

Hydro pool

Frequently Asked Questions



demelza

extraordinary care for extraordinary children

Family splash

Our lovely pool at Demelza Kent will enable your family to have a fun family swimming session, all together, something that may not be possible at a public pool. It may even be the first time you will swim together as a family.

We have a selection of pool toys and inflatables, but you are welcome to bring your own however please do be mindful that they are not too large. Please also bring any flotation devices required for your child as Demelza cannot guarantee that we will have the correct size available.

Family splash sessions are available throughout the day Tuesday – Sunday, please email careadministration@demelza.org.uk or call **01795 845 270** to ask about availability. All pool bookings must be made in advance. Please note the pool is unavailable for booking on Mondays as we will be deep cleaning. The pool area is also cleaned between each swim session throughout the rest of the week.

Aquatic therapy

Our physiotherapy team can provide one-off sessions in the water for guidance and support on handling your child and to suggest activities that may be of benefit during your family splash sessions. The aquatic therapy service is currently being developed for children with particular health conditions, but the service will be expanded over time.

If you would like to speak to someone about a referral to physiotherapy or aquatic therapy, please email careadministration@demelza.org.uk or call **01795 845 270**.

Who can use the pool and are there any restrictions?

Any child or young person who accesses Demelza services up to the age of 25 and their family can use our pool.

Those with specific respiratory requirements (tracheostomy, non-invasive ventilation and those on long term ventilation) will require additional staffing for support, please inform us of this when requesting your booking.

Families booking the pool will have sole use of the pool for their session. It may be possible to book the pool for two families if you would like to come along together if there are no more than eight people attending in total. If any other members of your group have additional needs, please let us know when making your booking request so we ensure the correct staffing levels are available.

How often can I use the pool?

Family splash sessions are subject to availability, the pool can be busy, so we recommend booking a few weeks in advance. We will prioritise those children who are working with our physiotherapy programme.

Feedback



demelza.org.uk
01795 845270

 [@demelzacharity](https://www.instagram.com/demelzacharity)

Registered Charity No. 1039651





How long will my pool session be?

Each session will last 1 hour and 30 minutes with a maximum of 40 minutes in the pool due to the temperature of the pool area and to avoid overheating.

Can my child access the pool during a short break?

Your child may be able to access the pool during their short break. Please let us know if this is something that your child would like so we can try to get a session booked during their stay, this will be subject to availability.

What do I need to bring?

When you attend your pool session, please bring along your own towels and any swimwear needed such as goggles. If required, you will also need to bring along swimming nappies or swimming pads for your child to wear.

What changing facilities are available?

Our pool is fully accessible with changing facilities, hoists and ramps.

Where do we go on arrival?

When you arrive, please park in the car park opposite reception or the overflow car park behind the building.

The entrance to the pool is located past the oast building and through the wooden gates, follow the path round to the left and the entrance will be on your left. If there is no one there to greet you, please ring **01795 845201** or come to reception. Please do not enter the pool area until a member of staff is present.

Could my booking be cancelled?

We will always prioritise urgent care and sometimes this may mean that we have to cancel bookings that have been made for the pool.

We may also need to cancel your session if the chemical levels are not safe for swimming, the chemical levels are tested regularly to ensure your safety.

We will only cancel your booking if it is absolutely necessary and with as much notice as possible, therefore all pool bookings are subject to cancellation at short notice.

Who will be present during our session and what training do they have?

There is always at least one member of staff present. Our poolside staff members are lifeguard trained having completed a 'Rescue Test for supervisors of swimmers with disabilities' course which is run by the Royal Life Saving Society UK. Additionally, there are always nurses present in the building should your child require additional clinical support.

If you are coming for a family splash session, a parent or carer must be in the pool at all times. Demelza staff will not be in the pool.

Should we bring our medical equipment with us?

Yes, please bring any medical equipment your child may need.

We will try our absolute best to ensure that our pool sessions are completely accessible, no matter what equipment you have. If you are unsure if you would be able to bring certain equipment with you, please contact the service administration team by emailing careadministration@demelza.org.uk or calling us on **01795 845270**.

Infection prevention

We ask that anyone who has had diarrhoea or vomiting within the past 48 hours or is currently displaying symptoms of a respiratory illness does not visit the site.

Transport

If you would like to request transport to and from the hospice, please fill out a [practical support transport request form](#) or contact the team at practicalsupport@demelza.org.uk.

Feedback

We are keen to hear feedback from children, young people and their families about any of our services that your family has accessed. To let us know what you think, please scan the QR code provided.

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