

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.

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 follow the Safeguarding policy. This policy can be found on the Shine21 website.

Policies

All families who access Shine21 Bright Stars sessions should view the policies 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.

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

If you have any questions please contact Louise Mouncey, 07763855044