



Contact: Management Team
Email: enquiries@twinklehouse.co.uk
Tel: 01695455625



SERVICE USER PACK

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Registered Charity No.1121205
Registered Company No.6291384



“Welcome to Twinkle House”

TWINKLE HOUSE SERVICE USER PACK (Terms of Use of facilities)

We are delighted that you have chosen to use the services or facilities of Twinkle House and want to ensure that your time spent on our premises is both enjoyable and safe. This pack has been produced to ensure you have all the information and guidance you need to ensure that everyone’s health and safety is maintained when visiting our premises and using the services or facilities provided.

In this pack you will find the following information: (some in summary form, full Policies can be requested if required)

Page 3 – 6:	Room booking procedures and policies
Page 7:	Mobile Phone, Camera and Video use onsite
Page 8:	Safeguarding Children and Vulnerable Adults
Page 9:	Health and Safety Policy Statement
Page 9:	First Aid and Accidents Procedure
Page 10:	Accidents and Reporting/Risk Assessments/Damage to Property
Page 11-13:	Fire Safety and Evacuation of the building and Site Map
Page 14:	Cancellation and Complaints Policy
Page 15-16:	Receipt of Service User Pack/Terms of Use (please only complete and sign upon reading all our terms and conditions and hand back to Reception).

You (all service users and Carers) will be liable for any damage to Twinkle House equipment property and /or premises caused by you.

Please advise us if there is any risk to our staff members.

If you have any concerns what so ever about the service or facilities; please do speak to a member of our team whilst on site to help resolve any difficulties or queries whilst you are here. Alternatively you can complete a Comments/Complaints Form and hand in for The Manager’s attention at Reception.

We look forward to having you as valued service users.

Twinkle House

Management Team

Email: enquiries@twinklehouse.co.uk

Tel: 01695 455625

Hiring our rooms / Room hire policy:

We at Twinkle House pride ourselves on the range of facilities that we are able to offer to a wide range of people of all ages and abilities. To ensure that your experience with us is always a positive and supportive one we would ask that you adhere to some of our guidelines, recommendations and rules.

Using our Hydrotherapy Pool:

Although we charge for the use of the pool room for a full hour, we would ask that you support us and follow the recommended time of 30/40 minutes in the water per session. These guidelines are advised due to the heat and pressure applied in the hydrotherapy pool.

What do we need from you?

- **Compliance with our terms and conditions of using the pool:**
 - Under **no** circumstances should you enter the pool if you have a **fake tan**. Charges will apply for the chemicals and cleaning needed to remove the fake tan from the pool and water. Your group may also be asked not to use the pool again.
 - You and your group need to be ready to vacate the hydrotherapy room on time at the end of your booked session.
 - The music (if you are having music) will be turned off 15 minutes prior to the end of your session
 - A facilities staff member will notify you by entering the room (**Possibly Male**)
 - Your group leader should check the pool room and equipment at the start of your session and report any damages to a Facilities officer before you start to ensure that you are not held responsible for any damages found when we do our checks and cleaning at the end of your session.
- **Reasons that would prevent you from using the pool:**
 - If you or your service user/carer have experienced vomiting or diarrhea in the last 48 hours
 - Allergies to chlorine

**PLEASE NOTE that Twinkle House now operate a pay when you book policy that requires full payment.
PLEASE ENSURE YOU HAVE READ OUR CANCELLATION POLICY SET OUT BELOW**

Cancellation Policy:

We have designed our cancellation policy to be as compassionate as possible in the case that your plans and circumstances change.

Twinkle House now operates a paid in advance booking policy. However we do continue to operate a full 24 hour cancellation policy that allows you to transfer the credit of your booking to another available slot. Unfortunately any cancellations under the 24 hour cancellation notice period will result in no credit

A full refund policy applies if you cancel within 30 days of your booking

Late arrival:

If you are late arriving your session will still end at your booked time

If we have to cancel your booking:

If the session is cancelled at the request of Twinkle House, then the sessions missed will be

refunded in full or alternative date/time offered.

We would remind you that:

It is essential that Carers carry out their own Risk Assessment on their planned activities before using Twinkle House premises, facilities or activities as you have full responsibility for those in your care and for the safe use of our equipment.

**We would like to remind you, Twinkle House does not provide Pool Slings.
Please ensure users are competent in the use of these and the hoists used.**

Using our Large Light Room and Multi Small Light and Dark Rooms:

All our sensory rooms are designed to both calm and stimulate the senses. We would ask that you adhere to the timing of your session that you have booked with us and respect the equipment within the room

What do we need from you?

