

# **Welcome to Q House Short Breaks Service**

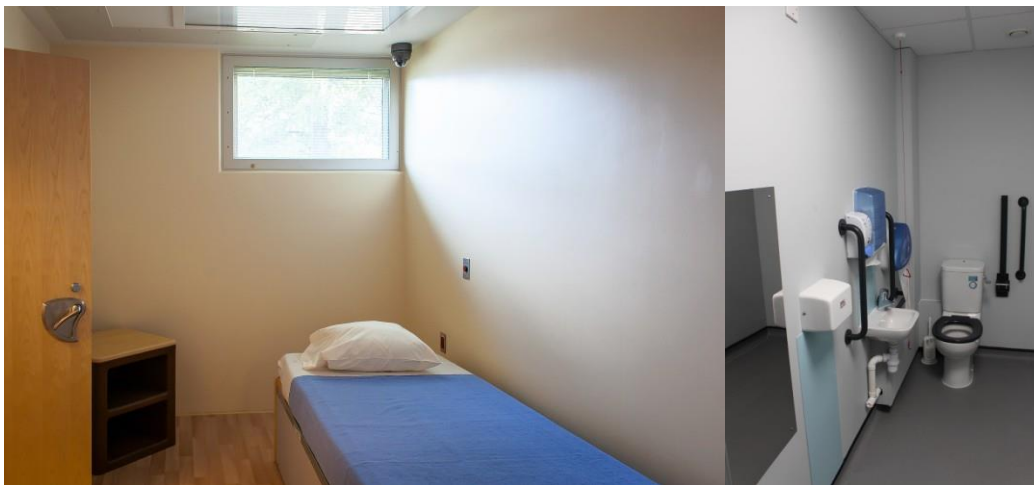


## **Children and Young Peoples Guide to overnight short breaks**

The aim is for Q House to be an extension of school, but learning, developing, evolving and having fun in a different environment; whilst having a short break from home

## Your Stay

You will stay at Q House overnight in your own room which has a toilet.

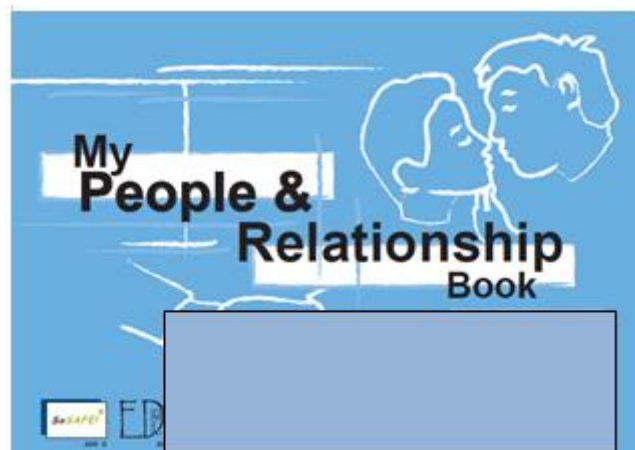


This will be for one night or two nights depending on what you have been allocated by your social worker, or what you and you parents/carer think is best for all of you.

You can ask for help from the staff team and your keyworker. You can choose to do activities that you like and ask for support with personal care.

The staff team and your key worker will support you with your health and keep you safe.

The staff team and your key worker will use SO SAFE whilst supporting you. This will help you to understand the relationships around you. They will also teach you about SO SAFE during your stay.



The staff around you will support you to keep your room and area clean.

### **Overnight Bag**

- You will need to bring a few changes of clothes
- Wash bag with a flannel or sponge
- Shower cream or gel
- Toothbrush and toothpaste
- Moisturisers and creams for your skin
- Hair products, comb or brush

- Towel
- Any medication that you take
- You can also bring your favourite items

## **Transport**

You will come to Q House on a school bus or taxi from school, or walk from your classroom if you attend Queensmill School. Your parent/carer may escort you if you go home first.

