



Policy for Parents and Carers of Children and Young People during One to One Sessions with our Nurse/Social Worker and Student Placements

Sessions are by referral only with a Programme of support lasting 6 weeks, with a one hour session at an agreed set time each week. Continued support for the same referral may be offered up to a maximum of 18 weeks before a break.

If you or the person you are bringing is unwell (coughs, colds, or other) please cancel your session until you/they are better.

Parent/Carers Present in sessions

Richard Krueger is our on-site Nurse/Social Worker (NSW) and as such is qualified to work alone with children and young people on a 1:1 basis without parent/carer present and may have student Nurses or Social Workers working alongside him. Please note that Parent/carers must remain on site for the duration of the session (Cafe / seating area available).

There may be occasions where parent/carers **do** need to be in the session such as where our NSW needs to discuss matters with them or demonstrate strategies to use at home or school. Parents will be informed at the start of any session. Parents/carers may need to remain in session if the child/young person is not comfortable without them in attendance.

Person/child Centred Sessions

1:1 sessions are child-focused and centred around the support needs for which the child/young person has been referred; where parent/carers are present it is appreciated that they allow the NSW to carry out the session focussing on the child/young person without interruption unless requested.

Management of Violence or Aggression

Any violence or aggression during sessions will not be tolerated. Should any violence or aggression happen, staff and support workers if present; will leave the room immediately. Parents or carers will need to take full responsibility for the person in their care. In cases where the parent/carer is not present, they will be brought into the support room to deal with the incident. All incidents will be recorded and kept on file at Twinkle House.

Telephone and Camera Policy on site

Please ensure that your telephone is turned off or on silent whilst you are on site in order that receiving of calls and messages does not interrupt people working or other carers relaxing on site. No use of cameras or video is permitted unless authorised for a private session or function. Twinkle House may authorise this use, please ask for information. Twinkle House may take photographs or videos for publicity purposes on site; however, authorisation will be sought from whoever is in the images first.

Cancellation of Sessions

We have a very high demand for 1:1 sessions therefore, if a child or young person is unable to attend a session, please do contact us on the above number to notify us as soon as possible in order that we can re-allocate the session to a child/young person in need. If we do not receive a cancellation call, the child/young person will lose that session from their allocated 6.

Non-attendance of two sessions without notification

Non attendance will result in all future planned sessions being cancelled and re-referral to the service will be required.

Thank you for using the services of Twinkle House, please leave feedback about the support you have received informing us of any positive difference we have made to improving the life of a child or young person. Should you have cause to complain regarding our service, please ask at Reception for a Complaints Form.

Ask at Reception for information about other services and facilities available to all

Sensory Room Hire / Hydrotherapy Pool Hire / Family Time: Yoga and Dance for Children and Young People