

Hollybank



Short breaks for children and young people with disabilities and complex needs



Welcome to Hollybank

Hollybank provides a specialised short break service for children and young people with complex healthcare needs, physical disabilities, learning disabilities, autistic spectrum disorder and associated challenging behaviours.

Based in a quiet residential area in Orpington, Hollybank provides exceptional care within a safe, friendly and homely environment where children and young people can relax, have fun and enjoy their stay. We help promote happy, healthy and independent lifestyles and encourage each child and young person to develop skills to enable them to achieve their full potential.

Accommodation

There are two units at Hollybank: one for children and young people with complex healthcare needs/physical disabilities and/or learning disabilities and one for children and young people with autism/challenging behaviour and/or learning disabilities. Each unit is completely self-contained but shares some of the leisure facilities.

Bedrooms are spacious and comfortable and have been adapted in different ways to ensure they meet the needs of the children and young people who stay. Bathrooms are fully equipped with hoists and specialist bathing equipment to enable children and young people to bathe in safety and comfort. An ordinary bathroom and a wet room are available for young people who are more independent. We involve and consult children and young people in all aspects of their break, including choosing their room and inviting them to personalise their space with their own possessions such as a favourite blanket, pictures, photographs and toys.

Flexible stays

Short breaks usually take place after school and overnight but during weekends and school holidays children and young people stay throughout the day. When a child/young person has a planned admission to Hollybank it is usually a gradual process whereby they come for a tea visit or day care, gradually building up to an overnight stay when the child/young person and their family feel confident and ready. Every effort is made to help them settle in and feel at home.



Activities

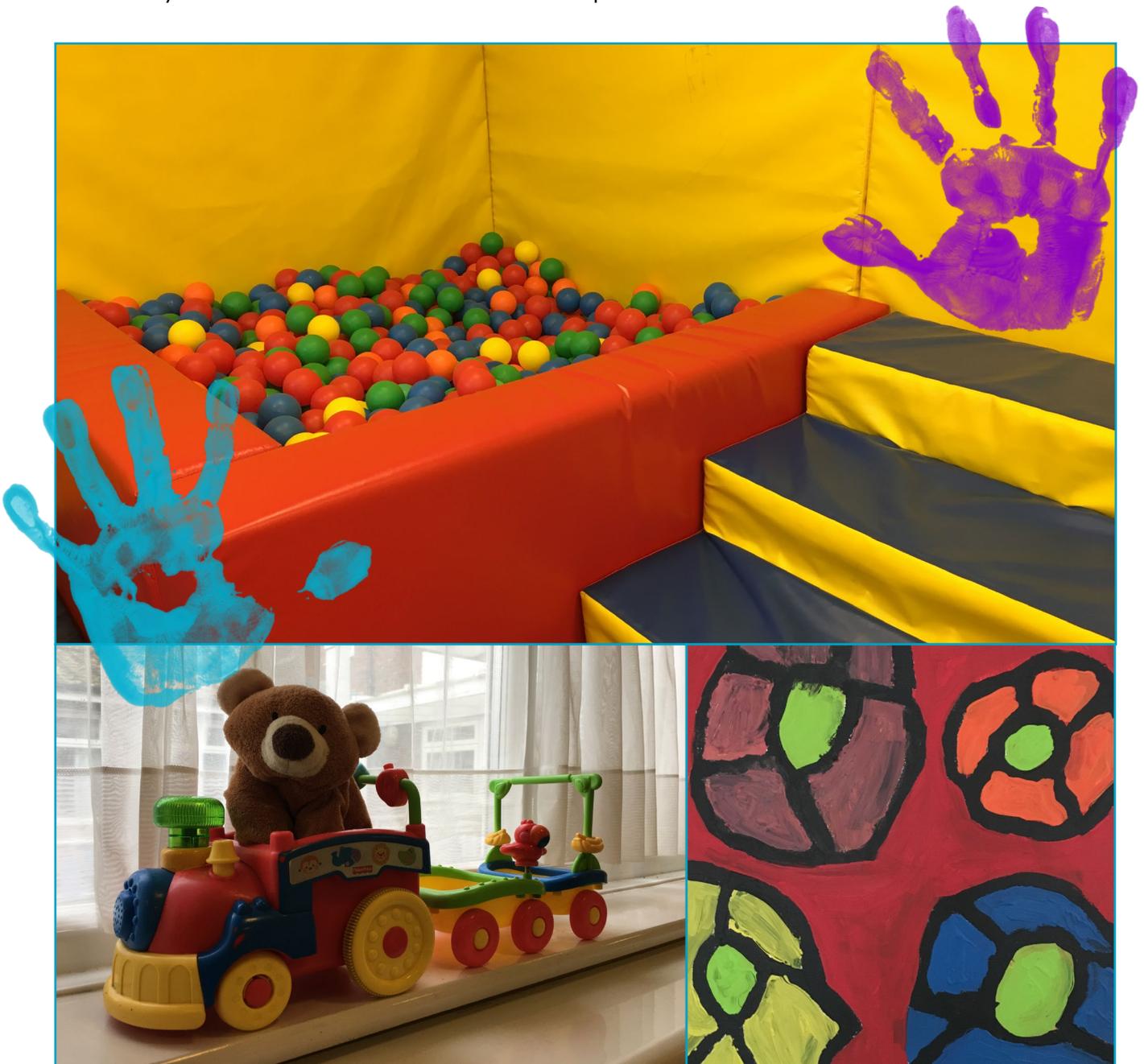
Hollybank offers a range of indoor and outdoor leisure facilities, including a garden, outdoor play areas, soft play room, messy play room, internet café and sensory room. A good selection of toys, games and books are available for children and young people to use during their stay, as well as televisions, games consoles and music players. We believe the more involved children and young people are in influencing the day to day running of the home the more they will feel heard and respected and the more they will benefit from their time with us. Children and young people are therefore encouraged to participate in all aspects of daily life at Hollybank such as household chores, cooking, cleaning and shopping.

