

## Welcome to your new Short Break Centre Newsletter

Welcome to your first Short Break Centre newsletter, bringing you all the latest news from the Alan Shearer Short Break Centre.

This is your newsletter and we'd love to hear from you. Why not get in touch and let us know what you have enjoyed during your visits and suggest any improvements you feel could make our service even better? We always listen to our customers and have introduced a new comment book following suggestions from our guests and visitors. You will find the book at the top of the stairs to the short break centre. Please feel free to leave a comment.



As you know, our short breaks offer consistently good service, but we've also been looking at ways to make it even better. In the spring we introduced our Gold Card, the centre's first loyalty card, which rewards our most regular guests with little treats throughout the year. You can find more information on our Gold Card overleaf or, if you prefer, give me a ring or drop me an email. I look forward to seeing you soon.

*Carol*

Carol Harrison, Registered Manager

## Getting out and about

With the summer well and truly upon us, we've been making the most of our trips out, enjoying the good weather and some leisure time away from the centre.

Where we go on our trips out is decided by our guests and can be anything from packing up a picnic and travelling by bus or Metro to enjoy a local beauty spot for the day, to visiting the cinema, going bowling, shopping or enjoying a meal out. We aim to organise at least one trip out each week and in the summer we can often be out and about every day, visiting a new place each time.

Those who don't wish to join us on our adventures are able to enjoy time to themselves or with friends, perhaps watching a dvd, listening to music or visiting the activity centre downstairs.

One of our recent outings took us to Leazes Park in Newcastle city centre



Lee enjoying a trip to Leazes Park

where everyone enjoyed watching the swans on the lake, exploring the hidden treasures of the Victorian parkland and enjoying a picnic lunch before returning to the centre.

Of course, each and every guest taking part in the outings receives all the support and care they need to experience the full benefits of the visit.

## Have your say

Feedback from our guests is always welcome as it helps us to improve and develop our services and facilities to best suit your needs. You can send Carol your comments and views at any time using our contact details overleaf or speak to our staff during your visit.

## What you've told us

“ It's tiring and hard work looking after a disabled child. The centre's a godsend. ”

Irene Graham, parent

“ I'm so happy with the service provided for my child. I know he loves going to the centre and gets excited when he sees his suitcase packed ready ” for his visit.

Michaela Sweeney, parent

“ C is really well cared for and I think what the whole centre has to offer is fantastic ”

Susan Day, parent

“ I don't know what I would do without the centre. John is 20 and the centre gives him some independence; it's like other kids having sleepovers. ”

Dawn McDonald, parent

# Get creative in our new activity rooms

Whenever you stay at the Alan Shearer Short Break Centre, don't forget that you are entitled to free access to the Alan Shearer Activity Centre on the lower floor as part of your short break.

Choose from a variety of fun, relaxing or therapeutic activities, including our hydrotherapy pool at no extra charge, and if you haven't been to our centre for a while, you must check out our new Music Room and Craft Room when you next visit.

Kitted out with lots of traditional instruments, musical gadgetry and colourful lighting, our Music Room lets you have great fun while you explore different ways of making sounds and music. Or, if you'd like something a little less noisy, you can explore our Craft Room where you'll find a range of creative craft materials ready for you to use. We also have some new craft packs



available to buy including everything you need to decorate your own mug or picture frame.

If you'd like to use the activity centre during your short break, just ask your key worker or any of our short break centre staff to check availability and make a booking for you.

Whatever you decide to try, we hope you make the most of your time with us and enjoy your stay.

## Are you making the most of your Gold Card?

### Free Summer Ball ticket!

Our regular short break customers now have some extra treats to look forward to with our new Gold Card. If you stay with us for 20 nights or more a year, you'll automatically receive a personalised Gold Card giving you free access to the Alan Shearer Activity Centre, even when you're not staying at the short break centre. You also receive free access to our hydrotherapy pool, an exclusive benefit for Gold Card holders and saving you £18 per session.

Throughout the year, you'll receive additional exclusive benefits and special offers to help you make the most of your visit.

Right now you can claim a free ticket to our Summer Ball on Friday, 2 September; up to two accompanying parents or carers go free, too. Held at the Alan Shearer Activity Centre it's a chance to dress up and enjoy a fabulous night

of entertainment.

Each time you use your Gold Card at the activity centre, you'll also be able to enjoy a free cup of tea or coffee in Browne's café.

For more information on our new Gold Card and to claim your Summer Ball ticket, contact Activity Centre Manager, Rob Molineux on 0191 267 8118.



## Information for parents and carers

### Medication reminder

Could we remind you that all medications brought to the short break centre should be in the original container with clear labelling which displays the correct dosage. If, for any reason this is not possible, a letter or fax from the prescribing medical representative will be accepted for a maximum of two stays. We would then expect all prescription details to be correct and in place. Please don't hesitate to get in touch with us if you are unsure.

### New look support plans

We are currently changing the look of your support plans and will be sending these out to you soon. It would be very much appreciated if you could return them to us as soon as possible.

### Bookings for:

#### New Year's Eve

Each New Year, we alternate between offering care exclusively for children or adults and last year our adult guests had a whale of a time celebrating the arrival of a brand new year. This New Year's Eve our short break centre will be available exclusively for children up to the age of 18 And we have lots of fun and entertainment lined up to make it a really special occasion. Overnight stays during New Year cost from £265 and there are still a few places available.

#### The Olympics

We've already had bookings for people lucky enough to have tickets for next year's Olympics. There are still places available if you would like to book.

**To make a booking, contact Manager, Carol Harrison on 0191 267 8128**



## THE ALAN SHEARER SHORT BREAK CENTRE

West Denton • Newcastle upon Tyne • NE15 7LT

Tel: 0191 267 8128 • Fax: 0191 264 8925

E-mail: [shortbreak@alanshearercentre.org.uk](mailto:shortbreak@alanshearercentre.org.uk)

