



ZOE'S PLACE

— BABY HOSPICE —

Our
Impact
2025 - 2026

ZOE'S PLACE



At Zoe's Place, we believe that every "bud deserves to bloom". Every child is unique, precious and deserving of the opportunity to live life to the fullest.

For families caring for a child with a life-threatening or life-shortening condition, this can be incredibly difficult. Many parents can feel isolated and overwhelmed as they try to find the right support, often while managing the emotional and practical challenges of daily life.

For over 30 years, Zoe's Place has been privileged to support many hundreds of families. We have helped children and their families create special memories, provided trusted respite care, and given parents valuable time to rest, recharge and spend meaningful moments with their other children. None of this would be possible without the kindness and generosity of our donors.

Our main aim for the coming year is to ensure that every family caring for a child with a life-threatening or life-shortening condition can access high-quality, professional and compassionate respite support when they need it most. To make this possible, we continue to rely on the support of our generous donors.

Thank you for your kindness and continued support.

**Joan Stainsby
Executive Trustee,
Zoe's Place Baby
Hospice**

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About Us



Zoe's Place provides specialist palliative, respite, and end-of-life care to babies and young children with life-shortening and life-threatening conditions, from birth to age five (and up to eight where there is clinical or family need).

We support the whole family — offering nursing care, therapies, emotional support, sibling activities, and bereavement care, all free of charge, regardless of family background or circumstances.



Do you need our services or simply want to hear more about the hospice, contact us on the details below;

Middlesbrough
01642 457985
hellomiddlesbrough@zoes-place.org.uk

Coventry
02476 361 675
hellocoventry@zoes-place.org.uk

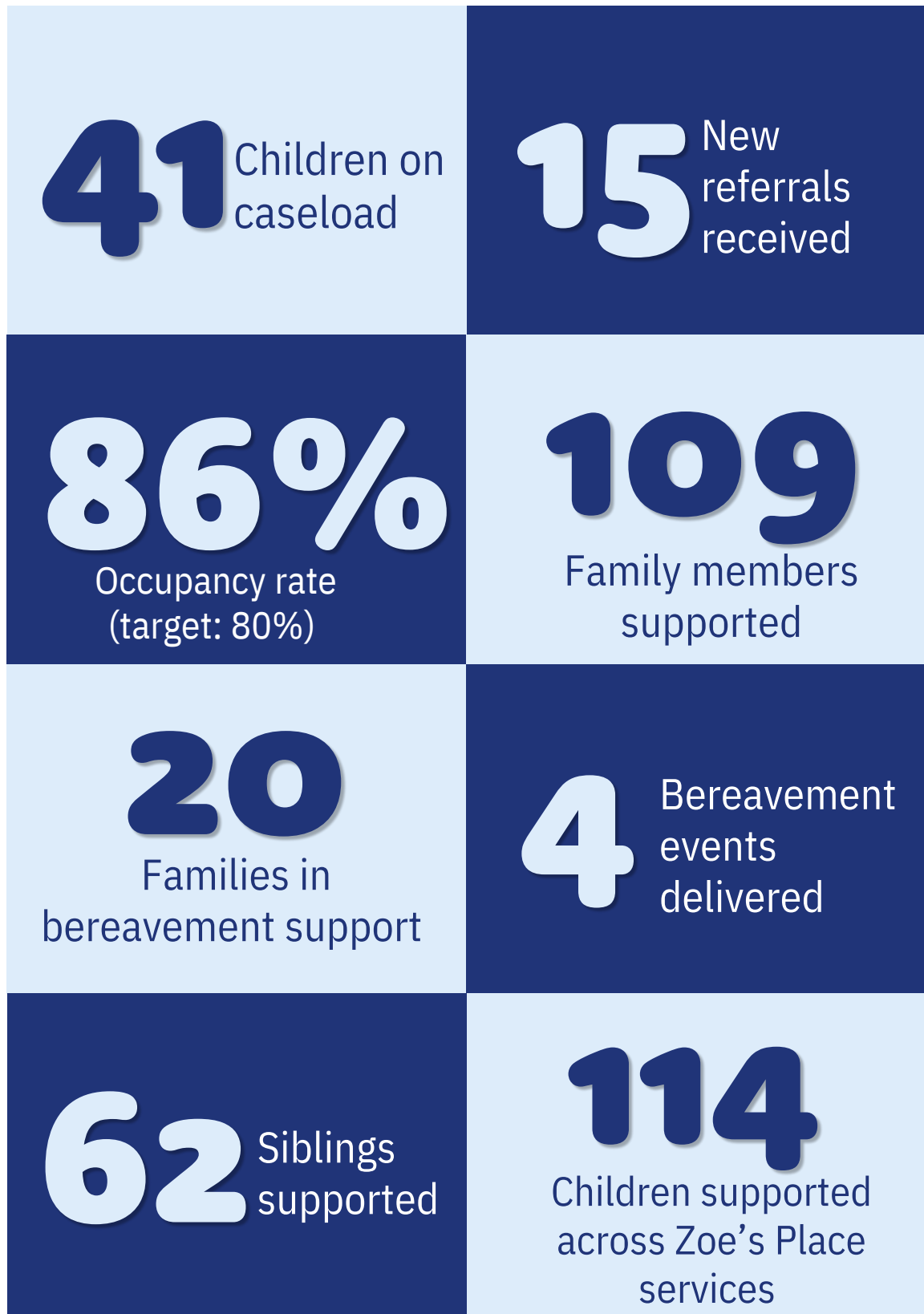
“At first, we feared the worst. The word “hospice” carried weight we weren’t ready for. But Zoe’s Place shattered every misconception.