- Compliance with our terms and conditions of using sensory rooms:
 - You and your group need to be ready to vacate the sensory room on time at the end of your booked session.
 - The music (if you are having music) will be turned off 10 minutes prior to the end of your session
 - A facilities staff member will notify you of this by entering the room
 - Your group leader should check the pool room and equipment at the start of your session and report any damages to a Facilities officer before you start to ensure that you are not held responsible for any damages found when we do our checks and cleaning at the end of your session.
- Reasons that would prevent you from using the sensory room:
 - If you or your service user/carer have experienced vomiting or diarrhea in the last 48 hours

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If you are late arriving your session will still end at your booked time

If we have to cancel your booking:

If the session is cancelled at the request of Twinkle House, then the sessions missed will be refunded in full or alternative date/time offered.

We would remind you that:

It is essential that Carers carry out their own Risk Assessment on their planned activities before using Twinkle House premises, facilities or activities as you have full responsibility for those in your care and for the safe use of our equipment used on site.

**We would like to remind you, Twinkle House does not provide Hoist Slings.
Please ensure users are competent in the use of these and the hoists used.**

Using our Fully Immersive Room:

Our fully interactive immersive sensory room is available to all sections of the West Lancashire Community and beyond. The room contains a wide range of well-being and educational packages, including an interactive package from the sleep book Sleepy Storiezzz - The Magic Jungle to enhance the work we do with children's sleep.

We would ask that you adhere to the timing of your session that you have booked with us and respect the equipment within the room

- All bookings and rates for our Immersive Room are based on a ½ hourly basis
 - The staff will set the equipment for you and your group at the time of your booking – please speak to a staff member if you wish to change the programme

What do we need from you?

- Compliance with our terms and conditions of using sensory rooms:
 - You and your group need to be ready to vacate the sensory room on time at the end of your booked session.
 - Someone from our staff team will alert you 10 minutes prior to the end of your session
 - Your group leader should check the pool room and equipment at the start of your session and report any damages to a Facilities officer before you start to ensure that you are not held responsible for any damages found when we do our checks and cleaning at the end of your session.
- Reasons that would prevent you from using the fully immersive room:
 - If you or your service user/carer have experienced vomiting or diarrhea in the last 48 hours

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We would remind you that:

It is essential that Carers carry out their own Risk Assessment on their planned activities before using Twinkle House premises, facilities or activities as you have full responsibility for those in your care and for the safe use of our equipment used on site.

It is important to us that Health, Safety, Safeguarding and Confidentiality are upheld by all on our site whether working or visiting; to this end we would appreciate that you read and adhere to the information below.

Mobile Phone, Camera and Video use on site

It is our intention to provide an environment in which children, young people, vulnerable adults, Carers, staff and volunteers are protected from images being recorded and inappropriately used.

Users and staff are required to respect this Policy in order to eliminate the following concerns:

- ❑ The inappropriate use of mobile phones, cameras or videos around children and vulnerable adults
- ❑ Twinkle House being brought into disrepute as a result of litigation against them

- ❑ Staff being distracted from their work
- ❑ Service users being distracted from their session or peace and quiet

THE USE OF MOBILE PHONES, CAMERAS OR VIDEO RECORDERS ON SITE IS PROHIBITED

- Please turn your mobile phone on silent or off whilst onsite
- Conversations on telephones are not permitted within earshot of other service users or working staff
- It is forbidden to take images or video footage on site without prior permission from the Management for which you will be required to sign an Authorisation Form.
- **Private Party or Group Camera Use**

The exception is for private parties or groups where no other service users may be present or in shot (Management must be informed prior to this) or where Twinkle House has authorization for the purposes of publicity of the Charity.

Safeguarding Children and Vulnerable Adults

Child Protection and Safety issues are a high priority in Twinkle House

If any member of Twinkle House has cause to suspect any child members' safety is threatened in any way, it is their duty to report their concerns to the Manager or responsible person on duty immediately. Likewise, should any child offer information that shows a child safety issue is raised. Twinkle House Manager or responsible person on duty will then report concerns regarding the wellbeing of any child to the relevant authorities at the earliest opportunity by telephone to Social Services, and using the report form available from Reception.

Twinkle House has adequate systems for recording child protection and safety issues raised, and action to be taken. This information will be made available to the relevant authorities if appropriate, but otherwise treated as confidential. Training in respect of child safety and protection issues along with current legislation details, will be sought on a regular basis, where appropriate.

