

Hydropool

Frequently Asked Questions

What are family splash sessions?

Our lovely pool at Demelza Kent provides the opportunity for a fun family swimming session together, something that may not be possible at a public pool. It may even be the first time you swim together as a family.

We have a selection of pool toys and inflatables, but you're welcome to bring your own (please make sure they're not too large). Please also bring any flotation devices your child needs, as we cannot guarantee we'll have the correct size available.

Family splash sessions are available throughout the day from Tuesday to Sunday. Please email enquiries@demelza.org.uk or call 01795 845270 to ask about availability. All pool bookings must be made at least a week in advance. Please note the pool is closed for deep cleaning on Mondays. The pool area is also cleaned between each swim session throughout the rest of the week.

Do you offer aquatic therapy?

Yes. The team can provide one-off sessions in the water offering guidance and support with handling your child and suggest activities that may be of benefit during your family splash sessions. These can be accessed following an assessment by our team.

If you'd like to speak to someone about a referral to physiotherapy or aquatic therapy, please email enquiries@demelza.org.uk or call 01795 845270.

Who can use the pool and are there any restrictions?

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

We operate a ratio system to ensure everyone's safety.

Children and young people with specific respiratory requirements (tracheostomy, non-invasive ventilation and those on long term ventilation) will require an initial assessment before using the pool to make sure we can accommodate your needs. Additional staffing may be needed 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'd like to come 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 can 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. To allow fair access to all our families and children, we limit sessions to two per family per month.



How long will my pool session be?

Time in the pool is 40 minutes to avoid overheating. Booked sessions are one hour and 30 minutes to allow time for changing. Please make sure to shower before entering the pool. Please adhere to these times to prevent impacting other families booked in for the next session.

What do I need to bring?

When you attend your pool session, please bring along your own towels, any swimwear needed such as swimsuits and goggles and any floatation aids. If required, you'll also need to bring along swimming nappies or swimming pads for your child to wear. Please always bring any medications your child may need during the session. Please always ask before attending.

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 east 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?

Providing specialist nursing care will always be our priority at Demelza. This may mean that on occasion 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.

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

There will always be at least one member of staff present. Our pool supervisors are trained to ensure a safe and enjoyable session. 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 always be in the pool. 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'd be able to bring certain equipment with you, please contact the clinical administration team by emailing enquiries@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'd like to request transport to and from the hospice, please contact the team at practicalsupport@demelza.org.uk.

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 your child would like so we can try to get a session booked during their stay. This will be subject to availability.



Bookable spaces request form



demelza.org.uk
01795 845270