Day trips

We provide opportunities for children and young people to go on a variety of outings such as bowling, seeing a film at the local cinema, visiting the park, local shops and restaurants, taking a trip to the seaside or a train ride to London.

Meals

Meal times are an important aspect of the day, and wherever possible meals are taken as a 'family' so individuals are able to hold discussions within a social setting and to air and listen to personal views. Our menus are carefully designed to ensure meals are tasty, nutritious, well-balanced and varied, whilst taking into account any dietary needs and religious or cultural preferences. We will also make sure we know what each child and young person enjoys or dislikes and they are encouraged to plan menus, so that their stay can be as relaxed and fun as possible.



Communication, cultural and religious needs

Children and young people are respected as individuals, with any cultural and religious needs supported, such as through the provision of a particular choice of food or by ensuring time is made available for religious observance. Communication is supported through the use of signing or visual scheduling.

Support plans and promoting independence

An individual 'My Plan' will be created with the involvement of each child/young person and/or their family so they have an active role in planning their care. They will also be allocated a named keyworker who will offer personal support and assistance. Children and young people are fully supported and encouraged to work towards achieving goals/targets according to personal ability, allowing them to gain independence and take responsibility for their own health, safety and wellbeing.

Education

Children and young people attend school as usual. When they have homework to do we ensure they have a quiet space to complete it, and provide assistance as appropriate. Staff work in partnership with schools to support the educational needs of the children and young people. (Travel to school will be co-ordinated with the school transport provider.)

Expectations by staff

Clothing and personal care

- All clothing to be labelled with your child's name on it so we can wash and return to you (if laundry service during your child's stay with us is wanted and needed – i.e soiled clothing).
- Provide toiletries for your child's individual use and to keep these maintained and topped up.
- Sunscreen – in the summer do send in your preferred sunscreen and label with your child's name.

Foods brought into Hollybank

- Please do not send any nut products into Hollybank with your child due to the risk to other children. This includes products which only have a trace of nuts. Some of our children are extremely allergic.

Medications

- Must have your child's name printed with the pharmacy label clearly attached to the bottle/packet with dose and frequency.
- Medications must be in date or we cannot give them and your child will be sent home if you are unable to replace them that day.
- Blister packs must not be cut (we need the expiry date on it).
- Always send in your child's medication.

