



**BEDFORD**  
BOROUGH COUNCIL

# Sunflower House

## A Guide for Families



**Section One**

What we offer ..... p.3

**Section Two**

Referral to Sunflower House ..... p.3

Allocations ..... p.4

Admission and Discharge Times ..... p.4

**Section Three**

What you need to bring in ..... p.5

Illness and Operations / Health Care Plan ..... p.5

Clothing and Toiletries ..... p.5

Equipment ..... p.6

Pocket Money ..... p.6

**Section Four**

During your stay ..... p.6

Contact Workers ..... p.6

Communication ..... p.6

Facilities within your room and building ..... p.7

Washing Facilities ..... p.7

Activities ..... p.7

Computers / Games ..... p.8

Meals ..... p.8

Bedtimes ..... p.8

Visitors ..... p.8

Health and Safety ..... p.8

**Section Five**

After your stay ..... p.9

Reviews ..... p.9

Comments and Suggestions ..... p.9

**Ofsted** ..... p.10

**Notes** ..... p.11

## Section One

### What we offer

Sunflower House is a specialist children's residential home, registered with Ofsted. It has five beds for short breaks for children aged between 7 and 18 years, we can offer longer stays if an assessed need is recognized. We can offer breaks for young people with physical, sensory and learning difficulties. There are spacious bedrooms with an intercom system, lounge / dining room, conservatory, kitchen, bathrooms, toilet facilities and laundry room.

Children can come to Sunflower House for a variety of reasons. It is so families and carers can have a break and for your child to make new friends and to have fun. We offer the opportunity to participate in new activities and promote independence.

Staff cater for a wide range of care, medical and dietary needs and are all fully trained in these areas. Everyone works together as a team to offer children individual choice and opportunities. The staffing levels vary depending on the children's needs.

## Section Two

### Referral to Sunflower House

All referrals to us are made via a social worker who will work with the family to carry out an assessment of need. The process to agree a package of care is via the Allocation Resource Panel (ARP).

Initially families are invited to look around prior to making a decision about whether to use the service. If you decide to continue, we will begin with short visits – usually over a mealtime, so we can begin to get to know your child and they can get to know us.

A formal placement plan will be agreed and then a slow introduction is then planned into Sunflower House.

## Allocations

Your child will be allocated their respite stays approximately four months in advance and written notification will be sent out to you. If you need to change your dates for any reason (i.e. sickness or family holiday) then we will try to accommodate your wishes, however we can not always guarantee this.

Transport arrangements will be discussed with your social worker at the placement planning meetings.

## Admission and Discharge Times

These usually coincide with the school day but during the holidays children are admitted at 3pm, and need to be collected at 11am. If you have a particular need and these times are difficult then please contact us as we may be able to come to a mutually convenient arrangement.



## Section Three

### What you need to bring in

If your child is on any medication then you will need to send this into Sunflower House with your son/daughter. We will store this safely for you, and administer it when needed. All our staff have received training regarding the administration of medication. Medication needs to have a clear (prescription) label detailing the child's name, the name of the medication and when and how the medication should be given. 'As directed will not be suitable'.

Before every visit you will need to complete a Bedford Borough Council 'Parental Medication Form' for both prescription and non-prescription medications.

### Illness and Operations Update / Health Care Plan

Please let us know if your child contracts any form of contagious illness or childhood disease prior to their stay at Sunflower House. This will enable us to assess if your child can come in for their stay as we need to prevent other children becoming ill.

If your child has had an operation, we will need to know all about the operation, any changes in medication and any other treatment that you may need i.e. dressings etc. We will need an up to date health care plan from nursing staff.

### Clothing and Toiletries

Please ensure that you send in enough clothes for your child's stay. If your child needs pads please send in enough for their stay. It helps to label your child's clothes; this should prevent anything getting lost. At Sunflower House we will wash your child's clothes daily but if you'd prefer that we didn't wash them then please let us know.

## Equipment

Children are asked to bring in their own equipment such as electric wheelchairs and feed pumps. Please remember any specific instructions for charging your wheelchair or personal talker.

## Pocket Money

Many parents choose to send pocket money for their child to enable them to purchase any treats and items that they may wish to buy. Pocket money is booked in and looked after by staff or by the child. Unspent pocket money is booked out and sent home.

## Section Four

### During your Stay

There will always be at least two members of staff on duty to assist throughout both the day and night. There are alarm cords in each room, the bathroom, shower room and both the toilets to call staff, if required. There is also an intercom system situated in the bedrooms. A community paediatric nurse can be organised if nursing assistance is required.

### Key Workers

Every child and their family is allocated a key worker. The key worker will work with you and your child to ensure that the introduction and stays at Sunflower House run smoothly. The key worker will be the main person that you will liaise with when your child is first referred. They may come to visit you at home, and see your child at school. This will help them get a good overview of your child prior to them attending Sunflower House. They will liaise with the family, school, social workers and any other relevant professionals. The key worker is responsible for writing your child's care plan, with input from the family and child. Every child at Sunflower House has a detailed care plan that tells all staff how best to look after your child, any likes / dislikes, dietary needs leisure needs or personal care needs etc.



