



PATTERDALE HALL VISITING LEADER INFORMATION PACK 2024





Dear Group Leader,

Thank you for choosing Patterdale Hall as the venue for your residential course. This pack contains important information that we hope will answer many of the questions you may have and help you to plan for your visit. Whether this is your first visit or your fifth visit, we hope that this information will be of use to you and your team.

Included in this pack is information on our:

- Daily Routine
- Fire Procedures
- Emergency Procedures
- Medical/Dietary Information and Consent Form
- Patterdale Hall Special Dietary Requirements Procedures
- Centre Buildings Plan and Rooming List
- Example Kit List
- Pre Visit Tick List

We do update our Visiting Leader Information Pack periodically so even if you have visited us before it is still worth looking through this pack to make sure you have all of the up to date information.

Experience suggests that well prepared and informed leaders are pivotal to successful residential experiences. We are here to help, so please contact us if you have any further questions.

We look forward to welcoming you to Patterdale Hall.

Tim Taylor (Centre Manager) Date: March 2024

Website: www.patterdalehall.org.uk



@patterdale_hall



facebook.com/PatterdaleHall

Hall Facilities:

Changing Rooms with Shower Facilities:

Along with all dormitories being en- suite, The Hall has separate group changing rooms with shower facilities in the Coach House.

Group Rooms:

In addition to the communal rooms in the Hall, we have four group rooms in the Coach House which can be used for classrooms/breakout groups/presentations. Please inform us in advanced if you wish to use these facilities outside of activity times as there may be an additional cost for residential hire.

Large Lounge and Staff Lounge:

Within the Hall there is a large lounge, as well as a smaller teachers' lounge. The teachers' lounge has complimentary tea, coffee and hot chocolate for staff to help themselves to during their stay.

Dining Room:

Breakfast and evening meals are taken in our dining room. Packed lunches are provided by us, which groups can take with them if they are out on activities or can be eaten at the Hall. This is usually a filled roll, a piece of fruit, a homemade traybake and a packet of crisps. Sandwich lists are circulated on arrival and the students can choose which sandwich filling they would like each day. Self-service squash and water is available throughout the day, and can be found in the stair well just outside of the large lounge.

Bedrooms:

We have ten dormitories, across two wings of the Hall, varying in size from five to nine beds, as well as four twin rooms for staff. This layout allows us to cater for two small groups, one occupying each wing, or one large group utilising the whole centre. If two groups are in residence at the same time we ensure that the groups are compatible and will talk to both Group Leaders to ensure that everyone is happy with the arrangement prior to confirming the booking.

Games Room:

Our games room is available at all times for groups to use at their discretion. The room contains a pool table and a table football with a table tennis table just outside of the building. Whilst it is a fairly robust room, it remains the responsibility of the Group Leaders to supervise this area. The games room can also be used as an extra meeting room if required.

Grounds:

The Hall has a lovely garden, as well as an outside terrace with picnic tables, with plenty of outdoor space for groups to use. We ask guests to please stay off the flower beds and to avoid sliding or rolling down the banks.

On Arrival:

Please report to the main reception area on arrival. All planned / unplanned visitors during your stay must be signed in at reception where they will be given visitors badges.

Centre Guidelines:

Although at the centre we are very accommodating, there are a few guidelines that we would like your group to abide by. In general, we would like groups to treat the centre as they would their own home and respect all property that does not belong to them.

Prior to your arrival, the house team will have made sure the Hall is ready for your stay and this includes an audit of damage and graffiti. Please inform us of any maintenance issues or damage you may discover on arrival.

Please help us to maintain a clean and tidy Hall by joining us in keeping a watchful eye on toilet/shower areas and general room cleanliness. Please note that individuals will be charged for any damage caused to the fabric of the centre.

Medical Information:

Everyone attending on your visit must complete a medical consent form gathering relevant information for their visit. This will be sent separately, as a PDF document, however a copy is included (on page 12) for ease of reference. It would be really helpful if these could be split into the proposed activity groups. If possible, please send through the medical consent forms (split into activity groups) to the Hall prior to your visit. Alternatively, please hand the consent forms in to the Centre office on arrival. This is to enable us to arrange for any necessary hospital or first aid treatment should the need arise.

Please note that students who carry Epi pens must bring 2 to Patterdale Hall. Students with diabetes must bring their hypo kit with them, as well as a spare pump if applicable. For minor problems there is a doctor available in the Glenridding Health Centre, and local hospitals are in Penrith and Carlisle. Emergency Telephone Numbers are provided on page 9 for your information.