It’s not just a care facility — it’s a sanctuary. A place of warmth, love, and understanding. A second family.”

A parent whose child accesses Zoe’s Place respite services

This Year at a Glance: Middlesbrough 2025–2026

Between July 2025 and June 2026, our team delivered high-quality, compassionate care to children and families across our region. Behind every number is a child navigating incredibly complex circumstances, and a family who trusted us to walk alongside them.



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Impact on Families

Each year we survey parents and carers to understand whether our care is making a genuine difference. The 2025 results, based on 43 responses, show consistently high satisfaction across every dimension of care.



“Zoe’s Place is the only place I trust for my child to stay without me.”

“Staff have helped me when I have been low – we would be lost without them.”

“Zoe’s Place is a lifeline for us.”

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The Power of Respite

Respite care is one of the most important services we provide. It gives parents the space to rest, recover, and reconnect, knowing their child is safe, happy, and surrounded by people who understand their needs.



Parents told us they used this time to:

- Rest and sleep – something many parents of medically complex children rarely experience
- Spend meaningful time with siblings and other children in the family
- Manage household demands that often go unmet during caring
- Reconnect socially and maintain relationships

76% of families reported that accessing our hospice service actively reduced their levels of stress. 88% said it had a positive effect on their overall wellbeing. These are not small numbers – they represent families who are better able to care for their child because we care for them too.

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Supporting the whole family

Siblings of children with life-shortening conditions often carry hidden emotional challenges. This year we supported 62 siblings through dedicated sessions, family events, and Stay & Play activities. Families consistently highlighted sibling support among the most valued services we provide.



“We try and attend most sessions the hospice offers, including family days and sibling support.”

Bereavement Care

When a child dies, our support does not end. Our bereavement team ensures that no family faces grief alone. This year:

Families receiving bereavement support	20
Bereavement events delivered	4
Support offered	Counselling, peer support, memory-making

“The team at Zoe’s has not only supported our child, but embraced us all – they are our extended family. They’ve been there for us in ways words can’t fully express.”

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Their Story:

The Lee Family



Our journey began at Huddersfield University, where we both met. We married in April 2017, and in January 2019, we welcomed our first daughter, Keira – full of life, laughter, and curiosity. Then came a storm we never saw coming. In January 2020, Mike was diagnosed with blood cancer. What followed was a year of treatment, uncertainty, and resilience – all during the height of the COVID-19 pandemic. Amidst it all, Sophie gave birth to our second daughter, Amelia.

Amelia's early life was filled with hospital visits, including to Great Ormond Street, where she was diagnosed with a rare condition called PIPO. It was through Continuing Care that we were introduced to Zoe's Place. At first, we feared the worst. The word "hospice" carried weight we weren't ready for. But Zoe's Place shattered every misconception. It's not just a care facility – it's a sanctuary. A place of warmth, love, and understanding. A second family.



For the whole Family

Zoe's doesn't just care for Amelia with compassion and expertise. They embrace her sister; Keira too – including her in sibling events, making her feel seen and valued. Thanks to Zoe's, we've been able to spend precious one-on-one time with Keira, something that's often hard to come by when navigating complex care needs.

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Therapies, Activities and Additional Services

Our holistic approach supports children's development, comfort, and joy. This year across Zoe's Place services we delivered:



Physiotherapy Sessions

65 sessions —
52 children benefitted

Music Therapy Sessions

56 sessions —
56 children benefitted



Animal Therapy Sessions

31 sessions —
75 children benefitted

Dance Therapy Sessions

13 sessions —
29 children benefitted



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Day Trips for families

67 trips



Family Events and Parties

6 events

“Holistic therapy – really enjoyed it, so grateful it was offered. Much needed and very relaxing!”

Animal therapy, Stay & Play sessions, and sibling and family events were highlighted by families as among the most valued and enjoyable activities we provide.



ZOE'S PLACE Quality, Safety and Trust

We received no formal complaints from families in 2025–2026. Both of our hospices are rated 'Good' by the Care Quality Commission, reflecting the hard work, professionalism, and compassionate attitude of all our staff.

Families identified areas where they would welcome development, including improved daily update communications, expanded therapy access, more sibling provision in school holidays, and hydrotherapy sessions. These are now active priorities for our team.

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Formal
complaints
received

Good
CQC Rating

100%
Clean
satisfaction

43

Survey
responses
received

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Looking Ahead: Our Priorities



Guided by family feedback and our strategic goals, our priorities for the coming year include:

- Improving daily communication updates for parents — including exploring app-based reporting similar to nursery systems
- Expanding therapy access, with a focus on ensuring equity regardless of how frequently a child attends
- Increasing sibling support provision, including dedicated holiday sessions
- Developing hydrotherapy and specialist sensory facilities
- Strengthening and diversifying our income base to reduce financial risk and secure long-term sustainability
- Continuing to invest in our nursing team's skills and wellbeing

In their own words:

“Zoe’s Place is amazing for my child. I don’t think they could do any more.”

“They have made me feel welcome from the very start, and are so on top of everything, which reassures me that my child is safe.”

“Zoe’s Place have provided so much love, care, and most importantly support. They always go above and beyond.”

“Great place – changed our family’s life.”

“We always know our child is in safe hands.”





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Thank you.

None of this is possible without the extraordinary generosity of our supporters: individuals who give regularly, community groups who fundraise tirelessly, corporate partners, trusts and foundations, and everyone who has left or pledged a legacy gift.

To everyone who has donated, fundraised, volunteered, or championed our cause: you are part of every family we support.
Thank you.