



## **Information for Parents & Carers**

# **Welcome to Foxgloves**



We hope your child will enjoy their time spent here and that you have a well-deserved rest.

I have compiled a brief outline of information and guidance which I think will be of use to you and certain facts about how we operate at Foxgloves and the support we need from families on how we need to adhere to our systems and policies.

If you need further clarification on anything we will be happy to chat with you.

### **Statement of Purpose.**

This document outlines some areas that we see as our role regarding meeting the Childrens Homes Regulations in support this document gives a description of the service we provide. You will note it appears to be a lengthy however the document may not cover all aspects therefore if unclear please do not hesitate to contact me with any enquiries.

For a more comprehensive overview of the service please access our Statement of Purpose which can be found on our Foxgloves web page in the Bedford Borough councils website alternatively see link - [Foxgloves Children's Home | Bedford Borough Council](#) it is reviewed and updated as and when required, if you would like to see further information please let us know and we will aim to provide.

### **Assessment and Introduction.**

Once a referral for short breaks has been recommended by the social worker and acknowledged by Bedford Borough panel you will then be contacted by Foxgloves with a view to complete an assessment and draw up a Residential Care Plan, this document will collate further information from yourself, the young person, school and information received from the social work team.

Please note that our assessment will form and determine if we can meet the request from BBC panel.

You will be invited to come and look around the home at a time that is convenient. A home visit will be set up by the identified keyworker who usually gathers the information; this is a good opportunity to meet the keyworker who will be the main contact and support to you and your child.

The aim of the care plan is to establish how to best meet the needs of your child and explore all aspects of that specific and sometimes specialised support such as health issues, provision of medications, behaviour support, developmental targets (where applicable) meeting the social, emotional and physical needs of the young person and more importantly the experience of your child whilst with us.

Once the information is gathered an introduction into Foxgloves is organised which usually consists of x2 tea visits arriving from school and collected by you at 6pm then x2 day care sessions 10 to 4pm this is on a weekend or may be during a half term, generally families are required to transport unless agreed by Panel on specialist transport arrangements. However, we need to be flexible as all children are individuals and differ on how they transition into the service, we also need to consider compatibility which forms part of our regulations. Our priority is to ensure we offer the best opportunity to support the voice of the

child in meeting their needs. This can be identified throughout the planning and adapt in meeting all young people's specific needs where possible.

By this point we hope to have identified a compatible group for their stay and then move on to overnight respite which may vary for some depending upon the agreed package of care. Each young person is an individual and we aim to ensure a smooth transition for them therefore some changes may be necessary to meet such needs. During the transition period staff will feedback on each stay on the progress with you and the social worker. In addition, key workers will attend the CIN meeting which is generally 6 monthly.

### **Keyworkers.**

At Foxgloves each child and family are supported by an allocated keyworker who is responsible for ensuring that the Child's individual needs are met whereby liaising closely with the family/carers and other professionals, such as schools, nursing team and social workers.

In support keyworkers will oversee the care plan, risk assessments and any development by placing a focus on health, physical, emotional and social needs. They also gather the progress of your child and share the experiences young people have within Foxgloves. Key workers will attend the young person's CIN meetings and provide a residential report and update on the experiences and progress being made. Key workers can be contacted regarding any enquiries that are not urgent, alternatively just ring in as many of the staff will be able to assist you.

### **Allocated stays.**

Allocated stays are generally arranged four months in advance and written notification sent out to you of the allocated times and dates of respite. Once the allocations for that quarter have been arranged it can be difficult to arrange changes or meet any specific requests due to the planning, compatible groups and or meeting staffing levels.

It would be very much appreciated if we could be informed of any cancellations or unsuitable dates as soon as possible as we may be able to provide an opportunity to review or offer those cancellations to other families or an opportunity to reallocate dates to you. As you may appreciate short breaks is in great demand.

Sometimes the allocated dates may seem unevenly spaced, this is usually due to having to meet requests, care plans and being aware of the compatibility of the young people's groupings.