Controlled Drugs:

Controlled-drugs where administered by Group Leaders can be stored in a locked, non-portable safe, in the reception office. Only named staff should have access to this medication. On arrival, details of the Controlled Drugs must be entered into the Controlled Drug Register. Centre Staff will not be responsible for administering these medications. A member of the visiting staff may administer a controlled drug to a child for whom it has been prescribed, providing they have received appropriate training/instruction. A record of all medicines administered to individual children should be kept, in line with your school or group's policy.

Duty of Care and Responsibility for Supervision:

Modern language and Health and Safety Law has superseded phrases like “loco parentis” and therefore it is important to be clear over “**Duty of Care**” and “**Responsibility for Supervision**” at different times throughout visits to Patterdale Hall.

Definitions:

Duty of Care: Taking reasonable care to avoid acts or omissions, which can be reasonably foreseen as likely to injure anyone that they ought reasonably to have consideration for. The law does not expect perfection or even best practice but simply reasonable care, or behaviour in accordance with that expected of an averagely responsible person or fellow professional.

Responsibility for Supervision: The person or people overseeing, managing behaviour and looking after the pastoral needs of the students.

In practice!

Both visiting school leaders and the Patterdale Hall staff have a joint **duty of care** for young people on the visit. The relevant portions change during specific times of the day, during activities, meals, non-programmed time and overnight etc. Even during activities, visiting leaders **in attendance** have a right to suspend the session if they are uncomfortable or unhappy, as they have the **primary duty of care** over the young people.

There will be a handover of students before and after activity sessions, between visiting leaders and Patterdale Hall staff. Patterdale Hall staff are **responsible for supervising** those students taking part in activities and visiting leaders are **responsible for supervising** students at all other times including meals times, free time and overnight.

How this division is made clear?

The written programme for the course will show the various times of the day where responsibility changes hands. This is agreed in writing prior to the date of the course. This is reinforced in the welcome talk to the whole group and in the initial meeting with visit leaders. The programme is displayed on the notice board at Patterdale Hall, located outside of the games room.

Further information and support?

The employer has a responsibility to ensure that these designated roles are made clear. Most schools will have an “Educational Visits Coordinator” and will delegate a competent “Visit Leader” with overall responsibility for the visit, and other leaders, on behalf of the school. Further advice is usually available from the schools’ chosen advisory service and national guidance can be found on the OEAP website <http://oeapng.info>. Patterdale Hall staff are happy to discuss or explain any aspect of this.

Daily Routine:

Our daily routine is flexible, so if you have your own plan, please let us know prior to your arrival. If while you are here at the Hall and circumstances change, with sufficient notice we can change meal times to suit.

Our usual routine is as follows:

Breakfast:	8.00am
Room Inspection*:	9.00am
Evening Meal:	5.30pm
Hall close down:	10.00pm

*On a daily basis, students should ensure that their rooms are kept clean and tidy with all rubbish put in the bins provided. No outdoor shoes are allowed in the dormitories so these should be stored in the drying room. Visiting Staff may wish to carry out a room inspection on a daily basis. Our Housekeeping team will advise of any issues identified during your stay.

On the final day of their stay students are expected to strip the beds, pick up any litter and ensure that they have packed all their belongings with them for the return journey. We expect the dormitories to be left clean and tidy.

Meals:

Meal times provide a vital opportunity for discussion and social interaction. We ask staff to help generate a comfortable level of noise in the dining room, complemented with a sensible level of attire in keeping with Health/Safety and Hygiene e.g. no bare feet, and hats off!

An important aspect of any residential experience is the catering. We endeavour to serve high quality homemade food and to meet your groups' needs as far as is possible. Any special diets should be notified to us in advance, so that we can cater accordingly. Our Cook is used to adjusting menus to the needs of individuals, providing we have adequate notice. We have included a "Special Dietary Requirements Procedures" policy (on page 16 and 17 of this pack). Please familiarise yourself with this, as it outlines how special dietary requirements will be catered for and the role/responsibilities of visiting staff/group leaders in ensuring all students with allergens receive the appropriate meals here at Patterdale Hall.

In addition to information provided in advance, we do encourage all our guests to converse with the kitchen team should they have any queries regarding the contents of the food we serve, especially when it comes to allergens.

Before breakfast and evening meals we encourage groups to meet in the main lounge and wait for a member of the staff team to call groups through to the dining room. The member of staff will then go through the menu, and how the serving of the meal will work.

At the end of meals, we ask that visiting staff arrange a small duty group of 5 or 6, to help with the cleaning and resetting of the dining room. The visiting members of staff need to co-ordinate this with the catering team. Our catering team will be on hand to explain how the dining room systems work.

