

# Parents/Carers Handbook

Guide to  
Rainbow Trees Pathway



# Welcome to Rainbow Trees Pathway

**Dear Parent/Carers,**

Welcome to Rainbow Trees Pathway a place of possibility, belonging, and inclusion.

We are delighted that your young person will be joining our provision.

At Rainbow Trees Pathway, we believe education and care should not be “one size fits all.” Every person has a unique path, and our role is to walk alongside, offering flexible, compassionate support that honours where you are now and where you wish to go.

Here, learning is not limited to textbooks and classrooms. It’s rooted in connection, respect, creativity, and empowerment. Whether we are helping with emotional wellbeing, social understanding, or exploring new ways to learn. We aim to nurture confidence, curiosity, and well being. .

If you are a young person, a family, a carer, or a professional seeking a fresh approach: thank you for choosing to explore with us. You are seen, you are valued, and you belong here.

**Warm regards,**



**Jemma Quarterman**  
Founder of Rainbow Trees Pathway



# Our Vision, Mission, and Values



## Our Vision

We envision a nurturing and inspiring environment where young people develop skills to support them in their journey. We aim to cultivate curiosity, creativity, and confidence in every young person preparing them for their future.

## Our Mission

Our mission is to provide a safe, inclusive, and welcoming environment. Where we meet the young people where they are now and not where we expect them to be. We strive to:

- Encourage independent thinking and problem-solving skills.
- Support the social and emotional growth of young people through meaningful interactions.
- Foster creativity and imagination through hands-on learning experiences.
- Partner with families to create a strong connection.
- Create a bespoke package for each young person depending which pathway they take.

# Our Values

## 01 Social-Emotional Development

- Supports young people how to express emotions and communicate effectively.
- Promotes empathy, cooperation, and self-regulation.
- Creates a warm, inclusive environment.

## 02 Communication and Interaction support

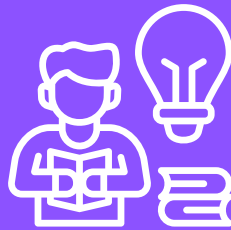
- supporting young people how to express emotions and communicate effectively.
- Promotes empathy, cooperation, and self-regulation.
- Creates understanding around autonomy.

## 05 Family Partnership

- Recognises parents as a child's first and most important supporters.
- Provides opportunities for parent involvement in their young persons journey.
- Encourages open communication and collaboration between families and professionals.

# Young person Profile

At Rainbow Trees Pathway we embrace the uniqueness of every young person while nurturing essential life skills.



**Being  
curious**



**Confident  
communicator**



**Creative  
thinker**



**Individual growth**



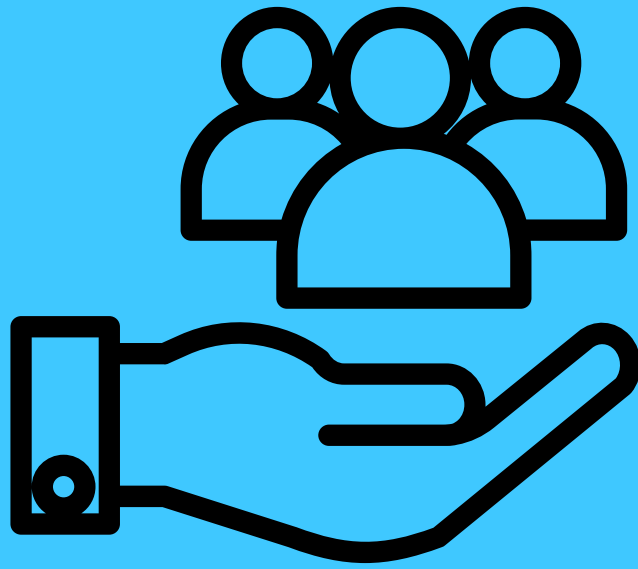
**Celebrating  
achievements**



**Building  
connections**



We believe that every young person can build their own story. Our goal is to guide them in building confidence, curiosity and independence while they find their own pathway.



