

**Arbennig**

# Information for Parents





Everyone needs a change and time off occasionally, whether it's for an hour, a day or a week. This can be especially true for carers – caring can be exhausting. However, it is also important that you feel confident that your child is safe, and having a positive experience.

Having a break through using Arbennig can help you cope with caring and give you necessary time for yourself to recharge your batteries, whilst your child has a great time.

## Who we cater for?

Arbennig offers a short break service to children and young people aged between 8 – 18. We can offer placements and support for children with severe physical and / or learning disabilities, and autistic spectrum disorders. Our setting is purpose built, and fully wheelchair accessible. As we are a small unit, we are also ideally able to offer support to children and young people with autistic spectrum disorders. Before any placement, children and young people will receive an individual assessment to ensure that we are able to safely meet all of their needs.

## How do I arrange a break?

There are a number of ways in which you can arrange a break at Arbennig. They are:

- 1). Through your Local Authority. Local Authority Children's Services (what used to be called Social Services) have a duty to assess the needs of disabled children under section 17 of The Children Act 1989, and you have a right for your needs as a carer to be assessed. If your child has been assessed, and it has been agreed that a package of overnight support is necessary, then there is an option for the Local Authority to pay for your child to stay at Arbennig to offer that support. If this is the case, you would need to speak to your social worker, and ask them to explore this.
- 2). If your child is assessed to need support from the Local Authority, parents can choose to take this support in the form of a direct payment. If this is the case, you can use your direct payment to pay for the short break.

- 3). If you have the resource, you can arrange to pay Arbennig privately for the short break.

If you are unsure if your child is eligible for support from your Local Authority, then phone your Local Social Care / Social Services Office, and ask to speak to either the duty social worker, or someone in the Disabled Children's Team. If you need support in finding out who to call, please call us at Arbennig and we will do all that we can to assist you.

## Arranging the break yourself

If the person you care for can pay for the complete cost of short term care you may decide to make your own arrangements. It is a good idea to ensure that the person has had a care assessment even if they are paying for the care themselves. You will then be clearer about the kind of care they need and they may get help with all or some of the cost through a direct payment. Get information from your local social services department. They must tell you about the range of short breaks available, eligibility criteria and how to apply.

Funding is dependent on your personal circumstances; payment can be arranged either directly to Prospects from the Local Authority or in the form of Direct Payments to you. Direct Payments are payments paid to a person with a disability so that they can arrange a service themselves.

Short breaks for families of disabled children may be free. Parents shouldn't be charged for services under The Children Act if they are on Income Support or receive working tax credit and child tax credit (above the family element).

## What's on offer at Arbennig?

A short break at Arbennig depends on individual need and length of stay; as guidance we offer the following packages (which can be taken on any day of the week including Bank Holidays):

- **Half Day Respite Package**  
(morning or afternoon for a minimum of 4 hours)
- **Day Package (8 hours)**
- **24 Hour Short Break Package**
- **Weekend Short Break Package**  
(Friday 3pm to Monday 9am)
- **Holiday Short Break Package**  
(7 days - 9.00am Saturday to 4.00pm Sunday)

### **All packages include:**

- 24 Hour Qualified Staff Care and Supervision
- 24 Hour Health & Medical oversight
- Full and stimulating Programme of Activities and Visits
- Living skills and self support programme
- Transport to and from Home / School
- Specially adapted own bedroom, with en suite facilities
- All Meals
- Regular written and verbal updates on child/ young persons progress.



# Prospects 'Arbennig'

## About Arbennig

Arbennig is a part of Prospects, who have been providing services to children, young people, and their families for over 15 years.

Arbennig has 3 single bedrooms with the aim to provide a warm and friendly 'family' atmosphere for the children and young people who come and stay. The children will have a severe disability and/or learning disability between the ages 8 to 18 years. Arbennig is able to cater for virtually all types of disabilities including autism spectrum disorder; however, it will depend on an individual assessment of the care needs.

### Our key aims at Arbennig are:

- Your child is unique and will be treated as an individual.
- Your child's short break at Arbennig will aim to be welcoming, child friendly and prepared to meet your child's particular needs.
- Your child's safety and welfare is paramount reflected in the systems and practices we have in place.
- Your child's privacy will be respected and information about them will be confidentially handled.
- Your child will have opportunity for access to appropriate play and leisure activities and have some fun!

## Facilities at Arbennig

The lounge has plenty of space and access for wheelchair users. We have a large digital TV with sensory equipment for quiet time sessions with the young people. The home and staff are well equipped to organise educational and leisure activities both within the home and externally.

The three bedrooms have plenty of access room with a TV in each and en-suite bathrooms for the young people's privacy. They are well equipped with an array of equipment for physical disability use - should it be required.

Arbennig has a large Kitchen/diner, with plenty of space and access for wheelchair users.

For some young people, it may be appropriate for staff to involve them cooking, baking, cleaning and helping with the laundry. We feel that these activities can not only be enjoyable for young people, but also provide them with valuable living skills in preparation for becoming more self sufficient, when they reach adulthood.

Externally there are gardens – again wheel chair access has been incorporated all round the home environment, where there are also views of rolling hills of the Welsh countryside.



## Before the stay

Following referral to the Prospects by you or your Social Worker, your child will be allocated a package of care at Arbennig. Between us we will agree the level and frequency of care required according to individual needs and the demands on our service.