Refreshments:

Hot and cold drinks are available for Group Leaders and adult groups at all times and can be found in the small lounge. Self-service cold drinks for school groups will also be provided, and can be found on the table at the bottom of the North Wing Stairs. It is the responsibility of the visiting staff to manage this.

Free Time:

Group Leaders are reminded that they are responsible for the care and supervision of their group at all times, and this is especially important during the early morning, meal times and evenings. Patterdale Hall has a good relationship with the local residents and village; we would appreciate your support to ensure this continues.

Other Facilities and Resources:

We have a good range of resources that can be made available to groups by prior arrangement. These may help you to plan your group's free time. Please ask if there is something that you particularly require. Below is a selection of what is available:

Folding Work Tables	Games Room
Digital Projector	Classrooms / Breakout Spaces
Televisions/DVD and Video player	Drying Room
Flip Charts and Stands	

Please note: All electrical equipment belonging to Patterdale Hall is PAT tested. It is a visiting group's responsibility to ensure that any equipment brought on site is safe for use.

Wi – Fi

Wi– Fi is available to adults only. Log on details will be made available to you upon arrival.

Transport

Transport is not required to undertake any of the adventurous activities, as all venues are within walking distance. Groups should give prior thought to their own specific transport requirements. Whilst Hall Staff will endeavor to support emergency transport requirements, there is no guarantee of a vehicle or a driver being available.

Equipment

All specialist equipment required for adventurous activities delivered by Patterdale Hall will be provided. All equipment provided will be fit for purpose and is inspected as part of our adventure activities license. Records of equipment checks will be available for inspection on site. Any specialist equipment provided and used by visiting groups is at their own risk

Security Arrangements:

Coded security locks are used on all external doors. Adult visitors who are part of the group in residence will be supplied with the access codes. These doors are fitted with automatic closing mechanisms and are checked and locked during the evening.

All of our staff wear a uniform and are therefore easily identifiable. All visitors must be signed in at reception, given a visitors' badge and will be accompanied by a member of staff, unless they are part of the group in residence at the Hall. School staff accompanying groups must wear their own school identification badges whilst here at Patterdale Hall, or until their faces become familiar at the Hall.

Departure Day:

Requirements for your departure day will be discussed during the last evening of your stay. Leaders are requested to make contact with the Residential Manager or Housekeeper regarding the departure plan. It is one of the responsibilities of group leaders to ensure that all rooms are left in a tidy condition and the drying room is cleared of belongings prior to departure. It is usual to clear out of bedrooms around breakfast time, stripping beds and storing bags in a suitable storage area. Toilets and showers will still be available in the Activity Centre changing rooms until departure.

Lost Property:

If students/schools believe personal belongings have been left at Patterdale Hall it is the student/school's responsibility to contact the Hall to see if these items have been found. Patterdale Hall will endeavour to track down and return the items where possible. If all items are clearly labelled with the student's name and school this will make the return of the correct items easier. **Payment for postage and packaging will be required in advance of the items being returned.** Any lost property left unclaimed after 14 days will be given to charity. Please see our booking terms and conditions for full details.

Evening Activities

If you are not participating in evening activities provided by Patterdale Hall please ensure that you have a solid plan in place for the time between dinner and bedtime. We find from experience, this is when most incidents happen. Please note that campfires may only be had when provided and supervised by Patterdale Hall Staff.

Patterdale Hall – Fire Evacuation Procedures

Patterdale Hall has undertaken a Fire Risk Assessment designed to satisfy the requirements of The Regulatory Reform Order 2005. If there is any case whatsoever of the alarm sounding, the Hall must be evacuated. Group Leaders should take a roll call of their group, once gathered outside the building, at their identified gathering area, outside the Games Room. Fire evacuation procedures will have been detailed on your arrival. Fire Evacuation Procedures and Fire Exit routes are detailed on the back of all room doors; please take note of these. The residential staff team will oversee the evacuation of the building and manage the situation.

The fire evacuation procedure is included in the welcome briefing for all guests.

Should you need further information on Fire procedures, **please ask**.

In the Event of a Fire Alarm

1. In the event of the Fire Alarm sounding everyone must evacuate the building by following the green 'running man' signs to the nearest exit (Games Room Fire Door). This is to be done quickly and quietly.
2. The group will meet at the designated fire assembly point in the Garden, outside the Games Room.
3. The Group Leader will conduct a Roll Call, and liaise with the designated member of staff at the Hall.
4. The group will remain outside until the all clear is given by a senior member of the Centre Staff or Fire Officer. Groups will then be directed to re-enter the building, or alternatively they may be diverted to a suitable location for refuge.