Your parent/carers will bring you to Q House in the school holidays and collect you after your stay. Some of you may come in a taxi or car if you find it difficult transitioning.

## **Communication**

You will communicate with everyone at Q House in the same method you use at school or college.

You will need:

Your symbols

Signs

IPad

# Pecs Book to make choices and to communicate



## Meals

You will be offered the following meals which are healthy:

Breakfast

Snacks

Lunch

Dinner

Supper





## **Hub room**

### **Activities on offer at Q House**

Arts and crafts

DVD's and Computer

Music and singing

Sensory wet play

Board games

Trampoline sessions

Community activities

Audio visual room

Yoga Zone and Soft Play Room

Cooking

Sport activities

Bike riding

Learning life skills

Books and reading

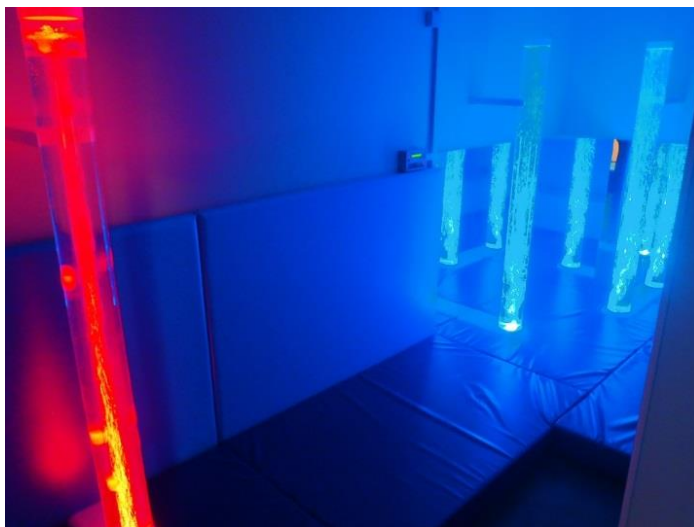
Playground

So Safe Sessions





## Schedule









## **Before Bedtime**

You can choose to have a shower or a body wash and staff will support you

You can choose to have supper and relax in the hub room, a room of your choice or your room before bed.

## **Night time**

If you are unable to sleep during the night or feel unsettled, the night staff team will support you. You can choose to have a drink and a small snack if you feel hungry, also enjoy a quiet activity of your choice to help you to relax.

## **Mornings**

The night and morning team will support you to get ready for school. You will have personal care, breakfast and then go to school. You will be escorted by staff to your classroom if you attend Queensmill School. If you go to another school, you will go in a school bus or taxi.

## **Feeling Unwell**

If you feel unwell, the staff team will support you.

If you need medication, the staff team will give it to you if doctors or nurses say it is ok.

We will always tell your parents or carers if you're feeling unwell.

## **Your Feelings**

If you are unhappy or sad, staff will support you to feel comfortable and calm.

If you feel angry, frustrated, upset or confused, staff will support you to feel calm and to make good choices.

## **If I am unhappy at Q House**

If you feel unhappy you can talk to the staff or the managers, so they can help or support you.

If you are still unhappy, you can talk to your parents and carers, teachers, social worker, family members, therapists or family support worker. They will support you to make things better.

## **Complaints**

Your parents and carers, teachers, social worker, family members, therapists or family support worker; can make a complaint for you to the following people:

- Q House Management Team
- The Responsible Individual for Q House and Head Teacher for Queensmill School
- Hammersmith and Fulham Children's Services
- Your local Children's Services or their website
- The complaints team at Hammersmith and Fulham Council
- Ofsted Children's Rights Director

## **Important phone numbers you may need:**

- Q House – **0208 222 60 44**
- Responsible Individual for Q House – **0208 740 8112**
- Hammersmith and Fulham Council Complaints team – **0208 7532 456**
- Children’s services for Hammersmith and Fulham – **0208 753 4198**
- Ofsted Children’s Rights Director – **0300 123 1231**
- Your local children’s services or website





**We hope you enjoy your stay at Q House**