



User's Guide to our Hydrotherapy Pool

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In partnership with
THE NATIONAL LOTTERY
COMMUNITY FUND



Registered Charity No:1121205

Registered Company No:6291384

Using our Hydrotherapy Pool:

Although we charge for the use of the pool room for a full hour, we would ask that you support us and follow the recommended time of 30/40 minutes in the water per session.

These guidelines are advised due to the heat and pressure applied in the hydrotherapy pool.

What do we need from you?

Compliance with our terms and conditions of using the pool:

- All group leaders are expected to carry out a risk assessment when using the pool. Instruction will be given in hoist operation by our Facilities Officer if it is to be used.

TWINKLE HOUSE DO NOT PROVIDE HOIST SLINGS

- ❖ You must bring an appropriate water sling for use with our hoist (water slings allow the water to drain off the service user back into the pool rather than pulling the water out with the person being hoisted).
- All persons getting in the pool are required to use the pool room shower before getting in the water to cleanse and remove creams, talcs etc. Not showering can mean that chemicals may have to be used to cleanse the water which means that the pool has to be closed for deep cleaning and impacts on other bookings.
- Your group leader should check the pool room and equipment at the start of your session and report any damages to our Facilities Officer before you start to ensure that you are not held responsible for any damages found when we do our checks and cleaning at the end of your session.
- Carers are fully responsible for the health and safety of those in their care using this facility and should provide constant monitoring.
- Users must be wearing appropriate continence swimwear if required.

- No jumping or diving into the pool, the pool is not deep enough and jumping/diving could cause severe injury
- Pool access is by hoist or steps only
- Keep splashing to a minimum. If the pool has to be topped up this reduces the temperature of the water and takes a lot of cleaning up by the facilities staff, which means the next group may not be able to go in on time, having a knock on effect with bookings for the remainder of the day.
- Do not block the skimmer (the square water outlet next to the seating area in the pool) The area in front of this is not part of the seating area
- We would recommend if a member of your group is under 2-year-old jets should not be used in the pool

When your session is due to end:

- You and your group need to be ready to vacate the hydrotherapy room on time at the end of your booked session.
 - ❖ One of our Facilities Officers will knock on the door to let you know when you have 15 minutes left in the room.
 - ❖ If your group do not leave the hydrotherapy room 5 minutes after your session is booked to end our Facilities Officer will enter the room to begin the cleaning process

Reasons that would prevent you from using the pool:

- **Under no circumstances** should you enter the pool if you have a **fake tan**.
 - ❖ Charges will be applied for the chemicals and cleaning needed to remove the fake tan from the pool and water. **PLEASE NOTE:** If there is a repeat incident noted, your group may be asked not to use the pool again.

- If you or your service user/carer have experienced vomiting or diarrhea in the last 48 hours – please refer to our cancellation policy
- Allergies to chlorine

In the event the fire alarm goes off:

- You need to stay in the pool room until it is confirmed there is a fire by our Facilities Officer.
- If confirmed, you and your group will be issued with foil blankets to use if you are still in swim wear and you will be taken to the nearest muster point.

PLEASE NOTE:

Twinkle House operates a pay when you book policy that requires a £10 non-refundable deposit and full payment before your session.

PLEASE ENSURE YOU HAVE READ OUR CANCELLATION POLICY SET OUT IN OUR TWINKLE HOUSE TERMS AND CONDITIONS BOOKLET

Feedback

You have a lovely Hydro pool, nice wide-open changing areas and the lights are especially calming. Overall 10 out of 10.



Thank you for reading our User's Guide

We look forward to seeing you

