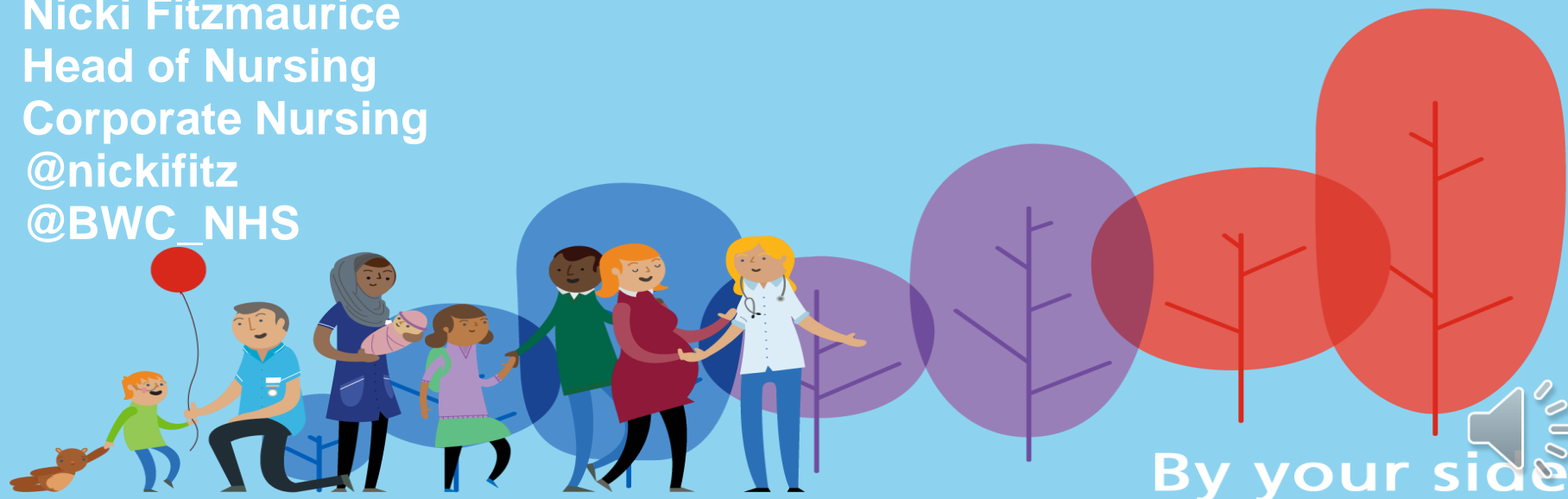


Magnolia House: Co-design with Bereaved Families

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Magnolia House: Our Centre for Palliative Care and Bereavement.

Designed by families, children
and professionals

Funded through charitable
donations

Used to care for families and
children when life is shortened and
for bereavement care



The Environment where we care: Family Feedback

- “I remember staring at an invite for staff to the Christmas night out on the wall while we were being told Jacob was dying”
- “There was so little space in the room, my husband had to stand up”
- “The phone kept ringing”
- “Someone was knocking at the door..”
- “I felt trapped, no windows, hot, they shut the door, I couldn't breathe”.
- “I knew that others could see and hear our hurt”
- “I didn't want to leave the room, I felt and looked terrible”



Have a go at transforming the Environment where we care:

A place where

- Conversations can happen undisturbed
- Families can stay after news/not need to leave
- There is space so that families can stay together
- End of life care can happen
- Families can go for bereavement support, not need to come through our corridors, risk meeting “someone” or feel “something”



Co-creation in design with families, researchers, builders, architects



Collaboration, Co-creation. Results

- Nature
- Space to breathe
- I can see the way out
- Calming
- Comfort
- A little like home
- Not like the hospital