**What  
support do  
we offer?**

# Our Approach



## 01 Low-demand

Using a low-demand relationship approach. Taking each step as a pace that feels safe.



## 02 Trauma informed approach

Priorising safety, trust, choice and empathy. So every young person feels heard.



## 03 Interest-Led

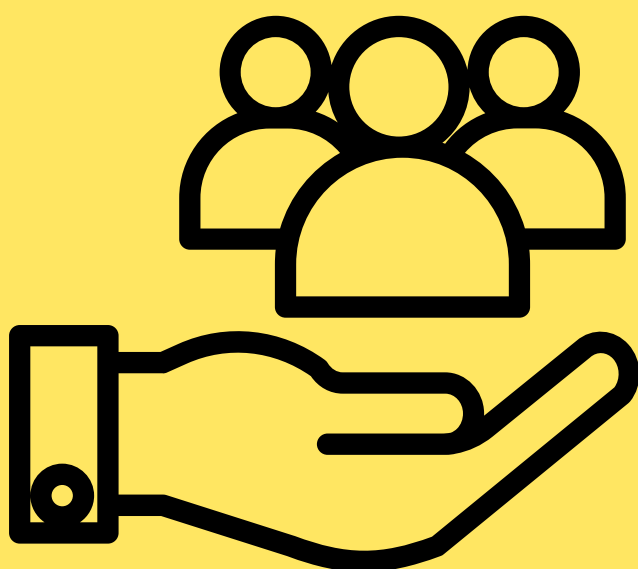
Creating individual support plans surrounding the young persons goals, ambitions, interests and support needs.



## 04 Whole-Person Approach

Supporting cognitive, emotional, social, and physical development.





**Services we  
offer**

We understand that many of the young people and their families that we work with, have experienced fractured relationships with services. That's why, especially in the first few weeks we focus on building trust.

## What do we offer

### 01 Care Practitioner

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- We can offer support through social care or privately funded care.
- Getting out in the community
- Life skills
- Accessing activities
- Support in the home
- Travel training
- Accessing clubs
- Confidence building
- Emotional well being support

### 02 Alternative Learning Support

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- Daily Transition support
- Alternative learning provision
- Interest-Led learning
- Community activities
- Phase transfer support (preschool-reception, yr 6-7 or yr11-adulthood)
- Hands on learning

### 03 Advisory Services for Parent/Carers

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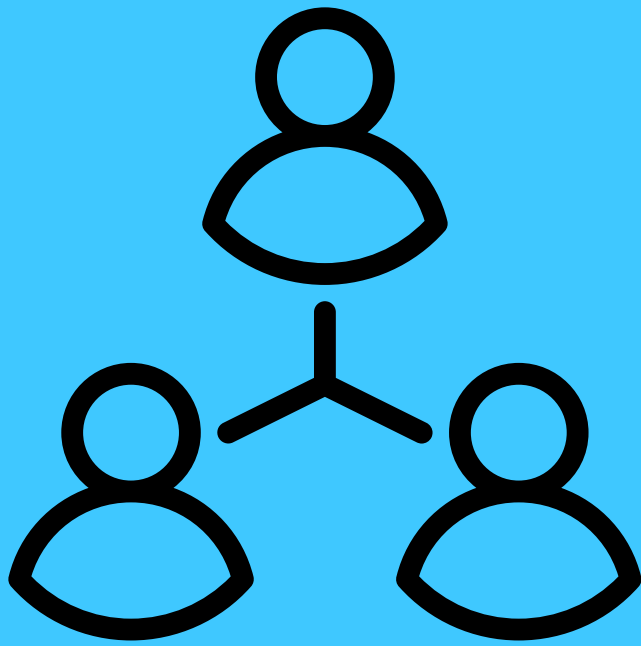
We know that every child is unique, and that understanding and supporting additional needs can sometimes feel like a big journey. Our SEND (Special Educational Needs and Disabilities) advisory service is here to walk alongside families with practical advice, reassurance, and understanding every step of the way.

