



School for Parents

Handbook



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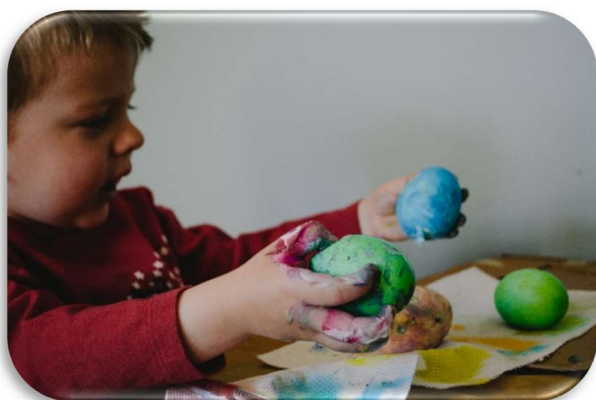
Welcome to School for Parents at Nansa

Welcome to School for Parents at Nansa! This handbook should provide you with the answers to some of the questions you may have about our service, and tell you a little bit about what happens next.

Nansa is a Norfolk based charity that supports children and adults with special educational needs and disabilities, and their families. The Nansa Family Centre, based in Norwich (Woodcock Road), offers a safe, calm, friendly, and non-judgemental environment for families to access specialist support and meet other inspirational parents, carers, and children facing similar challenges.

Nansa was founded in 1954 by a group of families; for the purposes of providing meaningful and enriching activities and support for their children with cerebral palsy. In the 65+ years since; Nansa has grown to provide a far wider range of specialist provision, for people of all ages living with disabilities and/or those with complex behavioural, sensory, or developmental needs. Nansa provides support from infancy; often working alongside families prior to any formal diagnosis of their child's condition. Nansa will collaborate with every family to ensure their child's specific needs are met, promoting development and progression through an, innovative and therapeutic, early-intervention programme.

School for Parents Groups



At our Family Centre we teach children, with disabilities, practical skills that can help develop their independence and prepare them for the future. We believe that every child can learn how to achieve their full potential, no matter what their challenges may be.

We always focus on what the child can already do, and build on these strengths and abilities. Each session lasts approximately 1 – 1.5 hours and takes place in our well-resourced and welcoming Family Centre.

A parent or carer will attend with their child, and will be an active member of the group, supporting the child at all times, and communicating with staff members about challenges and achievements.

Your child will be placed in a group of children who are similar in age and ability. This group will work together to achieve successes and solutions to challenges.

Within the session, we will look at ways to help you support your child to learn the skills needed to become as independent as possible in everyday activities, such as eating, playing, dressing and communicating.

Our highly skilled practitioners will support you to learn essential techniques to promote your child's physical, social, sensory and cognitive development.

You will also meet other parents and carers, and may find this a great opportunity for social and emotional support from others. Staff are always on hand to offer a listening ear, give advice, or signpost to other avenues and agencies offering suitable support.

Whilst we aim to keep the group together for a long period of time, occasionally it may be necessary to move children and families to another session. However, we will always support you in this, and it will only be considered if/when we feel your child's needs could be better met within another group.

What is Conductive Education?



At Nansa, we use the method of Conductive Education (CE) in our School for Parents programmes. This method was developed by Andras Peto in Hungary in the 1950s. The philosophy is based on the belief that every young child has the capability to learn, regardless of their starting point, and can improve their neural connections through a properly guided programme. It is not a 'therapy', but a method of teaching which enables the child to learn the skills they need for independence. It uses a holistic approach, and teaches methods of managing the difficulties that children with neurological disorders often face (e.g. gross and fine movement, sensory, communication, cognitive, social and emotional). This is an approach that works most effectively with young children while their neural pathways are still developing rapidly. CE can help to motivate the child, and their family, to find active solutions to their challenges,

both in the sessions, at home, and in the wider community. CE recognises that the whole person is important, and that personality can be affected by the neurological condition. Therefore methods of facilitation are used to promote a 'can-do' approach, e.g a desire to be active. The facilitation methods included in the structured programme use songs, rhythm, repetition, counting, games, and we have lots of fun!! We also have themes running throughout the sessions based on real-life experiences, including seasons, celebrations, occupations etc; we also cover counting, shapes and basic phonics.