Co-design-Consultation. Empathic design and feel

- Can you sit in this chair?
- Is this space big enough?
- Touch
- Smell
- Art











Important conversations

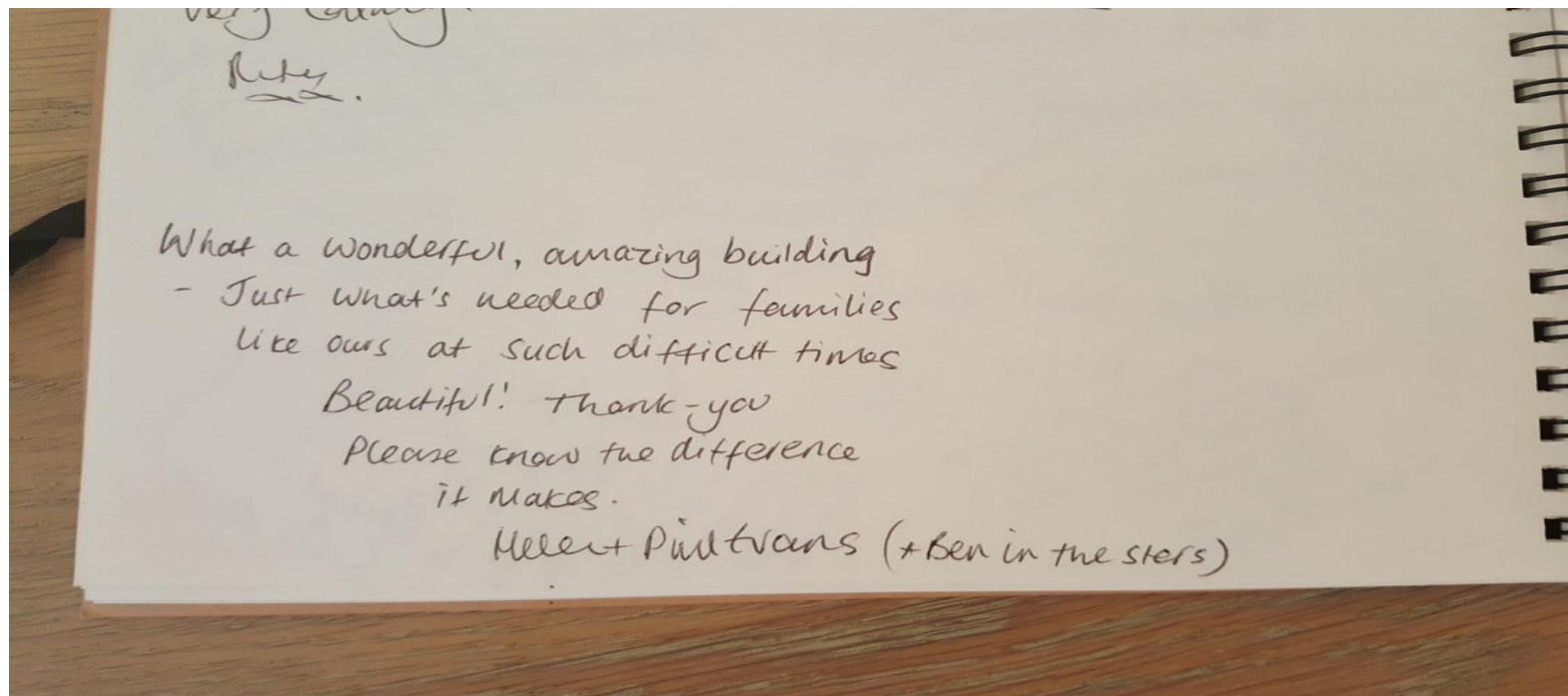
- Antenatal diagnosis
- Progression
- End of life
- ACP
- Organ Donation
- How are you?
- Bereavement
- Mediation

Important Events

- Time out-reconnecting
- Compassionate extubation
- Life ending
- Via ED/PICU
- After death
- Memory making
- Clinical photography



Parent Feedback- Parent Feedback



How are we doing?-Staff feedback from CLAHRC Study findings

I found it really helpful to be able actually to have a good sob, which is what I did when they [the family] left because I was holding it together and then they left. But I was able to have a really good cry, sitting talking to [the manager of Magnolia House], actually, sorted myself out and said, 'Right, I'm going back to work.' And just having that quiet place that's not in front of everybody in the office to be able to actually let that - because I think in our job we spend a lot of time holding emotion in but it almost makes you feel sick. So it was great from that.

Physiotherapist

Straightaway, they (the parents) wanted to sit outside and I think both myself and the consultant felt that they talked so much more because they were in the fresh air, rather than inside.

Cardiac Nurse

I think for me I feel more human being there, my own personal guard came down and it's actually quite fascinating how an environment can actually dictate that. So...that environment that we were actually sitting in, it relaxed me, and I think that, I don't know whether that helped the family or not. I think certainly for us, for me personally, I was less of a doctor then.

Doctor

We've always cared for them [families] the best we could, to hold them while they needed us but now Magnolia House has took it to another level.

PICU Nurse



Developing the Way We Care



Next- Woodland House: Honouring baby loss