- If doses have been changed, medications stopped or new medications added we need the doctor's letter to place in your child's drug chart stating what change has occurred. This can be provided by photocopied letter, email, or a clear photograph sent of any correspondence as long as the child's name is clearly stated with the medications prescribed.
- Ask any hospital specialists to include Hollybank into their cc list to prevent delays with medication changes.
- If medication is to be given in a different way to that stated on the packet we must have a doctor's letter stating this is OK or it must be on the pharmacy label (i.e crush tablets and give in teaspoon honey/yoghurt etc.)

Permission slips and paperwork

- Please do sign and return these as soon as possible as they are a very important part of your child's care plan.
- Contact us always using the bromh.askhollybank@nhs.net email or telephone us on **01689 894420**.

Pocket Money

- Money is provided by you for use in school holidays and weekends. This is placed in individual locked and labelled bags and kept in the safe. Receipts are maintained. It only needs to be small amounts and the children are encouraged to pay for things themselves when out and about.

Contact book

- Parents to send this in at each visit and to use it to update us with any changes for their child that we need to be aware of and we will do the same.

Expectations by parents

- Hollybank will care for your child as they would their own.
- Dietary and cultural needs are recognised and adhered to (halal, gluten free, dairy free, nut free etc.)
- My child will take part in day trips and outings when available.
- Hollybank will help my child meet their targets.
- Hollybank will work alongside the school and parents to have shared goals.
- Hollybank will fill out my child's contact book each visit to let me know how they got on.
- Hollybank will ring me if they are worried about my child or if they need to contact me urgently.
- My child will have their own keyworker and we will have an yearly review with them as a minimum.
- I am able to contact Hollybank at any time to discuss my child.



Staff

The manager works alongside a dedicated team of support workers, all of whom are highly trained and qualified. All are experienced in working with children and young people with complex needs and disabilities and the majority of our staff have worked at Hollybank since it opened in 2006.

Patient experience



The Bromley Healthcare **Patient Experience Lead, Sharon Cranfield** visits the unit regularly. On behalf of Bromley Healthcare, Sharon welcomes feedback from residents and visitors regarding the service received during a child or young person's stay. If you would like to speak to Sharon please telephone **0208 315 8791** or email **bromh.feedback@nhs.net**.

Contact details

If you are interested in making a booking please email **bromh.askhollybank@nhs.net** or call **020 8315 8716**.

Address: **Hollybank
143 Chislehurst Road
Petts Wood
Orpington BR6 0DS**

Telephone: **01689 894420**



About Bromley Healthcare

Bromley Healthcare is a social enterprise that provides a wide range of community healthcare services to people of all ages in Bromley, Greenwich, Lewisham and Bexley. We've grown from working in just one borough to being one of the UK's leading providers of community health services. We provide NHS and local authority services in clinics, hospitals, community settings, nursing homes and many other places.

Hollybank Ofsted 'Good' rating

Following its last Ofsted inspection Hollybank received a 'Good' rating, with comments such as:

"Children receive good, individualised care from staff who understand their needs very well."

"Staff actively respond to each child's particular communication style."

"Children benefit from their positive experiences in the home and make good developmental and behavioural progress."

"Staff work together with parents and professionals to ensure children's care and support is consistent"

"The team receives a range of core and specialist training to meet the complex needs of children."





**Bromley
Healthcare**
community first

"You guys do such an outstanding service, I cannot stress what a difference it makes for us to know that our child is in safe hands."

"Thank you so much for looking after our son. We were confused and didn't know who to turn to, it made so much of a difference."

"Thank you so much for everything you did with me over the years. You made my stays at Hollybank fun and made me feel safe and the staff were like my family."

"It's been such a pleasure knowing you all. It's a weight off our minds knowing our daughter is so loved and cared for. I don't know what we would have done without you."

"What can I say, you were incredible, can't thank you enough for your support over the years. Our daughter has become an amazing young lady"

"I don't know what I would do without Hollybank."

Bromley Healthcare Community Interest Company Ltd

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bromleyhealthcare.org.uk