We will only cancel dates where issues have arisen such as short staffing where unable to secure the cover, where we are guided by the department to meet a specific urgent situation such as risks posed to children or families. We will be advised by Bedford Borough in such circumstances.

We are aware all families prefer the weekend break however this is not possible; therefore these are subsequently distributed between all families.

### **Transport.**

Transport is not provided by Foxgloves, our role is simply to provide the planned allocated dates to the Client transport department who then coordinate all requirements.

At point of your assessment by the social worker, this would be the time to discuss any transport requirements or discuss what support is available where concerns may lay. During school holidays children are generally transported by their parents / carers unless a social worker has agreed funding for a taxi due to that assessed need.

Where a specific issue arises such as transport has not arrived you would need to discuss with Client transport directly not Foxgloves as we do not organise.

[Client.Transport@bedford.gov.uk](mailto:Client.Transport@bedford.gov.uk) Tele:- 01234 276476

### **Safeguarding / Child Protection.**

We operate within clear Bedford Borough Council policies and procedures. Due to the increased vulnerability of children with disabilities and in support to child protection issues, particularly if the child cannot communicate verbally, we must be vigilant regarding their protection.

Where a child discloses a concern or concerns are raised in any form of abuse, physical, sexual, emotional or neglect we are duty bound to report and follow our Safeguarding procedures.

Where advised we will always inform parents of any concerns we have and any action that we may have taken.

We pride ourselves on ensuring a multi-agency approach and working with safeguarding teams and in partnership with parents to meet the best interests of the child who is at the forefront of our work in keeping children safe.

Within Foxgloves our aim is not to contact you during your child's break unless enquiries are in relation to Safeguarding (Foxgloves policy)

The protocol require is that you list / note any bruising or marks sustained or observed on your child prior to attending, log this on the Body/bruise chart and send this in with an overview on how this may have occurred. This will prevent being contacted by staff to update you on any marks or bruising unless we note new/further marks or there is a concern.

You can obtain a copy of the Body map on our website.

- [Foxgloves Children's Home | Bedford Borough Council](#)

All staff undergo rigorous recruitment procedures including career histories, reviewing any gaps in employment, Safeguarding reference checks and Disclosure and Barring services (DBS)

Where concern has been raised this is reported to the Local Authority Designated Lead (LADO) who investigate any concerns raised.

### **Admission and discharge times.**

Young people have a varied allocation simply due to each family's individual assessed need which determines the number of nights allocated; therefore, we need to consider the times of arrival and departure and our ability to ensure the operational aspect of Foxgloves are met.

In support of this we need to ensure there is opportunity for staff to set up each young person's individualised environmental needs, communication aids, specialist equipment and time to review the required care and support plans.

Staff also have additional duties which enables them sufficient time to prepare the bedrooms for the new child arriving, completing security checks, young people's paperwork and ensure that we do not overlap stays or go over our permitted registered numbers to staffing ratio.

Within the school days children arrive and coincide with the end of a school day but during the holidays we do not admit children before 3pm and they depart by 10am if having more than one overnight at a time.

- One overnight per visit arrival 3pm and collection 2pm the following day.
- 2 overnights per month 3pm arrival and 10am departure on the collection date.
- Term time – From school and returning after school.

### **What to pack. (And what not to pack!)**

If your child is staying for more than one night, please ensure that you pack enough clothes and toiletries for your child's stay, it would also be helpful if two sets of nightwear were packed. If your child is incontinent, please send in adequate clothing and/or incontinence pads.



**Toiletries** – If the young person is staying with us overnight, they will need to have their own toiletries: shampoo, toothpaste & brush, deodorant, shower gel etc.

### **Personal belongings list –**

We do ask that all clothing is labelled as it can be very difficult for staff packing cases to keep track and know what belongs to who; particularly when children bring in identical or similar items of clothing or where we have had several changeovers of staff teams during their stay.

I know this can be a real chore, but a laundry marker pen is usually sufficient therefore if wishing to label and support the system this will ensure items can be returned.

If your child requires a written record of belongings sadly staff do not have capacity to log all the items, this is simply due to the need of attending to children and young people on arrival, booking in and or administering any medications, or attending to potentially cooking meals as well as arranging activities and personal care where needed, as we know this is a very busy time for any parent where all the children are coming home from school.

