

Hampshire Portage Service

Information Pack

Hampshire Portage service

Dear Parent/Carer,

In your Information pack you will find details about Hampshire Portage. Included in the pack are guidelines about Portage home visits and ways we can work with you to help progress your child's development.

Please do not hesitate to contact us if you have any questions about the Hampshire Portage service. If you are unable to get through, please leave a message on our answerphone or complete the general enquiry form and we will contact you as soon as possible.

We are looking forward to working in partnership with you and your family.

Yours sincerely

Hampshire Portage Service, Services for Young Children

Contents:

- General guidelines
- Illness guidelines
- Complaints procedure
- Special message

Contact:

**Hampshire Portage
Service**

[Services for Young Children](#)



Hampshire
County Council

www.hants.gov.uk



Hampshire Portage Service

General Guidelines

Hampshire Portage service is a partnership between parents and the Portage home visitor and its effectiveness involves a commitment on both sides in order for children to benefit fully. To help the service run effectively the following guidelines are given to help parents understand the commitment involved.

- Please give as much notice as possible if a visit needs to be postponed or cancelled. We would appreciate it if you could protect your Portage home visit time wherever possible. We work with a number of families and professionals and need to ensure that we use our time as effectively as possible.
- Should your child be sick with a contagious or infectious illness your visit will need to be postponed or cancelled otherwise infections could be passed on to another child (please see guidelines for infectious illness). If in doubt please contact the local Portage office.
- For health and safety reasons please ensure that pets are kept in a separate room from where the home visitor will be working with your child.
- In order to minimise distractions please turn off the television when your home visitor arrives and limit the number of visitors during the Portage session.
- Please ensure that all resources/activity charts are kept in a safe place and only used when the Portage activities are practised.
- Parents/carers have informed us that they prefer to have the same home visitor during their time with the Portage service. Should you have any concerns about your regular home visitor at any time please contact the local Portage office.
- Your home visitor will endeavour to arrive promptly. However, should the home visitor be more than 30 minutes later than expected please telephone the local Portage office (this is to ensure the personal safety of home visitors).
- Your Portage home visit usually takes approximately one hour and your home visitor will negotiate a time to best suit your routine. Should you wish to change the day/time please speak to your home visitor who will try to re-arrange whenever possible. However, as your Portage home visitor visits several families on a regular basis please give as much notice as possible.
- Your Portage support package will be reviewed with you and your Portage home visitor on a regular basis to ensure we are providing effective support.
- Contact details for Services for Young Children can be found at <https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/childcare/providers/sfyc-offices>

Hampshire Portage Service

Illness guidelines

Hampshire Portage home visitors will telephone to alert a family if they are suffering from colds/flu symptoms etc. The family can decline a visit should they be concerned about any possible infection.

In the same way we ask the family to inform the local Portage office of any infectious illness within the home prior to the weekly visit. This is due to the risk of the Portage home visitor carrying infections from one family to another as some children are particularly vulnerable.

Infection/Illness	Time from contact with infection to start of illness	Suggested number of days to keep children out of contact with other children and Portage staff
Colds, runny nose, flu		Until cold symptoms disappear
Chicken pox	14 to 21 days	2 days after the last spot has scabbed
Diarrhoea (including food poisoning)	24 to 48 hours	24 hours (or until clinically fit)
German measles	14 to 21 days	4 days from onset of rash
Head lice		Until treatment has been received
Impetigo		Until skin has healed
Infective hepatitis		7 days from onset of jaundice
Measles	10 to 15 days	7 days from onset of rash
Meningococcal infection		Until recovered from illness
Mumps	18 to 21 days	Until swelling has subsided (7 days minimum)
Pink eye/sticky eye/conjunctivitis		Until it is treated and cleared
Poliomyelitis		Until declared free from infection by GP
Ringworm of scalp		Until cured
Ringworm of body		Until treatment has begun
Scabies		Until treatment has begun
Scarlet fever and streptococcal infection of the mouth		Until appropriate medical treatment has been given and in no case for less than three days from start of treatment
Temperature		24 hours (or until clinically fit)
Tuberculosis		Until declared free from infection by GP
Typhoid		Until declared free from infection by GP
Vomiting		24 hours (or until clinically fit)
Whooping cough	7 to 10 days	21 days from onset of complaint

The above information is taken from health authority guidelines.

We appreciate your co-operation, should you be in any doubt please consult your GP.



Hampshire Portage Service

Complaints Procedure

Hampshire Portage welcomes feedback about our service and seeks information through evaluation forms when support finishes.

If a client is dissatisfied at any stage, he or she is requested to discuss the concern initially with their Portage home visitor. However, you are welcome to contact the Inclusion Team Leader directly to discuss concerns.

Definition of complaint

An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the council or its staff affecting individual customer or group of customers.

What happens next?

If the issue is not resolved the client should write to the local Portage office Inclusion Team Leader who will endeavour to resolve the problem as soon as possible.

Please contact your local team using the link below:

<https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/childcare/providers/sfyc-offices>

Give television a rest

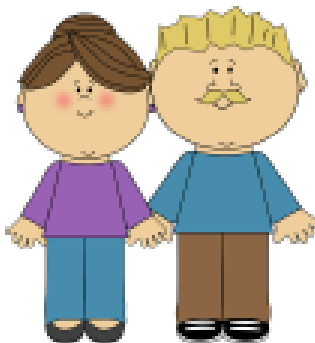
Older children may enjoy TV, videos, radio, music and computer games. Younger Children need some quiet, Particularly when they are Undertaking Portage activities



Children want to communicate with you from birth

- They like to look at you
- They like to listen to you
- They like to talk with you

Constant noise from the television and radio stops this development. Too much noise confuses children making them 'switch off' to sound. This slows their development down



Mums & Dads say:

"I decided I would start by switching the television off in the morning, no one was watching it anyway."

"Switching the television off made a big difference, my child started to listen to me. The advice makes sense."

Switch off the television and look, listen, play with your child instead

Remember:

- ⇒ Children need quiet so they can learn and listen
- ⇒ Children need to take turns with someone looking, talking and playing with them
- ⇒ Children enjoy listening to Mum and Dad talking to them
- ⇒ Children need quiet so the Mums and Dads will hear the sounds they make and talk