In the Event that you discover a Fire

- Alert others by triggering a red emergency call point; this is done by lifting the cover and pressing the plastic screen.
- Leave the centre by the nearest fire escape (follow the green "running man" sign to the nearest exit)
- If possible call 999 to summon the fire brigade

Fire extinguishers are located at strategic points around the centre. You may consider attempting to tackle a small fire to protect further risk to life i.e. a fire in a wastepaper bin. However, DO NOT put yourself in danger. Emergency evacuation of the building is the best course of action. DO NOT stop to collect possessions.

Emergency equipment is checked routinely, in line with best practice. If you should notice any fault with any fire-fighting or emergency equipment during your stay then please report this straight away to any member of the Patterdale Hall staff team.

Emergency Contact Details:

If there is an emergency at any time, the Centre Staff should be notified. There will be a member of staff on duty in the evening. The Residential Manager can be contacted by dialling 208 on any internal phone. If the Residential Manager is not available please follow the **On Call Procedures** below.

The Hall is equipped with first aid kits. It is our policy that all full time members of our team receive first aid training. In addition “sick boxes” are located in the teacher’s lounge and teachers’ rooms (Grisedale and Seldom Seen). Additional bedding is also kept in Grisedale and Seldom Seen in case of any accidents during the night.

The Hall keeps a supply of toiletries from toothbrushes to sanitary products, in reception, so please ask if any of your staff /students have forgotten something, as we may be able to help.

Whether you are under our care or running your own programme, a senior member of our staff must be notified of any incident. We recommend that groups who arrange or supervise their own activities, bring sufficient first aid equipment with them.

On Call Procedures:

Sean Duffy, the Residential Manager, is resident in the Hall. He or a colleague is available for emergencies in the evening and overnight and can be contacted by dialling 208 on any Centre telephone. Sean is located through the door “Centre Staff Only” sign, second door on the left from the South Wing or through the “Centre Staff Only” sign first door on the right. If Sean is not available, another member of Hall staff will have been designated to deal with emergencies and this will be made clear to you along with directions to their room for the evening.

Please note the postal address of the Hall is:

***PATTERDALE HALL, Glenridding, Penrith, CUMBRIA CA11 0PT
Tel 017684 82233***

PLEASE QUOTE THIS ADDRESS IF CONTACTING EMERGENCY SERVICES

Police

All non- emergencies & medical enquiries	9/101
Emergencies	9/999

Doctors

Glenridding Health Centre	9/01768 482297
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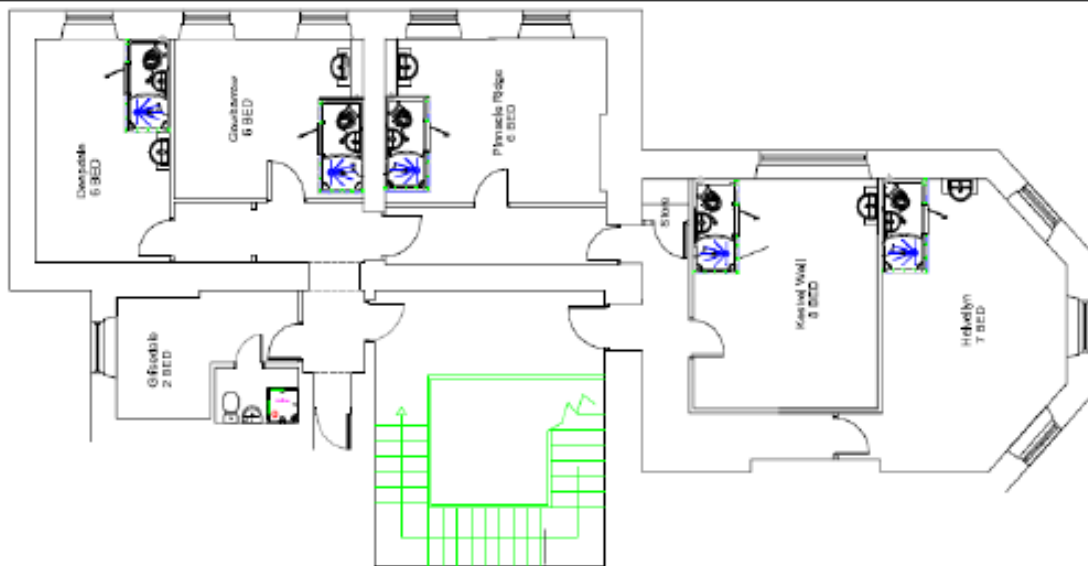
Dental:

	9/01228 603900
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Hospitals

Penrith Minor Injuries Unit	9/01768 245555
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NORTH WING ROOMING LIST	
Group:	
Dates:	



