer of support to change at all?**

A. That’s absolutely fine. No-one will be forced to accept an unwanted change in the care we deliver.

**Q.** **My child doesn’t receive visits. Does this mean I can ask for help now?**

A. If there are exceptional circumstances, talk to us. We’ll do our best to support you.

1. **How are my child’s needs assessed?**
2. When you’re referred to Jessie May, we use an assessment we call the Framework for Respite in Partnership with Parents, or FRIPP, for short, to accurately assess your needs and design your core support package. You may have additional specific needs which fall outside our assessment. Let us know if that’s the case and where possible, we’ll offer more support.

**Q.** **How do we ask for more support?**

A. Just call us or email us with some details and we’ll review your offer of support.

**Q.**  **What do I do if I want to swap a daytime visit for a teatime one?**

A. Talk to your team or email us. If we can accommodate your request, we’ll be happy to.

1. **Can anyone ask for a Saturday visit? What time slots are you offering?**
2. If you are receiving tea time visits, you can ask for a Saturday swap occasionally - for example, if you want to go to an event at a weekend. If we have availability, we’ll do our best to accommodate your request, although our ability to do this isn’t guaranteed. The slots are from 9am to 12.30pm, or 2pm until 5.30pm.

**Q.** **Can I have holiday visits AND teatime visits?**

A. You can but we would not offer you both in the same month. If we have nursing capacity, you will be allocated one or the other, but there are no guarantees.

**Q.** **Can I just have holiday visits?**

A. We will do our best to offer your child a visit every school holiday, but again, we’ll be constrained by nursing capacity during the school holidays, so there are no guarantees.

1. **What are the times for care visits?**
2. We can visit from 9am to 12.30pm or 2pm until 5.30pm if your child isn’t at school. Teatime visits are from 4pm until 7.30pm.

**Q.** **Will you be offering night time visits too?**

A. No.

**Q.** **What do you mean by ‘the team around the family’?**

A. We have a non medical team in place that offers a holistic package of support. Lin is our family liaison officer, helping families to access all the support to which they’re entitled. Michelle is our bereavement coordinator, and is there to support both bereaved parents, and parents with children with life-limiting conditions at any time they feel they need emotional support. Alice is our family engagement officer, and is responsible for staging all the family events we run throughout the year, including picnics, days out and the Christmas party.

**Q.** **Can we attend all the events?**

A Of course – we’d love to see you and everyone’s invited! Some events are offered on a first come- first served basis, so be sure to book your place early!

1. **Why have the changes been introduced?**
2. When COVID hit, we all had to change our ways of working, but we’d now like to return to our pre-COVID levels of practice. We also want to be more efficient in how we work, so that we can support more families better. We want to be more flexible and responsive too – we know things can change very quickly, so we’d like to be in a position to better meet your changing needs. And we wanted to be able to respond to your family’s needs, by offering tea time and Saturday care visits.

**Q.** W**ho was involved in the decision making around the changes?**

A. We talked to families about what they needed, to staff about what they thought, and to medical professionals about how we could work better together. The changes we’ve introduced are the result of extensive thought, research and consultation.

**Q.** **I still have a question that I don’t know the answer to. Who can I talk to resolve my issue?**

A. Email us with your question, or talk to your team directly. Your parent trustee, Jim Veysey ([jim.veysey@jessiemay.org.uk](mailto:jim.veysey@jessiemay.org.uk)), Jessie May’s director of care Andrea Choules ([andrea.choules@jessiemay.org.uk](mailto:andrea.choules@jessiemay.org.uk)) or our nursing lead Steve Wiltshire ([steven.wiltshire@jessiemay.org.uk](mailto:steven.wiltshire@jessiemay.org.uk)) are all available for a confidential conversation – just get in touch!