

## Cooling Deceased Neonatals - Flexmort's Cuddle Cot ChYps – Hospice Care for Children & Young People



EllenorLions Hospices – chYps provide all encompassing hospice care for children and young people living in West Kent and Bexley, South East London, England. Tracie Dempster, Head of Care at chYps tells of her experience with Flexmort's smallest cooling system - the Cuddle Cot system - for cooling deceased neonatals.

"We had a 14 week old infant that died at home. This was an expected death and she died at approximately 8pm on a Tuesday evening. This was clearly very distressing for the whole family and the thought of her being taken out of the home, either to the undertaker or a children's hospice cold room was abhorrent to her family. Her parents, in consultation with her siblings, asked if it would be possible for her to remain at home until the time of the funeral. chYps fully supported their decision as we had managed a child remaining at home on previous occasions. The potential difficulty that we faced with this family was the unavailability of a separate room where we could potentially set up an air conditioning unit.



Time was against us. I had heard about Flexmort from another children's hospice service and I had met one of their representatives at a recent conference that I had attended. I contacted Flexmort on Wednesday morning and one of their representatives was able to deliver it early on Thursday morning. The unit was very portable, small, quiet, unobtrusive and incredibly simple to use; it even came in its own carry case.

The Cuddle Cot was installed on Thursday afternoon, two days after death which meant the funeral was still 7 days away.



The Flexmort Cuddle Cot was quite simply fantastic and exceeded all our expectations. It preserved the body so well that the family were able to keep their daughter at home for the whole seven days before the funeral. This has been such a huge benefit to the family and has undoubtedly helped with their grieving process, allowing them to spend that extra time with their daughter and fulfil their wish to keep her at home. By directly cooling the infant, the system allowed the family to grieve in a room at ambient temperature whereas an air con unit would have made the whole room cold. I am so pleased we were able to provide this level of care at the most difficult time for any family.

I would have no hesitation in recommending Flexmort; we are now in the process of looking at some of their other cooling systems to enable us to offer this level of care to other families with larger children. I can see benefits for Flexmort's cooling systems for Hospice Care at home for all families."