Helvellyn (1 x T, 2 x B)	
1	
2	
3	
4	
5	
6	
7	

Deepdale (2 x T)	
1	
2	
3	
4	
5	
6	

Kestrel Wall (2 x T, 1 x B)	
1	
2	
3	
4	
5	
6	
7	
8	

Gowbarrow (2 x T)	
1	
2	
3	
4	
5	
6	

Pinnacle Ridge (2 x T)	
1	
2	
3	
4	
5	
6	

Grisedale (Staff) (Twin)	
1	
2	

Eagles Crag (Outside Staff Annex)	
1	
2	

Eagles Nest (Outside Staff Annex)	
1	
2	

T = Triple Bunk Bed, B = Bunk Bed, Twin = Two Single Beds

SOUTH WING ROOMING LIST

Group:	
Dates:	



<u>Ruthwaite Cove</u> 📶	
(1 x T, 1 x B)	
1	
2	
3	
4	
5	

<u>Dollywagon</u> 📶	
(1 x T, 1 x B)	
1	
2	
3	
4	
5	

<u>Fairfield</u> 📶	
(1 x T, 3 x B)	
1	
2	
3	
4	
5	
6	
7	
8	
9	

<u>Nethermost</u> 📶	
(1 x T, 2 x B)	
1	
2	
3	
4	
5	
6	
7	

<u>Cofa Pike</u> 📶	
(2 x T)	
1	
2	
3	
4	
5	
6	

<u>Seldom Seen (Staff)</u> 📶	
(Twin)	
1	
2	

T = Triple Bunk Bed, B = Bunk Bed, Twin = Two Single Beds



ADULT CONSENT AND PERSONAL DETAILS FORM

As a teacher / visiting leader with a group we have a duty of care, should the need arise, to arrange emergency treatment for you as appropriate.

It is therefore important that we hold a small amount of personal information which will be held in confidence, stored securely and destroyed as appropriate.

Name:		Date of Birth:	
Dates of stay:		Visiting Group:	
Home Address:			

Emergency Contact Details					
Name:		Relationship			
Tel. Numbers:					
Home		Work		Mobile	

Home Doctors Name, Address & Phone Number	
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<p>Medical conditions and allergies that we should be aware of, including any current medication. If none please write none. If left blank we will assume none. If more room needed please use an additional sheet.</p>

<p>Dietary Requirements (e.g. religious or medical) If none please write none. If left blank we will assume none. If more room needed please use an additional sheet.</p>

- I give my consent for Patterdale Hall Staff to arrange for any necessary hospital treatment or first aid.
- I agree to photos of myself being used for social media and marketing purposes **YES** / **NO** (check as applicable)
- I give my consent for a copy of this form to be stored securely for legal reasons (for 3 years after the date of your visit) at Patterdale Hall, for further reference should the need arise.

Please notify Patterdale Hall of any changes to this Information.

Signed:		Date:	
Print name:			

Sample Kit List

	Packed (tick)	Packed to come home (tick)
Wash kit – (toothbrush, toothpaste, soap, shampoo etc.)		
Hair bobbles/slides for long hair – must be tied back for activities		
2 large Towels (one for showering one for wet activities)		
Underwear – several pairs one for each day and night.		
Socks – full length walking socks for activities (not trainer socks) and ordinary socks for evenings		
Night Wear/PJ's and slippers		
Sleeping Bag (unless your group has requested bedding)		
Swim wear (trunks or swimming costumes)		
Casual Clothes for the evening		
Old sweatshirts or fleeces for activities		
Old T Shirts for activities		
Long sleeved tops for activities		
Knee Length Walking Shorts or similar for activities		
Tracksuit bottoms/joggers, loose fitting trousers or similar for activities (please ensure that any leggings provide full coverage)		
A pair of clean footwear for wearing indoor (these could be slippers, crocs or other clean shoes)		
A pair of trainers/walking shoes/boots* for outdoor activities		
A pair of old trainers for wet activities (sandals/wetsuit shoes are not suitable)		
Waterproof coat*		
Waterproof trousers*		
Water bottle (minimum 1 litre or two smaller ones)		
Insect Repellent/Sunscreen		
Sun hat		
Warm hat & gloves, in colder months		
Inhalers, other medications and spares		
Book /small game		
Bin Bag to put wet clothes in for return journey		

The above list is just indicative. It is important that your child has plenty of layers to put on as it can be cold even in the summer months and that they have plenty of clothes to get changed into after wet activities. We have a supply of waterproofs* and walking boots* at the Hall so please do not feel that you need to go out and buy new kit as we should be able to provide your child with what they need. If you have any queries at all please do not hesitate to get in touch.

Patterdale Hall Booking Checklist

We know that organising your course can be a daunting task so we've compiled this page to help you keep on track.

