

Low Farm Therapy Centre Partnership with Parents Policy

Written by Ruth Lo October 2015

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Next review: September 2020

Low Farm Therapy Centre (hereafter known as the Centre) is committed to working in partnership with parents (parent is used throughout this document to refer to parents or primary carer). We believe that the children's interests are best served by parents and professionals working together.

Therefore, the Centre:

- Recognises parents as the 'expert' on their child and welcomes them to the Centre.
- Respects parents' knowledge and understanding of their child, their hopes and fears.
- Promotes active involvement of parents in decisions regarding their child, and in the therapy process.
- Sets targets with parents in liaison with parents, which are reviewed continually, and formally reviewed with parents on an at least termly basis.
- Supports ongoing two-way information sharing regarding each child's needs and progress, in the Centre and at home.
- Promotes generalisation of skills and strategies for each child across settings.
- Meets individual, family and community needs within an environment of equal opportunity. This includes respecting a family's religious and cultural backgrounds and beliefs, and accommodating any special requirements wherever possible and practical to do so.
- Operates an open-door policy where parents are encouraged to make an appointment to discuss their child with the Head of Centre and relevant staff.
- Provides staff photographs in reception to help parents to identify individuals.
- Responds to parent telephone calls and emails promptly, usually within 24 hours, to ensure that any concerns are addressed.
- Strongly encourages parents to take part in individual therapy sessions, where appropriate, particularly with younger children.
- Carefully considers suggestions from parents, and acts on these where possible.
- Promotes the sharing of theoretical and practical knowledge for ongoing education, including sharing information regarding relevant training and conferences.
- Shares information regarding our local children's centre, Dragonflies, and other services within the local area.
- Makes all policies available to parents in Reception, with key ones also available on the website.

- Provides a written contract between parents and the Centre clearly outlining Terms and Conditions.
- Works closely with parents to settle children into the Centre before being left by parents. This is particularly the case with Early Intervention Groups, which are not always supported by parents, and includes:
 - Providing transition information and encouraging visits for children and parents to the Centre prior to commencing therapy.
 - Discussing any potential difficulties with settling into the Centre with parents, and devising measures to try to reduce these. This may include staff visiting the child at home, or in another setting should they attend one.
 - Allowing parents to attend the Centre with their child.
 - Welcoming discussion with parents regarding any concerns about settling in.
 - Considering, in close liaison with parents, if another type of intervention, for example parent-child individual therapy sessions, may be more appropriate in the shorter term.

Parents should endeavour to:

- Share information leading to an effective two-way communication with the Centre.
- Take an interest in and actively support their child's therapy.
- Ensure their child's regular attendance and punctuality.
- Attend meetings about their child.
- Share any concerns with the Head of Centre so that these can be addressed in a timely manner.
- Ensure that they meet the criteria laid out in the Terms and Conditions.