A parent, guardian, or carer, where appropriate, should accompany children, young people or vulnerable adults at all times whilst in Twinkle House (the exception is for classes and some 1:1 sessions with our Specialist Staff). Volunteers and staff are not responsible for accompanying individuals including going to the toilet.

Twinkle House will ensure the eligibility of its members who are acting on its behalf; these will be carried out through enhanced checks from the Disclosure and Barring Service (DBS). Any incidents will be reported to the Manager.

These guidelines will be reviewed annually, or where legislative changes occur.

Social Services, Skelmersdale 01695 724451 - Twinkle House, Skelmersdale 01695 455625

External Safeguarding Contacts:

- * LADO Officer for Lancashire – Tel: 01772 536694 / 07826902522
- * Lancashire Children's Social Care Department - Tel: 0845 0530028

Twinkle House Safeguarding Contacts:

- * Reporting to the Manager 01695455625
- * Or (Chair of the Board of Trustees) 01695 455625

Vulnerable Adults Policy



Statement of Policy for the Protection of Vulnerable Adults is held at Twinkle House, if you would like to see the full Policy, please ask a member of staff.

Health & Safety Policy Statement

Twinkle House recognise their duty to comply with the Health and Safety at Work Act 1974 and subsequent legislation and guidance. On a day-to-day basis responsibility will be delegated to either the Manager or other responsible person on duty. Everyone is required to co-operate with the implementation and maintenance of procedures and good practice and take responsibility for their areas of work being mindful of the safety of themselves and other people.

Twinkle House recognises and accepts its responsibility to protect the health and safety of all visitors. Visitors are expected to adhere to Twinkle House Policies and Procedures whilst on site. It will, as far as reasonably practicable:

- * Provide adequate resources to maintain a healthy and safe working environment.
- * Carry out Risk Assessments and review them when necessary.
- * Establish arrangements for the use, handling, storage and transport of articles and substances provided for use at work, which are safe and without risk to health.
- * Provide and maintain systems of work, which are safe and without risk to health.
- * Ensure equipment is used only for the provision of therapy for clients as set out in the governing document.
- * Provide employees with such information, instructions, training and supervision as is necessary to secure the health and safety of themselves and others who may be affected by their actions.
- * Ensure that all equipment meets safety requirements and is maintained in a safe condition.
- * Keep the workplace safe and ensure that access routes are identified and kept clear of obstruction.
- * Establish, practice and review procedures to be followed in the event of an emergency, i.e. fire.
- * Provide adequate first aid facilities
- * Twinkle House Management will monitor and review arrangements on a regular basis.

First Aid and Accidents Procedure

In the event of a minor injury, a first aid kit is available on site. (At Reception and At the Kitchen/office area)

At least one member of Twinkle House staff on duty will have received first aid training. If a more serious accident occurs, or a member of Twinkle House staff or visitor is taken ill, an ambulance should be called without delay.

Location of Three First Aid Kits:

- * At Reception
- * Outside the Manager's Office near the Kitchen
- * Kitchen (kitchen specific)

Accidents and Reporting

All accidents should be recorded in the Accident Book and an Incident Report and Risk Assessment must be completed and provided to the Manager. Any major incident must be reported to the Manager immediately. All accidents and incidents which could have resulted in personal injury should be recorded in the Accident Book as a 'near miss'.

Location of Accident Book: With the first aid kit outside the Manager's Office.

The Management must be informed of any accident or incident on the premises and will report any accidents/incidents to the Board. The Board will review procedures and practice following any report made in the Accident Book, including 'near misses'. When required, a report will be made to HSE under the RIDDOR Regulations 2013.

Risk Assessments

You, (the carer/organisation/parent) the user must carry out a risk assessment prior to using the facilities or equipment on our site. You have full responsibility for those in your care whilst on site and must ensure that any equipment you bring on to site is tested and in good working order. You must also ensure that you (the carer) are fully trained and competent to use any of our equipment such as hoists/slings/floats and resources before doing so. You will be liable for any accidents/incidents/damage caused by you or your misconduct on site and of those in your care.

Managing potential harm to others: You must inform Twinkle House if there is any perceived risk to our team members and include this in your risk assessment, ensuring we have a copy of this and are fully informed prior to your visit.

Damage to Property owned by Twinkle House or premises of Twinkle House

- * You (the carer/organisation/parent) will be liable for the full cost of damage to Twinkle House equipment and/or premises caused by you and for any loss of business as a result of damage to equipment caused by you. Your group leader should check the room and equipment at the start of your session and report any damages to a Facilities officer before you start to ensure that you are not held responsible for any damages found when we do our checks and cleaning at the end of your session.
- * You may need to complete an incident report.