Usually between 18 to 12 months to go:	Tick	Date
Make your initial Booking Enquiry with us and set dates		
Decide on your Activities , including any evening provision.		
Discuss with us your Programme/Activities Requirements and a confirm your Price .		
Print, complete and return a signed Booking Form (via email).		
Seek approval from your school's EVC, if required.		
Receive confirmation of your booking from us, and a deposit invoice from our finance team.		
On receiving your invoice, pay 25% Deposit .		
Consider Insurance		
12 – 9 months to go	Tick	Date
Launch the trip at school		
Arrange a Parents Evening / Zoom call with a member of the Patterdale Hall Team, if required		
Follow us on Social Media (Twitter / Facebook / Instagram) and encourage parents to do the same, as well as signposting them to our Website for more information.		
Set up a Payment Schedule for parents		
Identify any Special Requirements that may be necessary and inform the centre (e.g. additional needs, medical issues and complex dietary needs etc)		
9-6 months to go:	Tick	Date
Contact the centre to Update Numbers if number of places required goes up, or down. (This is essential – please see the Ts and Cs on your booking form regarding charges for cancelled places. Please note that not all increases in numbers can be accommodated due to capacity of the centre.)		
Share with us your Course Aims and Objectives .		
Organise your Transport to and from the centre.		
Download Visiting Leaders Information Pack , Risk Management Summary and Main Building and Activities Risk Assessments from our website .		
Write own risk assessments specific to your trip and young people – please liaise with our staff if you require any support with this.		
Send out Kit Lists so parents can start to prep (see Visiting Leaders Information Pack)		
5-3 months to go:	Tick	Date
Continue to keep the centre informed of any changes to participant numbers or requirements (medical, dietary etc).		
6 weeks to go:	Tick	Date
Confirm your Final Numbers to us (including staff) via email		
On receiving your final invoice, pay Remaining Balance		
We will send you a Final Info Form for completion		
We will send you a Rooming List (wing allocation will be shared with you if you do not have sole use of the centre)		
We will send you Consents Forms for your adults and young people .		
We will send you a copy of your Programme .		
Send Consent Forms out to parents		
3-4 weeks to go:	Tick	Date
Complete and return Rooming Lists via email		
Complete and return Final Info Form via email		
Compile and send a list of young people split into Activity Groups via email		
Ensure students have Kit Lists (see Visiting Leaders Information Pack)		
2 weeks to go:	Tick	Date
If not already done, return Final Info Form, Rooming Lists and Activity Groups List , as soon as possible.		
Print off /collect Consent Forms from your adults and young people and sort into their activity groups.		
Before Departure:	Tick	Date
Collect in any Medication		
Ensure everyone has a Packed Lunch		
Ensure you have Two Printed Sets of Consent Forms (one for you and one arranged into activity groups to be handed in on arrival)		

During your visit:	Tick	Date
On arrival, hand your Consent Forms to your Instructor in Charge (see Programme)		
Have a great time!		
Discuss any Booking Requirements for Following Year		
At the end of your visit complete an Evaluation Form		
After your visit:	Tick	Date
Feedback any learning points		
Tag us in any Social Media posts on Twitter / Facebook / Instagram		

Useful Documents - <https://www.patterdalehall.org.uk/patterdale-hall-document-library/>

Email: enquiries@patterdalehall.org.uk or **Call:** 017684 82233

Patterdale Hall staff are on hand at any time to support you in the planning of a residential visit.

Please do call or e-mail if you have any queries or concerns. We understand that on top of a full time job and other responsibilities a residential visit can be a daunting prospect, but we are here to help.