In support you can access the belongings list form online via Foxgloves web page and once completed email or forward with your child for their stay.



It is essential that you name all the clothing items, size, colour, make and any other descriptive terms. The more detail the more we are able to ensure it is returned.

Where items are lost unfortunately, we do not have the funds to replace expensive or designer items therefore I advise strongly not to send in such items that cannot be replaced.

Where possible we enquire with school on any missing items as we have noted that on occasions items have not returned from their school day such as a coat, hoody, hats etc.

We do support and like to encourage children to bring in personal items if it helps them to settle to 'feel at home' however please consider the number of items as stated we do not have capacity to log this whilst caring and supporting young people.

Foxgloves provide all bedding towels and flannels therefore it's not necessary for you to send such items, all items are freshly washed for their sole use when they arrive.

### **Laundry.**

At Foxgloves we will wash and dry your child's clothes daily as required and where only worn once and clean we will pack those clothing into a plastic bag to return home within their bag.

If you prefer that we do not wash any clothing unless soiled, then please let your key worker know and we will add to our laundry list. Please inform us of any allergies and we will refrain from washing unless soiled which we will not use product.

### **Pocket Money.**

Many parents choose to send pocket money for their child to enable them to purchase treats and items that they may wish to buy. Pocket money is booked in and kept in a safe place. Unspent pocket money is booked out and will be sent home with receipts of any purchases.

### **illnesses.**

If your child contracts any form of contagious illness or disease prior or after their stay we need be notified straight away to enable us to prevent other children becoming infected. This also includes head lice, threadworm, sickness and diarrhoea or other childhood diseases such as chicken pox. Occasionally we may have to withdraw the offer of respite or change dates if we feel other children are at risk. If a child becomes ill whilst at Foxgloves, he/she may be returned home however where possible we will offer a date back.

## **IMPORTANT GUIDANCE**

### **Medications and procedures.**



One of our biggest challenges is ensuring medications are accurate, I'm sure you can appreciate that we have over 20+ young people with an array of medication requirements and that we do not wish to call you and disturb you therefore we require a clear focus on our systems that will enable a smooth transition into Foxgloves.

The staff are always very careful when preparing and administering medication for the young people staying with us, having to carefully take time to book in and for the second staff to complete their double check for all listed medications of each child.

However, there are sometimes difficulties when the information on the pharmacy label differs from the information parents have recorded on the Parental Medication Form or when the dosage has been changed by the GP or consultant and the new dosage is not recorded on the pharmacy label or where we have not been provided with an up to date letter from the GP stating change to medication. This is where you will often receive a call to clarify and resolve, if we are unable to resolve the issue, we can't administer said medications where information is incorrect.

*Parental Forms* – This must be provided on each stay as this enables staff booking in medications as supporting us to review any changes, dosage, route, times to provide and how to administer i.e. with food, before or after, covertly etc.

A copy can be obtained via our web page.

Therefore, in order to avoid calls and staff enquiries we require the following safeguarding measures to ensure we administer the correct medication therefore staff follow the procedure below:

- Medication will be prescribed strictly according to the pharmacy label
- Staff will only administer dosages different to the pharmacy label if we have received a copy of a letter from the relevant GP or Consultant stating the new dosage and start date.
- This letter will only be used as reference of changed dosage for a maximum of 2 months where the pharmacy label must then reflect the correct dosage. Staff will be unable to administer medications if the 2-month period expires.

### *Examples-*

- tablets / capsules etc - are generally issued on a 28-day cycle, therefore the new pharmacy label should be issued within 2 months

- liquid medication – new pharmacy label may need to be requested or new prescription with changed dosage requested.

We are not able to accept or administer any medication that isn't clearly labelled or where the pharmacy label is not legible. All medications received have to be in their original packaging/ box with batch /lot numbers matching up if in sachet form. If not the case this could result in us having to ask you to come in and deliver new medication, administer to your child, or as a last resort to collect your son or daughter if it is not considered safe for their stay to continue.