Prior to your child's stay, a keyworker will be appointed. The keyworker is a member of staff (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 one.

All this information is gathered into a "Placement Plan" and kept at Arbennig. This information is confidential and is kept secure. It will only be seen by the people caring for your child. The keyworker will take a special interest in your child and will contact you regularly to ensure that we are meeting all your child's needs.

## Short stay

Initially, your child will be invited to visit Arbennig for a couple of hours and stay to tea. You are, of course, welcome to come as well. Tea visits will continue until your child feels comfortable and confident enough to stay overnight. (However, if you're from outside of the Wrexham area, we recommend an overnight, before committing to longer stay).

Planning for overnight stays is done well in advance and will always try to allocate a suitable regular day of the week or month. We do always try to ensure your child is in an appropriate grouping of children who stay at the same time, so your child can make and sustain friendships.

### Holidays or longer stays

Many parents /carers and children need a longer break from time to time. Longer breaks and holidays, are an essential part of people's lives, whether your child has a disability or not.

The process for longer stay at Arbennig starts with the child having a planned visit to the home. Staff will work closely with you as a family, spending time getting to know each child's routines. In this way, we can care for each child according to their and their family's wishes, whilst also maintaining their usual routines.

Whatever you encourage your child to achieve when they are at home, we will support and maintain when they visit Arbennig. We like to keep regular contact and will talk to you about how you want this to be arranged. The safety, welfare and happiness of your child is our priority.

Children are encouraged to bring things which are important to them. We want them to be happy when they are with us. When they visit, they will be supported in taking part in leisure and social activities and visiting places of interest. They will also continue to attend their usual school which we will also support.

### Arrival and Leaving Times

During the school term, children are admitted at the end of the school day and leave Arbennig to return to school the following morning.

At weekends and holidays, children can be admitted at times suitable to both parents and Arbennig.

### Transport

We have a specially adapted vehicle which can cater for wheelchairs and therefore the transporting of children to and from Arbennig, can be provided by the staff team.



### Clothing

We would ask that you please send your child with enough appropriate clothing for their stay, and please ensure all items of clothing are marked with your child's name. We do write down all clothing which comes in with your child and check all their belongings when they leave.





### Toiletries

Your child will need a toothbrush and toothpaste, hairbrush and comb, shampoo and deodorant if required. These should be in a wash bag. Please also send in enough incontinence pads for your son / daughters needs (if used).

### Money

The cost of outings and activities are provided by Arbennig. 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.

### Toys

Arbennig is well equipped with toys and games, but should your child wish to bring a special toy e.g. a favourite bedtime teddy, they are welcome to do so. If your child would like to bring in other items such as, CDs, books, videos or play station games, these should be clearly marked with your child's name.

### Contact

Parents are welcome to telephone or call to see their child whilst their child is staying at Arbennig.

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, please contact the manager/ senior at Arbennig.

### Medication

All Staff are trained to administer medication in line with Arbennig Home policy and procedures. If there are special health needs the District Nursing service is used.

If your child takes medication you must complete and sign an Agreement to Authorise Administration of Medication form. 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 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 written clearly on them. You will need to send in sufficient medication for your child's stay.

### Sickness

Arbennig cannot accommodate a child that is unwell. In line with our policy we would ask that following a period of sickness or diarrhoea, your child should not come to stay at Arbennig until a 48-hour period has elapsed.

In the event your child becomes unwell whilst at Arbennig, it is policy that the care staff will inform you of their illness, and decide whether you should collect your child, thus ensuring the health and well being of other children and staff at Arbennig.

If we are unable to contact you and your child needs to be seen by a doctor, we will try to contact the child's own GP. If this is not possible, an appointment will be made with the local GP practice or Out of Hours service will be contacted. In the event of a health care emergency, staff will take appropriate action and inform parents as soon as practical.



### Managing behaviour

The Arbennig's approach to child care is based on co-operation between child and staff and consultation with parents. Positive behaviour from the child is encouraged by praise from staff. Occasionally staff need to acknowledge that a particular form of behaviour is unacceptable and this is initially approached by way of communication, which is usually sufficient. Should this prove ineffective, staff follow firm guidelines regarding the use and recording of sanctions.

If a situation arises in which staff need to "hold" your child to prevent your child injuring him/herself, other children or staff, then you will be informed. Staff are trained in approved minimal physical intervention techniques and these are only used as a last resort. However, if your child's behaviour is judged to be sufficiently dangerous and risky to themselves or others, then we may agree for the child to be returned home.

### Access to personal information

Basic information regarding your child will be kept at Arbennig. All such information is confidential. However, should you wish, you are able to access your child's records. A leaflet on 'access to records' is available from your local Social services office on request.

### Suggestions and complaints

We do welcome regular contact and feedback on the service we offer, from parents. We aim to make your child's stay at Arbennig as enjoyable as possible. If there are any ways in which we could be improving upon this, please let us know. You should always feel able to discuss any concerns you may have either with your child's keyworker, who is someone who works regularly with your child, or the Manager.

If you have a complaint about the service please let us know as soon as possible so that we can try to put it right. If you would prefer to make a complaint in writing, then it would be useful for this to be sent to the manager as soon as possible so that your complaint can be looked into and a satisfactory response made. However, if your complaint is about the Manager, then this should be sent in writing to the Service Manager.

**The Registered Manager of Arbennig is: Hugh Wynne and The Service Manager is Tracey Evans.**





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