Call us on 017684 82233 or e-mail enquiries@patterdalehall.org.uk

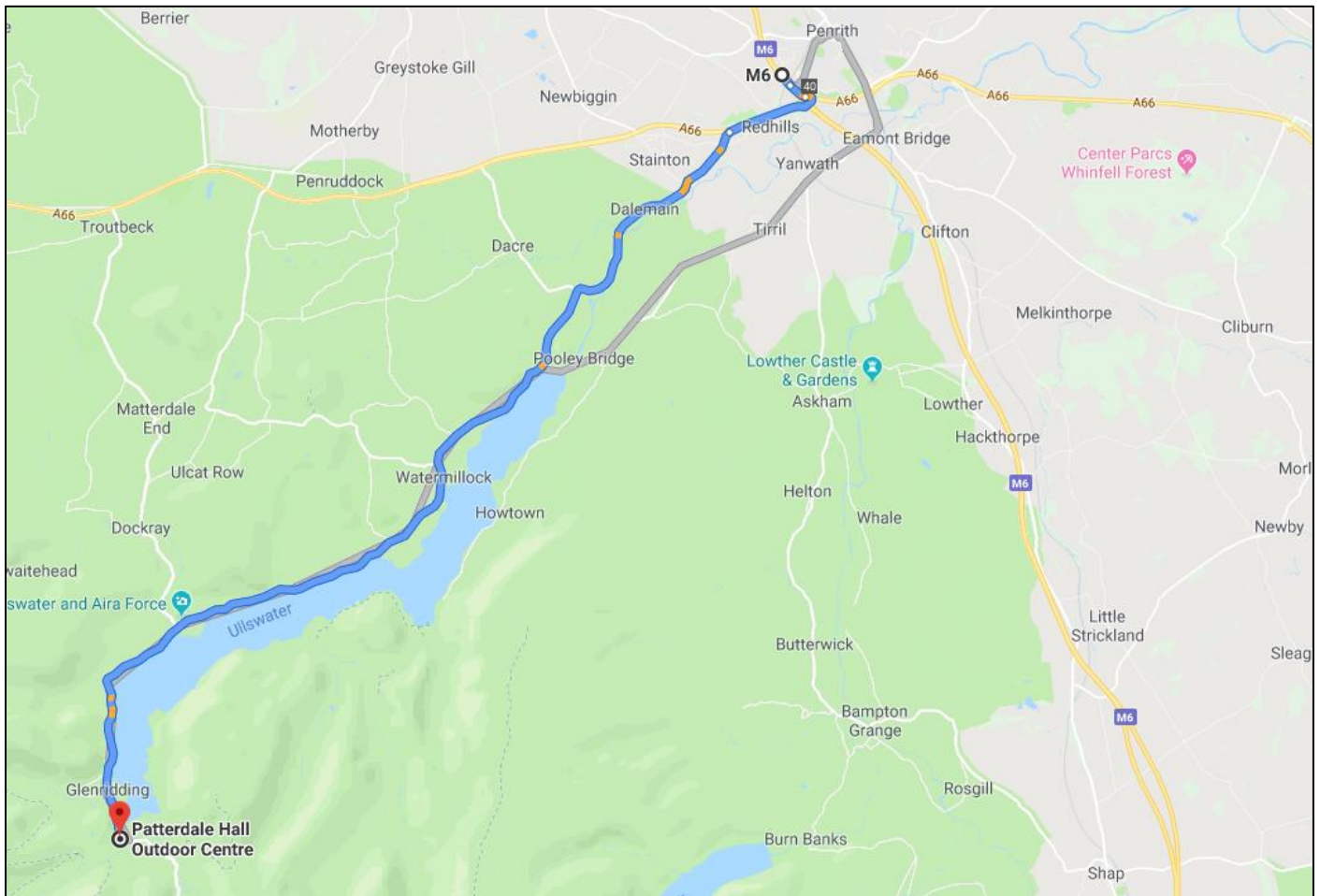
Directions to Patterdale Hall

The post code for Patterdale Hall is CA11 OPT.

However, please read the following instructions as the post code will take you close to Patterdale Hall but not to the Hall itself.

Please also note that coaches should always come from Penrith along the A592 and not from Windermere via Kirkstone Pass, as this route is a narrow and extremely bendy road which tends to cause travel sickness for pupils travelling by coach.

Take the M6 to Junction 40 at Penrith. Follow A66 west towards Keswick and at the first roundabout take second exit towards Ullswater (A592). Follow signs for Ullswater then to Glenridding. Drive through Glenridding and passed the Patterdale Hall sign, by our bottom gate then the “Patterdale” road sign near the Patterdale Estate Holiday Park. Immediately after the first right turn (look out for the blue sign on the corner). Follow this for 200m and take the first right into Patterdale hall. Drive up the drive. Visitor parking for cars is on your right (gravel area next to the Dairy). Coaches can continue up the drive to the Hall. There is a courtyard where they can turn round.



Procedure for the delivery of special dietary meals to satisfy food allergies, intolerances and religious beliefs

Overview

Patterdale Hall staff take their provision of high-quality hospitality very seriously. The sustained high standards for food delivery have become a unique selling point (USP) for Patterdale Hall over the years. In order to be inclusive, special diets are routinely catered for at Patterdale Hall. Careful attention to all aspects of these diets is required and this document sets out the basis of the procedure for this.

Information

Information is gained prior to the course via the final information documents requested from the customers. This is reinforced by the medical consent forms handed over at the start of the course. This information is first reviewed by the Residential Manager. If further information is required, the Residential Manager will seek this from the school, the individual or the guardians prior to the visit (as age appropriate).

This information is then handed over to the Kitchen team via a "Group in Residence" information sheet, along with any further information. The team will sit down and discuss the requirements of incoming groups and raise any queries with the Residential Manager.

