



Before you come to stay you can visit with your family to see what we do and what Holly House is like.

If you bring any medicines with you, staff will keep them safe and remind you when it is time to take your medicine.

If you are ill during your stay we will look after you and phone your family/carers if we need to.

There are some offices where the staff may need to do some work. You can use a telephone to phone family or friends or your social worker.

We like to share and join in with everyone's special days throughout the year, these can be religious, cultural/spiritual as well as birthdays.

You are encouraged to give your views, your likes and dislikes.

1. The manager at Holly House on 01437 769858
2. Your social worker

3. CSSIW on
4. Pembrokeshire County Council on



If you are not happy about something during your stay it is quite alright to say so. You might like to talk this through with the manager or Senior Support Worker, who will listen to you and help you sort it out.

If you or your family have a complaint you can contact:

1. The manager at Holly House on 01437 769858
2. Your social worker
3. CSSIW on
4. Pembrokeshire County Council on



If you feel that you need some support to get your voice heard by the right people or need someone to help you to take action, you can contact an advocate.

An independent advocate can be contacted via ACTION FOR CHILDREN

www.pembsyc.org.uk/action-for-children
Tel: **01437 761330**



“Holly House is a place you can have fun, enjoy yourself and feel safe. You can learn new skills and meet new friends.

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What can you do at Holly House?

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.

There is a lounge with a TV, video/DVD player and a games console. There is also a toy room where you can enjoy toys and games, do puzzles, listen to music and relax with friends.



You can also use the sensory room and play with sensory equipment.

Staff at Holly House will also do some aromatherapy with you if you like!

There is a big garden for you to have fun in. You can ride a bike, play football, use the swing and lots more.



We also have a huge trampoline for you to bounce on and musical instruments for you to use.

Staff

All staff will try very hard to help you to be happy at Holly House and feel comfortable.

They will ask you and your family lots of questions to find out what you like and don't like, so that we can make your time at Holly House enjoyable.

This information will be written into your care plan so that everyone working with you can read it and know what you do.

Staff will be there to listen and help with any choices you wish to make.

Meals

We like to eat our meals together in the dining room. You can choose to sit with friends and chat about your day.



You can enjoy good tasty food. We try to give you food you like and encourage you to try new foods as well.

You may have a special diet that we can help you follow.

If you have any special equipment we will have this for you to use.

Healthy snacks are available too.

Bedrooms



We have 6 bedrooms, painted in different colours. 1 bedroom has special equipment to help you with showering and using the toilet.

You can bring toys, games, books and anything else that makes you feel settled. It is best you don't bring anything that might get broken or lost.



Don't forget to bring your clothes and wash bag. In case you need any help in the night there is a member of staff awake every night to make sure that you are safe.

The bathroom has special equipment if you find it difficult to get in and out of the bath.

