

Shine21 session conditions

Attendance

The session dates will be sent to you at the start of each term. If you are unable to attend a session due to a hospital appointment or holiday please email development@shine21.org with at least 48 hours notice. If you are unable to attend a session due to sickness please inform Louise Mouncey (07763855044) prior to the sessions start time.

We ask that families commit to regular attendance of a full term of sessions, to ensure that the therapists can plan, the children get the most from their therapy and Shine21 can budget appropriately.

Failure to attend 3 sessions per term without reasonable explanation or notice may result in your child being declined a place in their future sessions.

Session Start times

You will be informed of your session start time at the start of each term. We ask that you arrive for a prompt start. We appreciate there will be times when traffic or matters out of your control may make you late however, please inform Louise Mouncey (07763855044) if this is the case so we are aware to still expect you.

Your attendance

We ask that you remain with your child throughout the session, with the exception to quick toilet breaks etc. Leaving a session can cause disruption and also cause confusion and upset to your child.

Resources

Shine21 are happy to loan/provide a range of resources which are recommended at the sessions. We ask that you bring these resources to the sessions so the therapist can assess your child's development and progress. Once your child has finished with a resource we ask that you return it so another child use it.

The Shine21 early intervention lead will provide advice and guidance on activities to complete at home. Although we aim to provide regular sessions, continuing learning at home on a daily basis is essential.

Collaboration with other agencies and professionals

We appreciate it can be overwhelming having a range of different professionals all setting your child targets and providing information. To reduce this feeling, with your permission, we are working towards working more closely with NHS therapists, nursery or education setting and other professionals involved in your child's care. We welcome these professionals to come and observe a session in the first instance so they can see the type of therapy and work we do. If you like someone involved in your child's care to attend please speak to Louise Mouncey.

We do ask that your child does not attend other intervention sessions outside of Shine21 and the NHS/statutory provision. This is to reduce any confusion to your child and ensure there is no conflict with targets and advice given. Please discuss with Louise if you are attending alternative intervention support.

Session Notes

Notes will be made on your child's development and progress. These will be used to demonstrate the progress they are making and support the liaison with other professionals that you have given consent for Shine21 to liaise with.

Confidentiality

All information parents and carers share with Shine21 should remain confidential and not shared with any other agency/individual without parental permission. However, Shine21 has a responsibility to protect the children therefore when there is a concern regarding a child's welfare, it may be necessary to following the Safeguarding policy. This policy can be found on the Shine21 website.

Allergies

Please inform Louise Mouncey if your child has any allergies. All sessions will be nut free. We will be using materials during sensory play, the session lead will inform you of what materials will be used but advanced warning of any allergies would be useful.

Health and Safety

Parents and carers are required to be responsible for their child during the session. Please ensure your child does not leave the session room without you.

Feedback

Feedback from the sessions is welcomed to ensure you and your child is getting the most from the sessions. We welcome a multiagency input therefore we welcome feedback and input from your child's NHS therapists and other professionals involved in your child care. We will also ask you to complete a parent feedback form at the end of each term.

Complaints

We hope you enjoy the sessions and find them invaluable however if you have any complaints please visit the Shine21 complaints procedure on our website.

Policies and Procedures

All parents and carers attending the sessions should review the policies, in particular code of conduct and safeguarding which can be found on our website.

And the most important point..... have fun!