We offer a range of support for parents and carers, including:


- Attendance at meetings to offer guidance and reassurance
- Workshops and information sessions on key SEND topics
- Signposting to local services and specialist support
- Monthly advice clinics for one-to-one guidance
- Phone consultations for quick advice or ongoing support

We also provide talks and awareness sessions on autism and neurodiversity, helping families and children build understanding, acceptance, and confidence together.

Our aim is to ensure that every child feels valued, understood, and supported to reach their full potential because inclusion starts with understanding.



**Practitioner–  
Young  
person ratio**



At Rainbow Trees Pathway we work on a 1-1 or 2-1 ratio. Unless working within a school environment as part of our SEND Teaching Assistant offer.

## Role of Our Practitioners

Our dedicated practitioners play a vital role in shaping the experiences of young people. Their responsibilities include:

### **01** Facilitating engaging, age-appropriate activities

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that support cognitive, social, and emotional development.

### **02** Observing and assessing young people's progress

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to ensure that their current plan is meeting the needs of the young person.

### **03** Encouraging independence and self-help skills

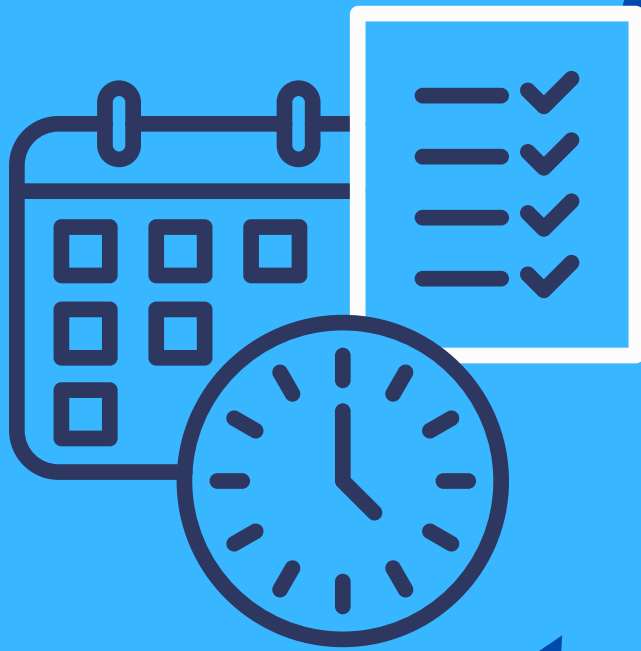
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Encouraging autonomy and ownership over their journey.

### **04** Fostering a safe and inclusive environment

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where young people feel valued and respected.



# Daily Schedule & Routine.

Care

At Rainbow Trees Pathway, we believe that consistency and flexibility are essential for successful care support.

# Opening Hours & Drop-Off/Pick-Up Policy

**01 Operating Hours**  
Monday – Friday, 9.30am–2.30pm

**02 Morning Collection**  
9AM

**03 Afternoon Drop-off**  
2.30pm

**04 Extended Care**  
Our social care hours can fall outside of our usual Monday– Friday hours.

**05 Collection & Drop off**  
This is arranged with the person arranging the care hours, in conjunction with the young person if appropriate.

## Collection policy

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- Young people can be collected from a pre arranged location,
- If no answer on collection, a phone call and email will be sent to parent/carer.
- Collection and drop off will be at the agreed timings unless agreed in advance

## Drop-off Policy

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- Drop off to be organised with parent/ carer and young person if appropriate.
- If a parent/carer or alternative adult is not present at drop off. The emergency procedure will be activated. (Unless otherwise agreed)



# **Admissions, Policies & Required Documents**

We strive to make the admissions process smooth and transparent for all families. Below, you will find the eligibility requirements, required documents, and important policies related to admissions.

## Admissions Eligibility

### 01 Have an identified need

SEND, SEMH, Trauma, Anxiety, Autism, ADHD, PDA or learning difficulties/ disabilities.

### 02 Benefit from a support plan

We would like the sessions to be of benefit and appropriate for the young person.

### 03 Have an outcome they would like to work towards

This can be an EHCP outcome or one that has been created by the young person for their future.