- * **Smoking is prohibited at Twinkle House**, all smoking off site outside of front gates.
- * All visitors to site must familiarise themselves of the location of Fire Alarm Buttons, Fire extinguishers and Emergency Exit routes.
- * Having vacated the building no one may re-enter it until all are accounted for and given the all-clear by the Senior Fire Officer.
- * Visitors must sign in and out through the register on the Reception Desk. In the event of an emergency this will be used to account for visitors.
- * Visitors must make themselves aware of the emergency/evacuation procedures of Twinkle House.
- * Access to Emergency Exits, Fire Extinguishers and Fire Alarms must be kept free of obstruction at all times.
- * No unauthorised flammable materials should be brought onto, or stored on, the premises.

Evacuation Procedure

- * On detecting a fire (or other hazard requiring evacuation), activate the nearest fire alarm.
- * On hearing the alarm, all visitors should vacate the building as quickly as possible and in an orderly manner, by using the nearest appropriate fire exit.
- * People using the Hydrotherapy pool are to stay in the pool room until it is confirmed there is a fire.
- * If confirmed, they will be issued with foil blankets to wrap around people to be taken to the nearest muster point.
- * The Fire Warden (s) will be responsible for checking that all visitors have vacated the building safely.
- * The signing in book will be used for checking that everybody is out of the building.
- * On leaving the building visitors should proceed to the assembly 'Muster 'point.

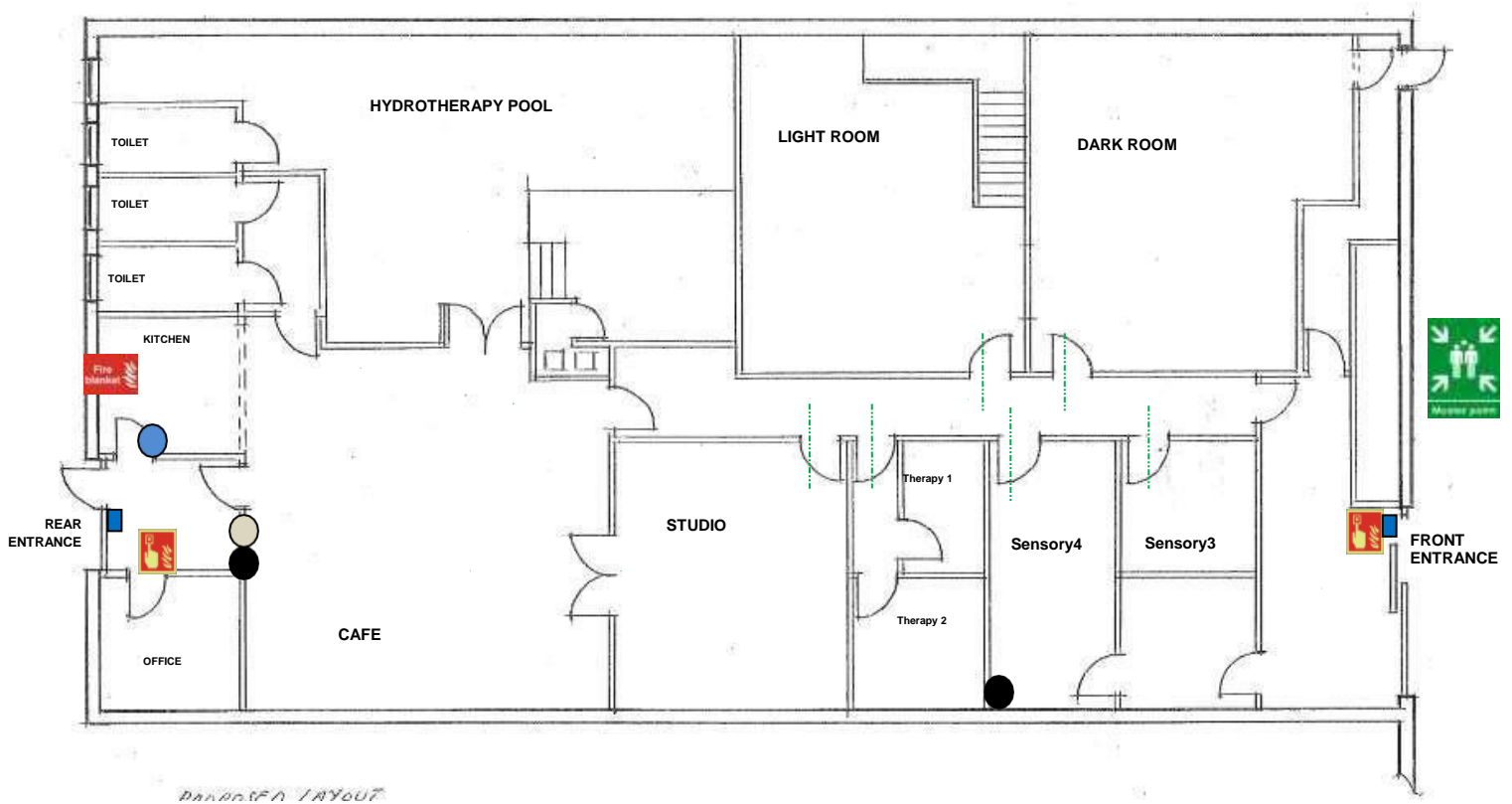
The Fire Assembly Point is either:

