

# Frequently Asked Questions

## *Residential Care Service: Young People*

<p><i>Who works in my son/daughter's residential home?</i></p>	<p>A core team of residential support workers, led by a team leader work in each house.</p> <p>A staff list for each house is available on request. Please note there may be changes to the core team to cover holidays and sickness</p>
<p><i>How will staff communicate with me?</i></p>	<p>Telephone calls, emails or by letter – whichever is your preferred choice</p>
<p><i>Who do I call in an emergency?</i></p>	<p>The Care Coordinator                      <b>07792 720623</b></p>
<p><i>When is a good time to call in the evening?</i></p>	<p>This will vary - please discuss with the house team leader</p>
<p><i>What training have staff had?</i></p>	<p>Staff have annual training in line with national minimum standards (first aid, safeguarding, manual handling, health and safety and fire awareness); individual residential support workers will also have additional training that has been identified as being of benefit to the young person they are supporting. Specific details can be requested from the Registered Manager.</p>
<p><i>What type of activities will my son/daughter be doing?</i></p>	<p>Activities are individually planned and varied and may include swimming, climbing, shopping, off-site trips, discos, farm visits, horse riding.</p>
<p><i>Are there any set visiting times?</i></p>	<p>No, parents/carers are welcome to visit at any time but it's always best to check beforehand.</p> <p>We do ask that parents/visitors leave no later than 9pm so your son/daughter can get prepared for college the next day.</p>
<p><i>Can I bring family and siblings into the house/residential unit?</i></p>	<p>Yes, although please check beforehand as this may have to be restricted due to the needs of other young people in the house.</p>
<p><i>Do I have to supply bedding/curtains/towels/toiletries etc?</i></p>	<p>Bedding, curtains and towels are all provided, though it's perfectly alright for you to send, for example, a favourite duvet cover. Our beds are ¾ size (4' wide). Basic toiletries are provided but there is a need to purchase specific toiletries such as shaving foam / razors (when applicable!).</p> <p>It isn't necessary for those young people accessing our short break provision to provide any of these items though again, if you feel your son/daughter would be more comfortable with some familiar things around, please send whatever you feel is appropriate.</p>
<p><i>Can we personalise our son/daughter's room with pictures, etc?</i></p>	<p>Students and families are encouraged to personalise their bedrooms and whilst you are not able to change the colour of the walls you can add pictures/cushions to add colour. Liaise with the house team leader to arrange this.</p>

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<i>Do clothes need to be labelled?</i>	Yes please
<i>What food will my son/daughter be eating and who cooks it?</i>	Based on students' needs, staff in each house will devise menus and do the cooking, supported by students wherever possible. Parents can request menus in advance from the house team leader.
<i>How soon can they go to swimming / hydro?</i>	As soon as they have had a satisfactory on-site pool/hydro assessment
<i>How much pocket money will they need?</i>	£10 per week is recommended
<i>What is the best way to send in pocket money?</i>	Cash, cheque, or bank transfer Cheques should be made payable to <b>Seashell Trust</b> Seashell Trust bank details for bank transfers are as follows: Account Name: Seashell Trust Sort Code: 16-00-18 Account Number: 41459632 Bank Address: Royal Bank of Scotland Manchester St Ann Square Branch PO Box 320 St Ann Street Manchester M60 2SS  If you opt to pay by bank transfer, please include a reference in the following format: <b>SURNAME – SPENDING MONEY</b>
<i>Family flat – what's provided, how much does it cost and how can I book an overnight stay?</i>	This is a 2-bedroom flat which sleeps 3 people (max). It has a kitchen/diner with small living space and bathroom (with bath, shower). There is an oven, fridge and microwave in the kitchen and all crockery and linen is provided. The cost is £15 per person per night (max charge £30 per night) Please contact the care administrator on 0161 610 0130.
<i>Who looks after their equipment (eg wheelchairs)?</i>	Your local authority's wheelchair repair service
<i>Drop off and pick up times for weekly boarders</i>	Drop off on Monday morning (or first day of term) at 8.45am at college Collect on Friday afternoon (or last day of term) from college at 3pm
<i>Drop off and pick up times for termly boarders</i>	Termly boarders should normally be dropped-off on the day prior to the start of term at a time agreed with the Team

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	<p>Leader in their residence. A specific day/time for new starters will be discussed and agreed with parents.</p> <p>Collect on last day of term from college at 3pm</p>
<i>Does my son/daughter need to register with a local GP?</i>	<p>Residential students should be registered with our local GP.</p> <p>For more details or to discuss this issue further please contact our Registered Nurse via the main switchboard (0161 610 0100).</p>
<i>Will my son/daughter have to change consultant?</i>	<p>It isn't necessary to change consultants</p>
<i>What happens if my son/daughter is ill?</i>	<p>We will call you as soon as possible.</p>
<i>Can Care staff administer medication?</i>	<p>All staff are trained to administer medication. Please refer to the Trust's Safe Administration of Medication Policy for further information.</p>
<i>Will my son/daughter receive dental screening/treatment</i>	<p>Please see notes in 'Information' document.</p> <p>For further clarification or to discuss any specific concerns, please liaise with the Trust's Registered Nurse or the residential Team Leader.</p>
<i>Can my son/daughter access CADS sports camps at Seashell Trust in the holidays?</i>	<p>Yes, CADS clubs are fully inclusive sports camps for able and disabled young people aged 5-25 yrs. Students who are resident at Seashell Trust will be supported during the activities by their residential support worker. Please be advised that this is a separate venture and a charge will be incurred.</p> <p>For information regarding costs or to book a place, please contact the Sports Department on 0161 610 0104 (or email <a href="mailto:sports@seashelltrust.org.uk">sports@seashelltrust.org.uk</a>).</p> <p>A booking form is available online at: <a href="http://www.seashelltrust.org.uk/content/cads-booking-form">www.seashelltrust.org.uk/content/cads-booking-form</a></p>
<i>Can my son/daughter have swimming lessons?</i>	<p>Residential students do have allocated timeslots to access the swimming pool (evenings and weekends) with their support workers, but for information regarding more structured swimming lessons (and associated costs), please contact the Sports Department on 0161 610 0104 (or email <a href="mailto:sports@seashelltrust.org.uk">sports@seashelltrust.org.uk</a>)</p>