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## Required Documents for Admission

Parents and/or professionals must submit the following documents to complete the registration process:

#### 1. Completed Initial meeting Form

To be completed during initial meeting

#### 2. Completed Home Visit

To be completed at a convenient time

#### 3. Completed Permissions Form

If applicable

#### 4. Allergies Notification

If applicable

#### 5. Medical Permissions

If applicable

#### 6. Travel & Base use permissions

If applicable

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**All required documents must be submitted before the young persons start date**

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We strive to make the admissions process smooth and transparent for all families. Below, you will find the eligibility requirements, required documents, and important policies related to admissions.

## Admissions Eligibility

We are currently **NOT** able to accept

**01** **Physical intervention need.**

Young people who require physical restraint as part of their regular support.

**02** **Medical Needs**

Young people who require significant medical intervention such as support from a nurse. (Unless otherwise agreed)

**03** **Risk management**

Young people who pose a risk to themselves, staff or members of the community that we cannot safely manage. A risk assessment is completed during every home visit.

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# Admissions Process



## **STEP 1** **Referral Recieved**

Initial paperwork is recieved for review of referral.

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## **STEP 2** **Initial meeting**

Initial meeting is completed for information gathering on if we can provide care and the next steps.

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## **STEP 3** **Home visit is completed**

A home visit is arranged. Risk assessment paperwork, initial information gathering and weekly schedule is discussed.

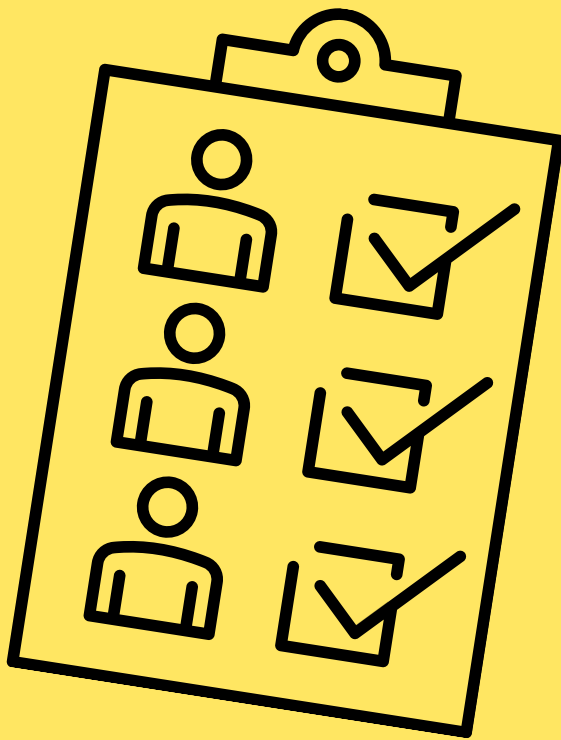
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## **STEP 4** **Start date is produced.**

Practitioner and young person will be matched and start date agreed.

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# Attendance & Absence Policies

# Attendance

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- We are committed to support young people maintain a high level of attendance to our sessions.
- Sessions may be paused if the young person is finding it difficult to engage, while a new plan is put together.
- We have a legal duty of care to support the young person and the family if sessions are being missed regularly.
- We work hard with parent/carers and social care to reduce levels of missed sessions. We work in collaboration with families. We understand that each young persons needs vary on a day to day basis.

# Lateness

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- If the young person is more than 10 mins late to their session it will not be possible to add this onto the other side: due to practitioners needing to be at their next session:
- Parents/carers should contact the office or practitioner if they are going to be late. To allow the practitioner to meet at an alternative place if needed.
- Frequent lateness (5 or more occurrences per month) may lead to a parent meeting to discuss what support may be needed both for the young person or family. We want to work to support families and come up with flexible solutions.

