

Booking a stay: A guide for parents and carers



What happens first?

Following an assessment of your needs we will develop a family support plan with you. If this identifies a need for short breaks in the hospice, we will arrange for you and your family to have a look around and meet some of the staff.

Assessment stays

Once you have had the chance to look around the hospice you will be invited to book an assessment stay. The aim of the first assessment stay is for you and your child to meet some of our staff and volunteers and for us to gather information relating to your child's care needs. This will help to inform a Care Plan. You will need to stay with your child during the assessment stay and therefore, may not be able to access all of our facilities during this time. The assessment stay will last for approximately six hours.

If you have an assessed need for overnight short breaks you may, depending on your child's clinical needs, be asked to return for an overnight assessment stay.

Booking a short break stay

Following a successful assessment stay, or stays, you will be able to book your first short break stay. We only have a limited number of beds available and try to ensure, as far as possible, that all families needs are met.

The maximum number of bookings your child can have at any one time is two.

A daycare is from 10am to 5pm and an overnight stay 3pm to 12 midday. Only one of these can include prime time days*.

You can book your stays in the following ways:

- > By calling the hospice on the number at the back of this leaflet and asking to speak to a member of the Admin Team.
- > By speaking to a member of the Care Team before you go home following a visit.
- > By speaking to a member of the Family Services Team.

A booking request form will be completed on your behalf and you will then receive a letter informing you of the agreed dates.

We will always try to meet your requests but as we only have a limited number of beds available, therefore bookings may be limited to only 3 to 4 nights at a time to ensure we can support as many children as possible.

How many stays can I have throughout the year in total?

If you are assessed as needing short breaks you can have up to 12 overnights or 12 daycares per year.

A combination of the two is acceptable if it does not exceed 12.

Stays cannot be accrued and carried over into the following financial year.

The hospices will be closed for a number of days of the year to enable mandatory staff training to take place. This takes place on different weeks so there will always be two hospices open at any one time.

Weekends and school holidays

The weekends and school holidays are our busiest times. We need to ensure that we are fair to all families and therefore the number of weekends or school holiday bookings available to you may need to be limited.

A longer stay of up to 8 nights may only be possible to book once a year in the school holidays and you may not be able to have the same holiday period each year. An 8 night stay cannot be guaranteed.

It is very important that you do not book holidays or pay holiday deposits until your child's stay with us is confirmed.

Can I book more than 12 overnights or daycares?

This is not usually possible but we will consider individual requests very carefully. Please contact us to discuss this further.

Family accommodation

You may wish to stay for a short break with your child. Accommodation is sometimes available and if required should be requested at the same time as your child's booking. Whilst we can sometimes provide some extra

support to help with siblings it is important to remember that they will be your responsibility during your stay.

End of life care

A bed for a child requiring end of life care will always be available at Acorns.

Cancellations

We may need to cancel your short break stay in the event of:

- > A bed being required for an end of life admission, symptom management or medical crisis
- > A family requiring accommodation for the same reason as above
- > An infectious outbreak e.g. diarrhoea and vomiting
- > A structural or service failure of the building e.g. loss of electricity, gas etc.
- > Any other issue or major incident which impacts on the care and safety of the children

If we need to cancel your stay we will attempt to rebook another for you as soon as possible.



*Prime time includes weekends and school holidays.

How do I cancel a booking?

Please call the hospice as soon as you can if you no longer require your booking as we may be able to offer the stay to another child.

Please note, we will review our offer of short breaks if families regularly cancel their bookings.

Availability of beds at short notice

Sometimes we have very short notice cancellations which can leave us with empty beds. If you can respond to a short notice stay or want to be considered for any cancellations, then please let us know. However, we will always give priority to those families who had a previous stay cancelled by us.

Acorns in Birmingham - 0121 248 4850

103 Oak Tree Lane, Selly Oak, Birmingham B29 6HZ
birmingham.admin@acorns.org.uk

Acorns in the Black Country - 01922 422500

Walstead Road, Walsall WS5 4LZ
blackcountry.admin@acorns.org.uk

Acorns for the Three Counties - 01905 767676

350 Bath Road, Worcester WR5 3EZ
threecounties.admin@acorns.org.uk



To help you, Acorns has multilingual interpreting and translation services available.

आपकी सहायता के लिए एक्कोर्न्स की बहुभाषीय भाषांतरण और अनुवाद सेवाएं उपलब्ध हैं।

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પર આપણે તમારું ભાષા સહાયતા સેવાઓ ઉપલବ્ધ છે.

ਜੁਗਾੜੀ ਮਦਦ ਕਰਨ ਲਈ, ਅਕੋਰਨਸ ਕੋਲ ਵੱਖੋ-ਵੱਖਰੇ ਭਾਸ਼ੀਆਂ ਵਾਲੇ ਪਰਿਵਾਰਾਂ ਲਈ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ।

Aby Ci pomóc, Acorns ma dostępne usługi tłumaczenia w wielu językach.

This leaflet has been proof read by Acorns Parent Carers Champions and amendments made to ensure it is clear for families accessing the service.

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