## Communication

To enable us to be consistent when managing your child's care, some children have a Home – Sunflower book. You should use this book to communicate any relevant information to us, and we will communicate information to you so you know how your child has been.

## Facilities within your room and building

Each bedroom is colourfully decorated with a different theme and contains a bed, cot sides and buffers, an intercom system, personal lockers, wardrobe, televisions, DVD and video players, sinks and CD / radio players. We have a cordless telephone so that telephone calls can be taken in private.

## Washing facilities

There are washing facilities within the bedrooms. A specially adapted bath and shower / shower trolley is also available.

## Activities

Children's requests are included in decisions about where to go and what to do. We have our own mini bus with a tail – lift for outings. Staff that drive the mini bus have had specific training regarding their driving ability and securing wheelchairs and equipment in the bus.

Some of the leisure activities children and young people like to do are going to the cinema, bowling, shopping, theatre trips, and visits to the seaside , barge trips and eating out. Very close to Sunflower House is a parade of local shops that are all accessible to wheelchair users.



Within Sunflower House we have a wide selection of books, games, crafts, CD's DVD's, computer games and sensory equipment.

## **Computers / Games**

We have Wii and Xbox consoles and games. If children prefer to use their own systems and games they are welcome to bring them into Sunflower House, provided they are clearly labelled. We also have a large interactive touch screen computer which is accessible to the children.

## **Meals**

All staff have completed a food hygiene course. Sunflower house has a part time cook. The staff also provide all meals. Anybody that has special dietary needs can be catered for.

## **Bedtimes**

During school days staff will always try and arrange an agreed suitable bedtime and discussion with the child's parent / carer and the child. At weekends or school holidays children have more flexibility in choosing the time they go to bed.

## **Visitors**

Visits by relatives and friends are more than welcome if you let us know when you are planning to visit.

## **Health and Safety**

All staff are aware of the fire procedure at Sunflower House and are updated regularly. Fire checks are carried out once a week. Fire drills are carried out at least four times a year.



## Section Five

### After your Stay

Children are allocated a Keyworker. The role of the Keyworker is to regularly keep in touch with your child. If there are any concerns at all about visits to Sunflower House please do not hesitate to get in touch with your keyworker or the manager.

### Reviews

Your child will have regular meetings to ensure that they are receiving the correct care package that meets your needs. Meetings are held every 3 to 6 months (plus an initial review 3 months after your child has started) Parents, carers, social workers, a member of staff from Sunflower House, the child themselves if they wish to and possibly a reviewing officer all attend the meeting. You will receive written notification about your child's meeting.

### Comments and Suggestions

We try to ensure that all children enjoy their visits to us, and encourage them to tell us about any concerns they have. Alternatively, you may wish to raise any concerns on their behalf by speaking to the manager or your social worker. There is a formal complaint procedure, which can be followed. We would also like to hear if you or your child are especially pleased with any aspect of our service.

We are always looking to improve our service so we openly welcome any suggestions or comments that you are willing to make.



## Ofsted

Ofsted inspects Sunflower House twice a year. This is to ensure that Sunflower House meets National Minimum Standards and the needs of the children and young people who use this service.

**To access the latest Ofsted report please either contact:**



Ofsted

Picadilly Gate

Store Street, Manchester, M1 2WD



0300 123 3159



[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Our Ofsted reference number is **SC409502**

**Have your say...**



Children's Rights Director,

OSFTED,

Aviation House, 125 Kingsway, London,

WC2B 6SE



0800 528 0731

**You can also contact Sunflower House directly as above for more information regarding Ofsted.**



Multi Agency Support Hub

Children with Disabilities Team

Bedford Borough Council, Cauldwell Street

Borough Hall, Bedford MK42 9AP



01234 718 700

We also have an Regulation 44 visitor who attends who visits Sunflower House every month and reports to the responsible individual, currently Martin Purbrick and Ofsted.

We also have an advocate from The Barnardos Advocacy Service. The advocate visits once a month to speak to the young people and help them speak up for the things that are important to them. The service gives advice, information, advocacy and legal representation. If you would like more information on Bardardos you can visit their website at

 [www.barnardos.org.uk](http://www.barnardos.org.uk)

 01908 232 006

**Notes**

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

## Finding out more

If you would like further copies, a large-print copy or information about us and our services, please contact us at our address below.

Për Informacion

معلومات کے لئے

للمعلومات

ਜਾਣਕਾਰੀ ਲਈ

Informacja

برای اطلاع

Za Informacije

Per Informazione

তথ্যের জন্য



### **Sunflower House**

6 Woodcote

Putnoe

Bedford

MK41 8EJ



sally.summers@bedford.gov.uk