In any incident where the child / young person is not able to receive their medication due to issues such as spoiled, expired, or not legible we are therefore unable to administer however due to the medication being prescribed we may request you bring in new medication, administer the medication or collect your child as we have a duty to meet the prescribed pharmacy agreement. **In short if it is prescribed, we must administer.**

### **Blister packs:**

When sending medication to Foxgloves that is stored in blister packs, we need to have the complete pack foil strip even if some of the medication has already been taken. The reason we are asking for you not to cut the blister pack is that as partial pack may not have the expiry date on it.

The staff here will count the remaining medication and record amounts in.

In all cases the blister pack and expiries must match and correspond with the box and batch number as this can be perceived potentially as decanting medications.

Simply: -

- Right original box
- Right in date on pharmacy label
- Right expiry dates on blister pack that match box information
- Right medication to Pharmacy and parental form
- In date within the 2 months of change to medication information
- Right corresponding letters in advance of respite

This will support staff with a smooth transition of information and where not needing to call you during your respite.

### **Non-prescribed medications and treatments:**

As we are not medically qualified although trained in administration we may not initially know the reason for a certain non-prescribed medication or treatments, we need to feel confident that what we are administering does not have any adverse effects with any other medication the child is in receipt of while with us and that there are no risks to providing non prescribed medications. do any harm.

Due to the medications that young people are prescribed we note that holistic and or over the counter remedies can or may have an adverse effect to the prescribed medication therefore we require a pharmacy label to any additional non prescribed medications or a supporting letter confirming no adverse impact. If sending additional into Foxgloves we will not be able to administer unless agreed by the prescriber, school nurse or GP.

**Medication national shortage:**

Where there are shortages to prescribed medications for example where brands or the dosage is the same but provided in differing amounts or delivered in a differing structure, a letter from the GP, medical prescriber or pharmacist confirming this will be sufficient to meet and continue to support the challenges this bring.

We will work with you and the prescriber; our support will provide a risk assessment to guide staff to ensure that we do not continually contact you due to any national shortage and the interruptions in gaining medication.

**Sachets:**

Where requesting a varied dosage such as a PRN medication we must be provided with clear instruction and guidance, example such as bowel management by supporting when to give must be clearly written up, and current dosage to be clear via the prescriber on the pharmacy label. All sachets as with any medication must have the batch number and expires the same as the pharmacy label do not mix from other boxes.

**Transporting medication:**

To avoid any safeguarding issues Foxgloves do not pack young people's medications into their bags, our process is to provide to the transport persons or to parent by hand and they then have responsibility to ensure this is either sent home or parent supports the process where young person does not have the responsibility.

To avoid any mishaps such as medication bottles breaking or being damaged, please send in medication that is in container, zip bag, box that can be fully closed, wash bag, food storage box etc and is clearly labelled with your child's full name along with a current parental consent form for each stay.

**Communication.**

Each child will be set up with a home / Foxgloves communication book and this will generally give an overview of what your child has been doing. This is also another opportunity for you to inform the care team of any changes or support required for the young person which may support us and not having to contact you during the respite.

For more information on how we manage behaviour at Foxgloves please refer to the Statement of Purpose or speak to your keyworker.

To enable us to be consistent with you when managing your child's behaviour, we will always telephone you if we have a query or concern during their stay. Please do not let this worry you. We are here to help therefore requiring clarity if information is not written within the child's communication logbook.

If needing to contact us can I please request you call the home between the following hrs below as this is simply avoiding key times where we are supporting young people with meals, personal care or delivering medications and at weekends there may be no staff to take a call if all are out on an activity within the community therefore do call back within the times listed.

Midweek –

9:00 to 16:00

19:30 to 20:00

Weekends –

9:00 to 12:00

15:00 to 17:00

18:30 to 19:30

If you would like to speak to your child, they do have access to the mobile walk about phone but if receiving support by staff they can call back.

For further information on any aspect of your child's care please contact the management team on 01234 718108

Thank you.

Alex Milligan  
Foxgloves  
Registered Manager