# Reporting Absences

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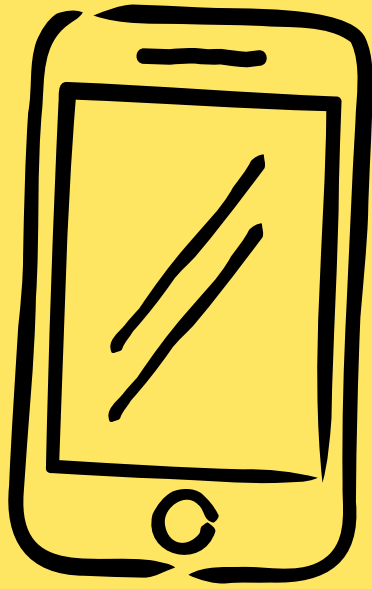
- Parents should call or email the office before 8:00 AM ( Where possible) to report an absence. These sessions will still be chargeable.
- If a young person is absent for more than three consecutive days, a phone call may need to take place with parents about wellbeing.
- If a young person is absent for more than two weeks without communication, their spot may be allocated elsewhere and fees will still be payable for the rest of the month. A meeting or phone call will take place to offer any additional support before stopping sessions.

# Planned Absences & Family Holidays

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- We understand that families may have pre-planned trips or obligations.
- Parent/carers should notify us at least two weeks in advance if they plan to take their young person out for an extended period.
- Sessions are not payable during holiday absences.





**Communication**

# Tapestry



We use Tapestry as a secure online journal to record and share what happens during your young person's sessions. It allows us to capture key moments, achievements, and activities through short notes, photos, and observations, helping you see your young person's progress over time. Tapestry also helps us stay connected with families. You will be able to message care staff directly. You can view updates, celebrate successes, and share comments or information from home, so we can work together to support your young person in a consistent and meaningful way.

By using Tapestry, we can track progress towards individual goals, reflect on what is working well, and plan next steps tailored to your young person's needs. This shared approach ensures everyone involved in the care is informed, involved, and working towards the same outcomes.

All information shared on Tapestry is stored securely and can only be accessed by authorised parent/carers and staff.

All general updates will be posted via tapestry using the memo function.



# Health & Wellness Policies





We prioritise young person health and well-being. Our policies help create a safe and supportive environment for all.

## Illness Policy

### When to Keep Your Young person at Home

Young people must stay home if they have:

- Fever of 100.4°F (38°C) or higher (must be fever-free for 24 hours without medication to return).
- Vomiting or diarrhoea in the past 48 hours..
- Persistent cough, difficulty breathing, or flu-like symptoms. Alongside being unable to manage their usual daily activities.

## Illness Notification

Notification of Absence

- Parents/carers should inform Rainbow Trees Pathway on the first day of absence if their young person is unwell.
- Notification should be via email as soon as possible.

### Young person becomes unwell during a session

If a young person becomes unwell, practitioners will contact the nominated first aider. Parents, carers, or the emergency contact will be informed, and with their permission, arrangements will be made for the young person to be safely collected.



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## Medication Policy

We do not administer routine medications during our sessions. Practitioners have had asthma training to support with asthma care.

Routine medication must be administered at home.

If the young person self administers medication. This must be in a pharmacy labelled box and prior permission form completed.

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## Allergy & Food Safety Policy

Rainbow Trees Pathway is a nut-free setting (no peanuts, tree nuts, or nut-based products).

Parents must disclose food allergies during admission process.

EpiPens and inhalers must be provided by parents if needed.



# Acknowledgment & Agreement Form

We require all parents or guardians to review and acknowledge the policies outlined in this Parent Handbook. This ensures that families understand the expectations, procedures, and commitments necessary.

# Parent Handbook Agreement

I, ....., the parent/guardian of ....., have read and reviewed the Rainbow Trees Pathway Parent Handbook for the 2025–2026. I acknowledge and agree to the following:

- ☐ I understand and agree to abide by the attendance and lateness policies.
- ☐ I acknowledge and will follow the health and illness policies.
- ☐ I agree that Rainbow Trees Pathway can administer Emergency first aid when needed.
- ☐ I agree that Rainbow Trees Pathway can transport my young person in their vehicle during sessions.
- ☐ I agree to communicate with the Rainbow Trees Pathway regarding any concerns, absences, or emergency situations.
- ☐ I agree to supply my young person with appropriate clothing and equipment for their session.
- ☐ I understand that session may be paused if policies and procedures are not followed. This will be discussed in a meeting beforehand.