1. **FRONT ENTRANCE** - The car park at the reception side of Twinkle House
2. **REAR ENTRANCE** - The car park along the path at the rear of Twinkle House









No-one should re-enter the building until it has been declared safe to do so by the Senior Fire officer, Police officer, as appropriate.

This procedure applies to all situations where evacuation of the building is necessary.

SITE MAP



Key

	Escape Route
	Foam Extinguisher
	Co2 Extinguisher
	Powder Extinguisher
	Fire Blanket
	Break Glass Call Point
	Fire Action Notice
	Fire Muster Point

Fire Marshall will be positioned at each final egress to direct and carry out a roll call.

Twinkle House Complaints Policy

It is the Policy of Twinkle House that Staff, volunteers and service users can make a complaint regarding the service or personnel at any time. Complete confidentiality will be considered with all complaints made.

All complaints will be dealt with in the first instance by the Manager, Please ask at Reception for a **'Complaints Form'** and envelope. Please register your complaint and place in the envelope provided, mark your envelope Private and Confidential – for the attention of the Manger of Twinkle House.

If you have cause to complain regarding the Manager of this service, please mark your envelope / complaint: Private and Confidential – for the attention of the Chair of the Board for Twinkle House



RECEIPT OF SERVICE USER PACK

Month:

Yr.:

Acceptance of Terms of Use of Twinkle House

IMPORTANT: PLEASE READ BOTH SIDES OF THIS TERMS OF USE FORM

All users of Twinkle House facilities or services must sign this receipt for their Service User Pack. In signing this document you are confirming and accept that you have received, read and fully understand all our terms and conditions regarding our booking policy and your responsibilities whilst hiring and using our facilities.

RESPONSIBILITIES INCLUDE:

Carrying out a risk assessment before using our facilities, ensuring you or members of your group are fully trained and competent in the use of equipment used on site and fully complying with our room session hire and cancellation policy

PLEASE ADVISE US OF ANY NEW STAFF MEMBER IN ORDER TO ENSURE ALL RISK ASSESSMENTS ARE CARRIED OUT

Please fully complete the information below.

DATE SERVICE PACK RECEIVED:	DATE READ AND SIGNED:
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CLIENT(S) NAME IN YOUR CARE:	BEHAVIOURAL/ MEDICAL ISSUES / RISKS
1.	
2.	
3.	
4.	

NAME OF PERSON SUPPORTING SERVICE USER & ROLE:	SIGNATURE OF SUPPORTING PERSON(S):
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.
WHO IS THE MAIN CONTACT PERSON?	
ORGANISATION YOU WORK FOR (IF APPLICABLE)	

MAIN CONTACT PERSON OR ORGANISATION ADDRESS:

POSTCODE:

MOBILE NUMBER OF MAIN CONTACT:

LANDLINE NO. OF MAIN CONTACT OR ORGANISATION:

EMAIL ADDRESS OF MAIN CONTACT OR ORGANISATION:

IMPORTANT:

Any incidents, accidents or damage caused to Twinkle House property must be reported to a team member before your session or before leaving the site. All damages must be paid for in full.

By signing this document you accept the Terms of Use of Twinkle House and will abide by the Policies and Procedures of Twinkle House. Twinkle House takes no responsibility for your property brought on to site, you do so at your own risk, this includes vehicles and their contents parked onsite.

Please note: Twinkle House reserves the right to refuse entry to the facilities or services if this sheet is not fully completed