



(Resulting from the Parent/Carer Survey 2009/10)

Therapy and Nursing Team Activities

(Effective from September 2010)

In response to your comments the Bromley Primary Care Trust Health Team, in conjunction with all Riverside staff, will ensure that...

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| 1 | The therapy and nursing teams continue to work closely with parents and carers, through phone calls, face-to-face meetings and the use of the contact book as appropriate. We welcome parents and carers to contact us with any queries or concerns, so we can respond to these in a timely and positive way. |
| 2 | We continue to provide specific targets for children and young people on our physiotherapy, occupational therapy and speech and language therapy caseloads. This is in addition to an annual report. We welcome contact from parents and carers if there are any queries regarding these, for example, activities families may like to try at home. |
| 3 | For children and young people on active caseloads, parents and carers are informed of the input their child/young person will receive. Additionally, parents and carers will be informed of whom to contact with queries or changes related to their child or young person's needs. |
| 4 | The therapy teams will work with Riverside School to provide joint training on specific topics as requested by parents. |
| 5 | Representatives from therapy, nursing and Hollybank will attend parents evenings, and where possible, other events arranged for families. |
| 6 | The health teams will work jointly with Riverside School in providing advice on toileting issues. |
| 7 | The nursing team will work with Riverside School to give clear guidelines about when children and young people should remain at school and when they should go home due to sickness. |
| 8 | The nursing team will explain to parents and carers why the nursing team are required to work in accordance with best practice for the safety of all children. |
| 9 | Hollybank short break provision will continue to work closely with families, the Senior Leadership team, school nurses and therapists at Riverside and SEN transport to ensure a smooth, safe and consistent handover of care. |
| 10 | Families whose children and young people have short breaks at Hollybank know who their key workers are, and how to make contact. A new Hollybank Information Pack will be provided for each family this year, with a copy given to the two Riverside sites. |