## Emergency Contact & Authorised Pickup Confirmation

The following individuals are authorised alternative adults for my young person:

### Primary Contact:

Name:

Relationship:

Phone Number:

### Additional Authorised Pickup Person(s): (if applicable)

Name:

Relationship:

Phone Number:

### Secondary Contact:

Name:

Relationship:

Phone Number:

**Any changes to authorised pickup persons must be communicated in writing.**

### Parent/Guardian Signature

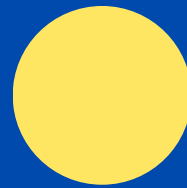
Parent/Guardian Name:

Signature: \_\_\_\_\_

Date:



# Safeguarding





# Safeguarding at Rainbow Trees Pathway

## Our Safeguarding Commitment at Rainbow Trees Pathway

At Rainbow Trees Pathway, safeguarding is a core part of our practice. We recognise our responsibility to keep children, young people, and adults at risk safe. We ensure all our work aligns with current national safeguarding legislation and guidance, including:

- Care Act 2014 (safeguarding adults)
- Working Together to Safeguard Children (2023)
- Keeping Children Safe in Education (2023)
- Local Safeguarding Children and Adults Partnership procedures
- Care and Support Statutory Guidance (adult safeguarding)
- Mental Capacity Act 2005 (including consent, capacity, and best-interest decision-making)

We have a Designated Safeguarding Lead (DSL) and a Deputy DSL (DDSL) who are trained to a high level and oversee all safeguarding concerns relating to children, young people, and adults. All staff and volunteers receive regular safeguarding training appropriate to their roles, including:

- Recognising signs of abuse or neglect across all age groups
- Responding appropriately to disclosures
- Understanding adult safeguarding, capacity, consent, and information-sharing
- Following internal reporting and escalation procedures

Our safeguarding processes include:

- Clear safeguarding policies and procedures for both children and adults, reviewed annually
- Robust safer recruitment practices for staff, volunteers, and contractors
- A culture of vigilance, openness, and accountability
- Prompt reporting and multi-agency working, including coordination with local authority safeguarding teams
- Person-centred and empowerment-based practice, ensuring adults are supported to make informed decisions where possible

Safeguarding is fully embedded in all aspects of our practice. We take a proactive, transparent approach and welcome collaboration with schools, healthcare providers, local authorities, and adult social care services to ensure the best outcomes for every child, young person, and adult we support.

# Safeguarding at Rainbow Trees Pathway

As an organisation we are committed to maintaining the highest safeguarding standards in line with Oxfordshire County Council's (OCC) Operational Safeguarding Standards and Procedures (OSSP). These are the professionals responsible for leading and coordinating safeguarding practice within our setting:

## **Designated Safeguarding Lead (DSL)**

### **Jemma Quarterman**

Jemma oversees all safeguarding concerns, ensures compliance with OCC OSSP, and provides guidance to professionals working with children and young people.

## **Deputy Designated Safeguarding Lead (DDSL)**

### **Kate Squires**

Kate supports the DSL in managing concerns, maintaining safeguarding records, and ensuring timely, appropriate responses.

Both safeguarding leads are available to offer advice, support, and professional consultation regarding any safeguarding matter. If you have a concern or require guidance, please speak with Jemma or Kate directly.



The background of the entire page is a solid blue color. In the top right corner, there is a large, bright yellow circle. Below it, a large, irregular yellow shape flows down the right side of the page. In the bottom right corner, there is a stylized rainbow graphic composed of several thick, wavy, horizontal bands of color: red, orange, yellow, green, blue, and purple.

# Rainbow Trees Pathway

Empowering  
Neurodivergent  
Voices

Contact Support

[www.rainbowtreespathway.co.uk](http://www.rainbowtreespathway.co.uk)  
[Hello@rainbowtreespathway.co.uk](mailto:Hello@rainbowtreespathway.co.uk)  
[@rainbowtreespathway](https://www.instagram.com/rainbowtreespathway)