Our Service



Sessions run weekly, Tuesday to Friday (term-time) for children aged from approximately six-months to five-years. The child and parent/carer attend a 1 – 1.5 hour group session with children of a similar age and ability. These include groups for children with a range of different neurological and motor disorders, including Cerebral Palsy, brain injury, hypermobility, hyper or hypotonia, Global Developmental Delay, Downs Syndrome, as well as other conditions that impact on motor development (with, or prior to, diagnosis).

When you first contact us, you will be asked to complete an Initial Enquiry Form, either by email, or over the phone with a member of our team. You will be invited in to meet one of our practitioners, who will complete a more in depth assessment with you and your child. Once we have completed the assessment, we will then consider if our service would be beneficial to you and your child, and if so, give an indication as to the group we think would be the best suited to your child's needs.



Requests

Whilst attending a session, it is your opportunity to spend time with your child, actively participating in the programme, and learning new skills. For that reason, please can we ask that you:

- Switch off your phone or put it on silent – having a phone ring during a session can distract the children, and make it difficult for them to refocus their attention
- Minimise the amount you chat to other parents or staff once the session has started. We understand meeting other parents is a very important and beneficial aspect of our service, but please save these conversations for before and after the session; this will enable you to fully support your child during the session.
- Model behaviour that you would like to see your child displaying, e.g. actively participating in the sessions, singing, counting etc
- Try to avoid sitting on the equipment that is going to be used by the children. We will provide you with a stool to sit on (unless we are working on the floor).

We also ask that, where practically possible, your child wears shorts and a t-shirt in the sessions. It is fine for them to get changed into them once in the building. On colder days, tight-fitting footless leggings will be fine. Please avoid tights and long sleeved tops if possible.

What equipment will my child use?



Conductive Education uses basic equipment to help the child learn how to develop skills in all environments. Some of the equipment your child is likely to use include:

- Plinths – a slatted wooden table that can be used for standing, cruising, pulling onto, pushing off, fixing parts of body whilst moving another part. The session may well start with a 'Plinth Lying Task Series' where the children will learn how to coordinate their body in lying before moving onto the more difficult challenges of moving their body in sitting or standing.
- Slatted stools – the slats help the children to feel where they are in space, increasing sensory feedback, and also allow the child to fix their body to increase their safety when sitting.
- Ladder frames – this is used for practising standing up from the floor or the stool, and for stepping.
- Other basic equipment – sticks, mirrors, rings, grasp bars – all equipment will be chosen to suit your child's individual needs.

Attendance

Regular attendance is important for your child's development. We realise that from time to time you may not be able to attend sessions. If for any reason you cannot attend a session, please let us know as soon as possible, by contacting the Family Centre on 01603 414109 and ask to speak to a member of the Family Services team.

If your child has not attended for 2 weeks, and we have not been informed as to the reason for this, we will contact you to see if you still require your place. We do operate a waiting list for our services, so if we cannot contact you, we will put your child back on the waiting list and offer the space to another child.

Given that Nansa supports some children who have significant health conditions, it is important that we ask you to carefully consider when to bring your child to sessions. If you are not sure if your child is well enough to attend a session, please use these questions as a guide:

- Are they well enough to participate in the activities of the session?
- Would you stay off work if you had this illness?
- Is, or could, your child be infectious?
- Do they have a temperature above 37.8c?

For more information about our Covid response, please follow the link to our website, where you can download our Covid Response Handbook: <https://www.nansa.org.uk/coronavirus-covid-19/>

Please do not bring your child if they have:

- Symptoms of Covid 19 – temperature above 37.8c, new, dry, persistent cough, loss of taste or smell
- Diarrhoea and vomiting – they can attend 48 hours after the last episode
- High temperature – above 37.8c
- Impetigo – your child can only return after having treatment for at least 48 hours
- Chicken pox – your child can only return when all the blisters have fully burst and dried

Seek your GPs advice about when to return to services if your child has any of these conditions: Tonsillitis; Measles; Mumps; Scarlet Fever; Slapped cheek syndrome; Hand, foot and mouth

Policies and Procedures

Data Protection

Nansa is legally obliged to protect all personal and sensitive data. Our Data Protection Policy is subject to the legal safeguards as defined in the Data Protection Act 1998 (DPA), the General Data Protection Regulation (GDPR), and is available to view on request.

