

Poppins Short Break Service



Guide for Parents

Our Pledge to Parents

At Poppins we will always try to:

- Provide a safe, caring, friendly and welcoming place to be
- Understand your needs and listen to your wishes and views
- Be open and honest with you
- Give reassurance and peace of mind
- Provide unobtrusive assistance that is supportive and appropriate for you
- Provide you with information helpful to you and your family

Poppins Mission Statement

Poppins offers short break care to children and young people in the West Cornwall.

We aim to:

- Be child centred in approach, recognising and responding to the unique individuality of each young person
- Provide a high standard of care to meet each child's complete care needs in a comfortable, safe and secure environment
- Offer a range of play resources, fun activities and experiences in the Centre and using community resources, in order to stimulate and broaden the children's experiences
- Promote independence, build self esteem and develop confidence
- Offer support, privacy, respect and choice to the child and their family
- Respect confidentiality

The Poppins Guide for Parents

Welcome to the Poppins Short Break Centre, Gwennap. Poppins provides short break residential accommodation for four children at any one time.

The document: 'Statement of Purpose', which explains fully about the service Poppins provides, can be found on the Cornwall Council website.

Your child will have been referred to a Short Break Admissions panel by a Social Worker. The panel decides the number of short break nights available to you based upon your family's needs and the demands of the service by others.

Introductory Assessment Period

We will use a planned introductory period of shorter visits (usually 2 tea visits) to decide with you whether Poppins is able to meet your needs.

Key working

Before your child's first visit, a member of the management team or key worker will make contact with you. A key worker is a member of staff (usually a Residential Care Worker) who will work closely with you and your child, talk to you both about the service and ensure we have all the information we need to make your child's stay an enjoyable and safe one.

Your Key-worker will take a special interest in your child and will work alongside other staff in advocating for your child and ensuring any developments or changes are understood by everyone involved in caring for your child. Although your key-worker may not necessarily be on duty every time your child is staying here, they will contact you regularly to ensure that we are meeting all of your child's needs. He or she will ensure regular short break reviews are held. A social worker may combine reviewing Poppins with other services you or your child may access.

Your Introduction to Poppins

We are aware that taking the first steps in using a short break service can generate a variety of emotions and anxieties for both you and your child. The Poppins team are well used to successfully introducing new children and allaying any fears you may have.

Initially, your child will be invited to Poppins for a couple of hours and stay to tea. One or both parents, carer or chosen person are also encouraged to stay to tea for the first visit. Tea visits will then be extended until your son or daughter is happy to stay overnight. Experience has shown that tea time visits without an overnight stay should not go on too long so that a routine of tea time visits only is not established. Poppins aims for a minimum of 2 tea visits before an overnight stay.

We will do all we can to make Poppins a special place for your son or daughter. Poppins is well-equipped to offer a good range of opportunity for young people to have fun, learn, enjoy and achieve. Our staff team are dedicated to providing positive experiences and outcomes for your child and will work closely with you and others to ensure this.

Planning for overnight stays is done usually 3 months in advance. We will always try to allocate a suitable regular day of the week or month but from time to time the regular pattern may need to change as it reflects the developing needs of those who use Poppins. We will always try to ensure your child is in an appropriate grouping of children who stay at the same time, so your child can make friends or relate to others with similar needs and interests.

Support/Care Plans

Some of the information we require from you will be apparent in this pack. The blue individual needs form we send out to you prior to your child's first stay will be essential in compiling your child's initial support/care plan. The more detailed the information you supply, the easier it will be for us to understand and meet the individual needs of your child. The plan will remain confidential and will only be seen by care staff and those who need to see it eg Ofsted, social workers etc, who will ensure that Poppins are meeting your child's needs. You will be supplied with a copy of the initial care/support plan.

Risk Assessment

In order to keep your child safe during their stays at Poppins we will, with you and others, put together a risk assessment. This will identify hazards and look to reduce their impact or any potential difficulties. Hazards may include: water safety, epilepsy and all aspects of personal vulnerability. We will use this information to help us with all aspects of individual care plans – including at night time.

At night Poppins has a staff member sleeping in (on call) and a waking night staff member who is responsible for the safety and monitoring of young people staying. Depending on the risk assessment, the night time care plan may include visual or audio monitoring checks of your child. We would expect you to complete a permission form and discuss this with us.

Service Agreement

Along with copy of the initial care plan, you will be sent an agreement to sign which will tell us that you have understood what you can expect from us and what is expected from you. This will ensure the best outcomes for everyone.

Planned Holidays

Due to the number of children we offer short breaks to; we are unable to offer longer holiday stays, unless the circumstances are exceptional.

Arrival and Leaving Times

During the school term, children arrive at Poppins at the end of the school day and return to school the following morning.

At weekends and school holidays, children usually arrive between 10.00-10.30am and leave at 9.00am the following morning.

Transport

Getting your child to and from Poppins is your responsibility. Please discuss any transport difficulties you may have with your social worker, who may be able to help or advise you in this. Please ensure we and they are aware of any safety considerations e.g. need for booster seat, escort etc.

Clothing and Personal Belongings.

Please send your child with enough appropriate clothing for their stay, and ensure that everything is clearly marked with your child's name. Although we checked clothing and personal items in and out of Poppins we cannot take responsibility for excessive amounts of belongings or/and clothing which is not clearly labelled.

If your child would feel more at ease with a favourite duvet cover, blanket or comfort toy, please include this in their overnight bag.

Swimming

We regularly use the swimming pools in Cornwall and during warm weather, our own paddling pool at Poppins.

It would be advisable, therefore, to always pack swim wear, just in case. No need for towels. We have plenty.

We need to know how well and how far your child can swim with or without buoyancy aids – this is because some swimming pools regulate use of deep water areas and flumes based on this information.

