



# Treetops Parents Guide



To be used alongside the Treetops Statement of Purpose

Reviewed May 2025

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# Drop off and pick up times

During term time:

- Children can arrive any time after 15:30 on a weekday.
- If they are staying for a **tea visit** they will need to be picked up at 18:30.
- If they are staying for an **overnight** then they will need to be picked up around 08:30 the next morning.

On a weekend and in school holidays:

- Children can be dropped anytime from 16:15 and pick up is the following day at 15:45.

Handover

- This is a half an hour window between pick-ups and drop offs.
- It's a chance for staff to have a briefing for the arrival of children and young people.
- This time is valuable and essential so please, where possible, adhere to the timings.

If you are stuck in traffic, give us a quick call so we are aware.

If during the school holidays you want to drop your child off later, please call Treetops so staff know – we don't want your child to miss trips and visits if they arrive later than expected.



# Transport

Some social care packages will include transport to and from school/home and Treetops.

Transport is coordinated between parents/carers and your social worker.

The email address for transport services should you need to contact them direct is  
**[respitetransport@surreycc.gov.uk](mailto:respitetransport@surreycc.gov.uk)**



# Allocation and usage



Treetops provides short breaks to around 35 children and young people. All families receive their short breaks via their Children with Disabilities Social Worker

Treetops has a contract to provide a set number of short breaks for Surrey County Council. As your child is put forward to have short breaks at Treetops we will look at the availability that we have. We will then match your child to the available space. We will create an 'impact risk assessment'. This looks at the impact of your child's needs on the Treetops environment and the other children who visit us. This is to ensure your child is safeguarded.

We may not be able to provide exactly what you would like, but we do try to be flexible. Please use your package equally throughout each quarter of the year. For example, if you have 24 nights a year, your child would visit us 6 times in a four-month period.

There are times in the year when we are closed. These dates are on our website. We try to give as much notice as possible. We are closed for one week at the beginning of September and for 5 working days over Christmas (not inclusive of bank holidays).

The closures allow us to carry out essential maintenance to the service.

There may be other occasions when we have to close. This could be due to extreme weather conditions or staff shortages. You will be notified as soon as possible.

# Clothing and belongings

Please send the following items with your child, if used/needed:

- Labelled shower gel
- Labelled shampoo
- Labelled toothbrush and toothpaste
- Labelled deodorant
- Labelled wet wipes
- Enough nappies/pads for the stay, with a few extra just in case.
- Labelled/named clothes – enough for the whole visit, with spares – if the stay exceeds 3 days/nights, we will wash your child's clothes unless you state otherwise.
- During winter/wet weather, please send waterproof coats and wellies.
- During summer, hats and sunscreen creams.
- Any specialist equipment, for example, lap trays for wheelchairs, splints, slings, sleep systems etc., all must be clearly labelled.



As we are a charity, we are unable to provide these for your children but do hold a very small stock for one-off emergencies. If you repeatedly forget to send your child in with what they require for their stay, we reserve the right to invoice you a nominal amount to cover the costs.

If you send in valuables such as electronic devices, we cannot be held responsible for replacement or repairs.

Treetops has 3 iPads for the children and young people to use.

If clothes and equipment/toiletries are not labelled and go missing, we cannot be held responsible for replacement. If they are labelled and we have exhausted all avenues to find them, we will reimburse to a reasonable cost e.g. we can't replace designer labels.





# Cancellation and illness

If you wish to cancel or change a date, please give Treetops as much notice as possible, so that the date can be offered to another family.

If you cancel due to a child's sickness, or any other unforeseen reason, we may be able to give you back the short break. However, this is evaluated on a case-by-case basis.

If your child becomes ill when they are with us, a member of staff will contact you. You may be asked to collect your child.

If you are unable to collect your child, we will ask the emergency contact to collect your child in your absence. This will be recorded, and we will send a note detailing this information to you.

If staff feel your child is severely ill, they will be taken to St Peter's NHS Trust, Chertsey. In some circumstances, a different hospital may be used. Parents, or a nominated contact person, will be notified as soon as possible. If unavailable, we will contact others named on the child's emergency form.





# Medication requirements



Legislation for medication in residential short breaks is very robust, as a result, if the medication brought in does not meet the following requirements then we may refuse to accommodate your child.

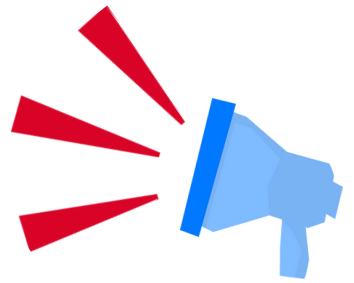
All medication must adhere to the following in order for us to be able to administer:

- In its original container – please do not decant tablets, powders, or liquids to make life easier for us as we will not be able to accept any decanted medication.
- We check batch numbers and expiry dates of blister packets to their boxes – these must match and if do not, we cannot administer.
- The prescription label must state the dose and the time – if it states 'when required' or 'as directed' then we must have a doctor/pharmacy/community nurse's letter that explains what is meant by 'as directed'/'when required'.
- It must have an expiry date and be in date.
- Liquids and creams must have 'date opened' written on the inside of the box lid. All medication has a shelf life once opened and these differ depending on the medication.
- Medication labels must not be defaced in any way – please do not adjust the label and if your pharmacy or GP does this we will need a signed letter acknowledging they have made the amendments. Ideally there should be nothing written by hand on the labels.

- If there have been any changes in dose – increase/decrease etc. then we must have a letter from the GP or consultant adjusting the dose. This letter must be within 3 months of the current date, and must accurately state what date it is to commence e.g. Week 1 begins 24/12/24. If the changed dose is to continue but the prescription label still details the old dose then we will need a Doctor's letter every 3 months.
- Your child should ideally consent to taking any medication. If this is something that will result in refusal and impact on wellbeing, you may wish us to covertly give the medication. This must be agreed in the All About Me document. If not, we have an obligation to ask your child to take their medication.
- You must state the route that medication should be administered.



# Contacting Treetops



When we have children at Treetops, there are times that it can be very difficult to answer the phone. Please leave a voicemail and staff will get back to you as soon as they can.

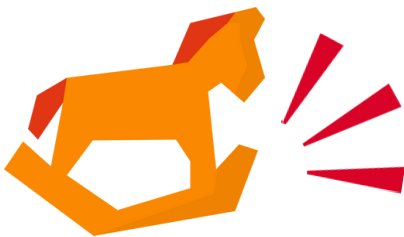
The direct number is 01932 568365.

## Key Worker Duties

Your child will be allocated a key worker, their main task is to update your child's All About Me profile.

They will also provide reports for reviews about your child's stay and where possible, will attend the review.

The keyworker is not allocated to work solely with your child when on shift.



## Activities

We are always looking for fun and exciting things to do with the children. If you've visited somewhere and your child really enjoyed it, please email us and we can add it to our list of venues.





White Lodge  
Holloway Hill  
Chertsey  
Surrey KT16 0FA

[treetops@whitelodgecentre.co.uk](mailto:treetops@whitelodgecentre.co.uk)

Treetops direct number: 01932 568365

Main reception in Pathways: 01932 567131

[www.whitelodgecentre.co.uk](http://www.whitelodgecentre.co.uk)