In the following circumstances Nansa expects staff to breach confidentiality if:

- There is a concern that an individual may hurt themselves or others
- An intention to carry out a criminal act is disclosed

Complaints relating to breaches of the DPA and GDPR should be directed to the Chief Executive Officer:

Leon Smith, Nansa Family Centre, 33 Woodcock Road, Norwich, Norfolk, NR3 3TT

Information we collect

On referral to our service we will collect information about you and your child. This is in order to ensure we have up to date contact information as well as the correct information to enable us to support your child through their development. We may collect information shared with us by other professionals working with your family. We take photos and occasionally videos in our sessions for recording the children's progress, we may wish to use some of these for promotional purposes too. You will be asked to sign a consent form which will allow you to inform us of how we can use images of you and your child.

Tapestry- Nansa uses Tapestry, the online learning journal, to record your child's development including sharing photos of your child's sessions with you. We will set you up with your own account so that only you can view, like and comment on your child's observations as well as add your own observations from outside of the Nansa sessions.

Health and Safety

Nansa has a working Health and Safety policy which all staff and volunteers adhere to. Whilst we take every step possible to ensure your visit to the Family Centre is a safe one, it is important to remember that Health and Safety is everyone's responsibility. Please supervise your children at all times on Nansa premises, including garden areas and car parks.

In case of fire – fire escape routes are detailed within all rooms, please take notice of these when visiting the family centre. If the fire alarm should sound the fire marshal will ensure everyone leaves the building safely and promptly via the appropriate fire exits. The meeting point is at the bottom of the driveway towards the road.

First Aid – If you or your child suffers an injury on Nansa premises please alert a member of staff. Staff will provide first aid and complete an accident form which you will be asked to sign. If your child arrives at the centre with an existing injury please let the staff know prior to beginning the session.

Medication – If you are bringing medication for your child into the centre please ensure it is completely labelled and safely stored with your personal belongings. If you are concerned about keeping the medicine safe please ask a member of staff to store it in the office and ensure you take it home with you when you leave.

Safeguarding

Nansa takes safeguarding procedures seriously and recognises that safeguarding is everyone's responsibility. Our staff recognise their responsibility to protect and safeguard the welfare of all children and vulnerable adults. We will work closely with our families and other agencies to take all reasonable steps to minimise risks to our children's well-being. Where we have concerns regarding the welfare of children or adults attending our service we will take the appropriate action to address those concerns in line with Nansa's safeguarding policies and procedures.

Equal Opportunities

Nansa is committed against unlawful discrimination of every person and endeavours to provide equality, fairness and respect for all.

Questions, concerns and complaints

Although we strive to be transparent in all we do, sometimes you may have questions or concerns. Where possible please direct these to your session leader in the first instance. If this is not possible or your question or concern is not resolved please contact the CEO:

Leon Smith, Nansa Family Centre, 33 Woodcock Road, Norwich, Norfolk, NR3 3TT

Fundraising

Nansa is a small local charity (Charity Number: 1027466) and fundraising aids us to provide free services to the families that attend our centre. If you or someone you know would like to donate, hold an event, or raise sponsorship for Nansa please see our website and click on the 'Get Involved' tab at the top of the page.

Contacting us

If you are going to be late for your session, or need to contact the School for Parents team for any other reason, please call us on 01603 414109

You can find out lots more information about us and our services from our website. Please visit www.nansa.org.uk

We also have a private Facebook group for families attending sessions at the Nansa Family Centre. Please speak to a member of the team if you would like an invitation to the group.

We hope this handbook has provided you with the information you need to join our services. We are really looking forward to supporting you and your family, and giving you the opportunities to help your child learn the skills required to reach their full potential.

