

News from Serennu

April 2020

Volume 8 issue 4



Thank you so much.

Please see below details of an emergency appeal that Sparkle have recently launched. We are overwhelmed by the goodwill messages we have received and we have had a fantastic response to our appeal so far, especially considering the financial difficulties so many people are facing at the current time. We are truly grateful for the very kind donations that we have received via our just giving page and the generous donations from anonymous donors. It is so inspiring and motivating to see how generous people have been during this difficult time, which enables Sparkle to continue it's work helping families. It has been a huge relief to us to know that our supporters recognise how vital our work is and want us to be able to continue our work. Along with so many members of the public, Sparkle want to support the NHS through these difficult times and Sparkle play workers will be seconded to work for the Healthboard to provide emergency respite care to families. These are unprecedented times and we look forward to resuming services at Serennu Children's Centre, when it is safe to do so. Thank you once again for the support you have shown, and continue to show us.

Sparkle provides essential support for families whose child has a disability or developmental delay in Gwent, and these families need us now more than ever. We are here to offer support to parents, who may be overwhelmed or feel lost and isolated coping with their child's additional needs, and the strain this puts on the whole family. No request for help is ever ignored, we offer a range of support, from providing clubs and leisure activities for up to 350 children a week across Gwent, in addition to overnight trips and workshops for up to 200 parents a year. Many of our children cannot access any such activities in the community, either because their physical needs are too complex, or because their behaviour causes difficulties for them, and issues for their parents in a public setting. Parents and young people experience no stigma attending activities with us, where they are warmly welcomed by our highly skilled staff. During this crisis, we are still here for parents, offering telephone support, and online resources to help them through. However as all of our major fundraising activities have been suspended, our income has plummeted. Thus, just when our families need us most, our whole service is under threat. It costs us £300,000 to run our full services for six months, and just maintaining a core team to provide online and telephone support will require £100,000. Without your support at this time, Sparkle will not survive, and hundreds of families will be left without the support and social contact they so desperately need. Our families do not have anywhere else that they can turn to receive this help, so we are asking you to give whatever you can to <https://www.justgiving.com/campaign/SparkleAppeal>

Thank you

Emergency Appeal

Sabine Maguire MBE
Chairman Sparkle (South Wales) Limited

Sparkle families inspire us every day, that's why we feel privileged to work alongside you offering support when it is needed. We really are grateful for the way we work in partnership with our families and the kindness and support you all give back to us. Please help us to keep our charity Sparkling and shining bright, so we can continue on this journey together.

If you would like to be kept up to date with activities, events, forums and support groups being held at Serennu and in the local area please email or call: Family.liaison.ABB@wales.nhs.uk or 01633 748013 to be included on the mailing list.

Sign of the Month



Medicine

©Signalong

Supporting full 'c' hand (palm in pointing forward) in front of body: working little finger hand (palm back, pointing down) mimes stirring inside supporting 'c'.

For more signs, information and resources, please see www.signalong.org.uk or talk to your Speech and Language Therapist.

Staff Recognition Awards 2019 – Extra Mile Award winner Sarah Ganderton

Sarah Ganderton is the ISCAN Administrator at Serennu Children's Centre. At the 2019 staff recognition awards, Sarah was nominated in the 'Extra Mile' award category. The nomination was submitted by her colleagues, to recognise Sarah's contribution to working above and beyond her job role and to recognise her invaluable support towards the whole ISCAN Team. ISCAN Co-Ordinator Emily Tulloch says "Sarah reinforces and demonstrates what an integral part of the team she is on a daily basis. Whilst managing what is an extremely high work/case load she will always take the time to liaise with professionals and parents/guardians to ensure a smooth referral process. Sarah is a valued, conscientious and integral part of the ISCAN team. Her work ethic is of the highest standard, she will endeavour to go above and beyond her role to ensure that the best possible outcome is achieved for each case she works with. Sarah also takes pride in her work, and her passion for ISCAN is obvious, she thrives when she is able to see a case from the initial start process of receiving the referral, to the discussion at panel and end report and communication with parents/guardians. Sarah always works without want for reward and she is always willing to go that extra mile for ISCAN families. Sarah's efforts and passion for the ISCAN service are beyond compare".



Bethany Jagger (rotational paediatric physiotherapist) has been working exceptionally hard recently on an exciting new patient video project. The aim is to produce educational videos that will assist families and referrers around different aspects of physiotherapy. It was highlighted by staff that there was an increase in inappropriate referrals to paediatric physiotherapy and these referrals were taking time away from patients that really needed physiotherapy input. An idea was suggested of providing an alternative patient information source, using videos/media to offer consistent, evidence based information, to reassure the patient without having to be seen by a therapist. The patients could be directed to these videos via the triaging process. Draft scripts were taken to a steering group where feedback was provided by staff, and they were then edited numerous times until a final version was complete. This project is a valuable example of how we can provide care closer to home and it embodies the upstreaming healthcare approach. Furthermore, this project has the potential to grow and involve other healthcare professionals such as GPs and health visitors. We are hoping to develop more media platforms, relating to patient information and adjuncts to treatment, so that our service cultivates and keeps up with our patient's needs and our technological, digitally intelligent world.

Thank you to children from Orbit Theatre Company (Wales' no.1 amateur theatre group) who kindly volunteered their time and Laura Phillips (videographer) who filmed and edited the videos.



Message from Donna Colwill, Serennu Centre Manager

As I am sure you are aware, due to COVID-19, Serennu Children's Centre has had to unfortunately suspend non urgent face to face appointments and all of our enhanced services for children and young people until further notice. This decision was taken in line with government guidance to ensure the safety of our children, young people, families and staff. In an effort to release pressure on our hospital sites, Serennu Children's Centre will be used as an emergency hub for **non** COVID-19 emergency clinics. Even though we are unable to see you all face to face at the moment, our Family Liaison Officers will continue to provide telephone advice and support, keep you updated via newsletters and bulletins and forward you information and materials which may be useful for you and your children/young people whilst at home.

Our Sparkle leisure team will also continue to post items on social media so please check out Sparkle on facebook!

In these unprecedented and uncertain times, please keep safe and well and we look forward to seeing you all at our centre in the future.



ORDINARY 2
EXTRAORDINARY



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board