Toiletries

Your child will need a toothbrush, toothpaste, hairbrush, comb, shampoo and deodorant if required. These should be in a wash bag. We have plenty of flannels and towels. Please also send enough sanitary towels and incontinence pads if your child needs them.

Money

The cost of outings and activities is usually provided although occasionally a contribution may be requested. However, your child will have the opportunity to go out and use local facilities and you may wish to send your child in with a small amount of pocket money for their personal use.

Contact with Poppins

You are welcome to telephone the centre or call in to see your child during their stay. It could be disruptive and unsettling to your child if he/she knows you are telephoning regularly. Please try to call before 9pm to cause least disturbance to children who may be sleeping.

Sometimes a child will ask to ring home and staff will always respect this request. Should a staff member be unclear about any aspect of your child's care they may also contact you.

Should you have any concerns about your child's well-being or wish to discuss any issue relating to his/her care, it is important that you contact the staff at Poppins.

Medication

All staff are trained to administer medication in line with the Council Policy and procedural guidelines.

If your child takes medication, we will require you to complete and sign an Agreement to Authorise Administration of Medication form (SC/269a). This form needs to include all the medication you will require staff to give your child, including 'as required' medication such as pain relief, and show the times of day each medication needs to be administered. If at any time your child's medication changes, either in type or change of dosage, we will always need written authorisation to administer and a new form will need to be completed.

All medication must be sent in their **original containers** with the pharmacists label printed clearly on them and the medication must be 'in date'. Staff will check all details when booking in medication and will contact you should there be any queries. They will book the remainder out at the end of your child's stay.

Please send in sufficient medication for your child's stay, but please do not send in excessive amounts.

Staff follow the corporate Medication Policy and are trained in the administration of medication.

Health Matters

To prevent spread of infection to other more vulnerable children or to staff, we cannot accommodate children who are unwell. We ask that following a period of sickness or diarrhoea your child should not come to Poppins until a 48 hour clear period has elapsed. Similarly with feverish colds and coughs, we would ask your child to remain at home, until they are well.

Please be assured that we will contact you if we have concerns about your child's health or well being. If we are unable to contact you and your child needs to be seen by a doctor, we will try to contact your child's GP. If this is not possible, an out of hour's emergency medical service will be contacted.

Please complete the emergency contact and consent to emergency treatment form and let us know when your contact details change.

All staff receive First Aid and Epilepsy awareness training. In the unlikely event of a health care emergency, staff will take appropriate action in accordance with the Health Emergency Policy and Procedure and will inform parents as soon as possible.

Communication

At Poppins, we encourage young people to use their own preferred methods of communication. We welcome your support and consent to work closely with speech and language therapists to ensure your child's ability to communicate is understood and built on.

Positive Behaviour Support

Positive behaviour from children is encouraged by Poppins staff. Children are well supported and offered activities which promote positive outcomes and social interactions. Occasionally, however staff may need to verbally remind children that a particular behaviour is not acceptable. The use of sanctions or more specific behaviour guidelines will always be in conjunction with you and well documented in support plans. A copy of our sanctions and anti-bullying policies are enclosed in this guide. We may advise you to seek further support from a specialist to help your child manage his/her behaviour.

Staff are trained in the support and management of challenging behaviour, (Team Teach) , where the focus is on de-escalation and any physical intervention is only used as a last resort. If a child is likely to present with challenging behaviour which may place themselves or others in danger, a plan for dealing with this would be agreed with you in advance and would be in the individual positive support plan /care plan. The short break services follow a dedicated Behaviour Management Policy that is annually updated.

The Keypad System

Poppins uses a door keypad system. The keypad system is in place to ensure the safety of your child and the safety of others by preventing uninvited persons entering the premises, or the possibility of your child leaving the property unsupervised.

Most children who visit Poppins maybe at risk of harm if they had access to the door keypad codes. The hazards and reasons for not sharing the door codes are clearly identified and stated in each individual risk assessment. Children are empowered to communicate their needs and would be supported if they indicated a desire to go out.

If a fire alarm sounds, the external doors and garden gate automatically unlock to enable staff and children to evacuate quickly.

Access to Personal Records and Confidentiality

Basic information about your child and records of care given will be kept at Poppins. Strict rules of confidentiality ensure that this information does not fall into inappropriate hands. We will endeavour, where appropriate to build good communication with your child's school and other relevant workers who might be able to advise and support us with ensuring that we best understand and meet your child's needs.

Should you wish to access your child's records, a leaflet is available from the local One Stop Shop.

Suggestions, Feedback, Compliments and Complaints

We welcome regular contact from parents. After all you know your child best. It is our aim to make your child's stay at the centre as enjoyable as possible. If you feel there are any ways we can improve upon this please let us know. You should always feel able discuss any concerns you may have either with your key worker or the Manager.

If you have any suggestions about how Poppins can do something better please let us know. If there is something you are particularly pleased about and you wish to pay us a compliment we would also like to hear from you.

If you have a concern or complaint in any way about Poppins, please let us know as soon as possible. We would hope to resolve any complaints in a timely and appropriate way. If you put your complaint in writing case, we will respond in a similar way.

Contact Details

John Haydney (Poppins Short Break Service Manager) 01209 822470
Poppins, Church Lane, Gwennap, Redruth TR16 6BD
john.haydney@cornwall.gov.uk

We have a child-friendly complaints procedure available at Poppins and upon request.

DWP Benefit Rules and Short Breaks

Certain benefits automatically affect the amount of short breaks you receive. This usually applies to children receiving more than one consecutive night of short breaks at any one time with us or with any other service. If you require further information, please contact the authority issuing you with the benefit, your Social Worker or the Council Welfare Rights dept: phone 0300 1234 101.

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