

OUR CHARTER

We at Children's Hospice South West take great pride in what we do and the facilities that we have so, we hope you enjoy your stay with us.

Each of the houses are huge building with lots of facilities including the Jacuzzi and Soft play and we have some house rules in order to keep everyone safe and the house an enjoyable place for all to be.

During your stay we ask you to take responsibility for your children. We have a dedicated sibling team and aim to provide support for siblings but to do this effectively, we ask you to bear in mind the following:

- The sibling service is available at selected times, which will be posted around the house.
- The sibling team are not always available for the whole of your child's stay.
- There is always a valid reason if the sibling team is unable to support your child, which they will discuss with you.
- Care Team members are not able to look after siblings, so in the absence of the sibling team, any child staying alongside that of the child we are caring for, must be supervised by a family member.
- Children under the age of 14 cannot be left unsupervised anywhere at any time.
- Children over the age of 14 can be left unsupervised downstairs if they are visible to care team members.

We hope that you feel the family accommodation is of a high standard and comfortable but please consider the following:

- If items are broken, damaged or missing – please let us know so we can try and sort things out before the next family's stay.
- Respect other families who are also here for a well-deserved rest!
- Keep noise to a minimum after 22:00.
- Please notify staff if you see or hear anything concerning.
- Please notify staff if a member of your family becomes unwell during your stay.
- Please let us know if you are going out and will not require a meal. This helps the kitchen staff and reduces waste.



Additional information regarding the house:

- The Games Room will be closed from 22:00 to maintain safety.
- Our internet and Wi-Fi facilities are available for all: however, we have to comply with the law regarding certificates in the communal area. Children cannot have access to the adult internet or be exposed to certificates above their age.
- You are more than welcome to bring alcohol into the house and enjoy a drink (or two!!). However, as the lounge area is a shared space for everyone to enjoy, please do not leave your drinks unattended.
- *Talking disrespectfully in public areas about staff and/or the service provided will be challenged*

Occasionally, following your stay, items might be packed by mistake, if we notice an item missing, we may call you to see if you have it. If you do pack something by mistake, please let us know as soon as possible.

If we have had to speak to you repeatedly, over this agreement not being adhered to, we may have to consider whether we are able to accommodate your family in the future.

If you have any thoughts or concerns during your visit, please do not hesitate in coming to speak to us, we have an open-door policy and there is always a manager on shift or a member of the senior care management team available to talk to.

We really do hope you enjoy your stay.

