

Pembrokeshire County Council  
Cyngor Sir Penfro



# HOLLY HOUSE

## Short Breaks Unit for Children and Young People

Holly House, Portfield, Haverfordwest SA61 1BS  
Tel: 01437 769858 Fax: 01437 779173



12/2010/58

December 2010

Social Care Services

## Welcome to Holly House

This leaflet is to tell you about the purpose built unit and we hope that you find it useful.



## Holly House - Aims and Objectives

Holly House has a manager, deputy manager, senior support and support workers. All staff have or are working towards NVQ level 3 in 'Care, Children and Young People'.

Holly House offers a positive experience to young people, providing a relaxed friendly atmosphere where they are encouraged to develop friendships, increase confidence and gain skills.

All the staff are experienced and aware of the importance of making each young person's stay an enjoyable one. They ensure that the young people at Holly House are in a safe environment and their individual needs are catered for with dignity and respect at all times.

The staff at Holly House make sure needs of the young people are met in a way that recognises choice and support. Staff are there to engage and play with the young people in order to enhance their experience as well as meeting their individual care needs.

## **Holly House**

Holly House is a purpose built single storey building furnished to a comfortable standard and fully equipped to support the young people who use it. Each child or young person staying at Holly House will have an individual room with washbasin, TV and video facilities. Should anyone staying have homework or other study needs, staff will ensure the appropriate quiet space and support is available.

There is a large communal lounge and dining room where staff and young people have their meals together.

Outside there is a sizeable garden with play equipment for all age groups and abilities as well as a herb and flower garden which is tended by the young people staying in the unit.

## **Staff**

At present Holly House has a staff of 14, all of whom have gained or are working towards NVQ level 3 in 'Care, Children and Young People'. All staff undergo continuous professional development and training in skills related to their work.

All senior staff members are also trained as first aiders and qualified in other necessary skills such as moving and handling. At least one Senior staff member is on duty at all times.

## **General Information**

The wishes and feelings of the young people who use Holly House, their parents and their carers are actively sought and work is undertaken in partnership at all times. We encourage links with parents and families to establish a strong working relationship that is beneficial to all. For example the young people are consulted and offered choice in many day to day arrangements such as choice of meals or activities, and all children/young people are encouraged and helped to pursue their interests.

Activities at Holly House range from local shopping trips, outdoor and indoor games, birthday parties and special events. We have the use of a specially adapted bus for group outings.

All children and young people are welcome to contact their parents and carers whilst at Holly House, they have telephone access and staff support as needed. Parents, carers and friends are welcome to contact Holly House directly or by telephone to talk to the young people during their stay.

## **Medical Matters**

No formal therapies are used at Holly House although dance, music and sensory equipment are available to the young people. We also have 2 qualified aroma therapists on our staff.

Young people using the unit remain registered with their home GP but parental consent must be provided so that in an emergency they may be treated at the local hospital.

No young person will be admitted to Holly House if they have a contagious illness, and should a young person become ill while at Holly House arrangements will be made for them to be collected by parents or carers.

Prescribed medicines will be administered by qualified staff, as and when required in accordance with doctors/parents written instructions.

## **Opening Times**

Holly House is open 7 days a week. During school terms it is open after school on Monday to Friday and 24 hours a day at weekends. During school holidays it is open 24 hours a day 7 days a week.

**Compliments and Complaints** should be made to Holly House Manager or:

Complaints Officer  
Social Care & Housing  
County Hall  
Haverfordwest  
Pembrokeshire SA61 1TP  
Telephone: 01437 775503

or:

The Care and Social Services Inspectorate Wales ((CSSIW)  
1st Floor  
Winchway House  
Winch Lane  
Haverfordwest  
SA61 1RS  
Telephone: 01437 752200

## **Further Information**

If you would like further information about Holly House admissions procedure please contact:

The Duty Officer  
Child Care Assessment Team  
County Hall  
Haverfordwest SA61 1TP  
Tel: 01437 764551

## How to find us