Preparation

Menus, substitute menus and meals are planned and prepared together between the Residential Manager and the Cook in order to meet the requirements of the guests in residence. These take into account the allergens and ingredients in each meal, which is then recorded on an Allergens Information Sheet for display in the dining room.

Implementation and Delivery

Guests are advised, during the standard welcome talk, that special diets will be supervised by their Group Leader at the serving hatch to make the serving staff aware of their dietary needs, so that they may be given the best, and safest, service.

During the dining room introduction talk the guests will be made aware of the Allergens Information Board, including the menu.

Students with medical catering requirements including free from, allergens and intolerances will be invited up to the serving hatch first. They will bring with them their medical catering notes on a laminated slip to present to the servers. These students will usually be seated on end of the top table so that they are easily identified and can be monitored.

Following this, the non-medical special diets will be invited up. These will be called up category by category, for example:

1. Vegetarian and vegan
2. No beef diet
3. Halal diet

Space will be given between each cohort of students so that they are not mixed up. This list of categories is not definitive.

The pace of this aspect of the service is likely to be much slower than the standard service, with a process of double checking that the food being handed across does indeed meet the individual guests' requirements. Extra care will be taken over clear communication and the nominated Group Leader(s) will support the students in this aspect.

Where food such as "free-from" bars are being removed from packaging, two members of staff will check the packaging to agree the ingredients and allergenic content and therefore the suitability for the guests. Only when they are both satisfied it is correct, should the product be handed over and the normal service resume.

It is expected that the second member of staff serving will play a be a close part in the serving of these guests to challenge/check with the cook if they think any foods are not suitable.

In the case when there is uncertainty of the suitability of the food, or where the guest is trying to take food that according to the information held, they are unable to consume, a "time out" will be called to discuss further with the supervising Group Leader(s), who maintain "Loco Parentis" and the "Principle Duty of Care" for the students. The Kitchen staff still reserve the right to refuse to serve the dish if they are unhappy about its suitability for that guest, and should refer the issue to the centre management.

For the avoidance of doubt, the visiting school staff or group leaders will supervise these specific guests through the serving hatch or when taking food such as cereal, porridge, salad or coleslaw from a manned or unmanned side tables or serving bar. This will be repeated for the serving of further courses, such as dessert. School staff must equip themselves with the correct information from their trip leaders pack to be able to do this effectively.

Medication for allergies and intolerances

Guests with food allergens and intolerances must bring with them to the centre and keep with them at all times their relevant medication. Whilst strong systems and procedures are in place, this potentially lifesaving medication, such as antihistamine and EpiPens, is crucial to be in place at all times. The visiting school teachers or group leaders are responsible for ensuring this is in place.

Where an EpiPen is held by a guest, two EpiPens should be bought with them to Patterdale Hall as, due to the location, it is likely that in the case of administering one EpiPen a second may be required after 10-20 minutes, and before further external assistance is gained.

The EpiPens held by the guest will be present in the dining room at all meal times normally on the mantel piece of the fire place in the front half of the dining room and labelled with the guest's name.

Review

This procedure will be reviewed from time to time or after any incidence or occurrence requiring further intervention or investigation.

Local Information:

Glenridding Tourist Information Centre is located in the main village car park and has comprehensive information about the local area (where to go, what to do, public transport, etc) as well as local maps and guides. There are also guided walks from the Information Centre, led by National Park Voluntary Wardens.

Local Shopping:

Glenridding Mini Market and Sharmans Store are located in the village and provide a range of groceries and provisions. Sharmans also stocks newspapers and has a cash point.

The Glenridding Gallery has a range of gifts catering to all tastes and budgets.

Catstycam Outdoor Shop offers an excellent range of outdoor gear and equipment, including walking boots, cagoules and accessories.

Patterdale Village Store and Post Office provides newspapers, provisions, souvenirs, freshly baked bread and a cash back service at the Post Office Counter (when the Post Office is open).

Crookabeck Farm Shop in Patterdale sells a range of locally produced Angora Goat Mohair and Herdwick products including socks and hats.

Eating Out in the Local Area:

There are a wide range of places to eat locally catering for all tastes and budgets. Please note at busy times of the year it might be worth ringing and booking a table for evening meals.

Travellers Rest	On the road up to the Helvellyn Youth Hostel. Traditional pub serving food and a range of beers. Popular with walkers on the way back from Helvellyn.	017684 82298
The Inn on the Lake	4 Star hotel provides lunches and evening meals in the hotel restaurant (with good lake views). In addition there is the <i>Ramblers Bar, Orangery & Candle Room</i> at the Hotel for less formal dining.	017684 82444
Helvellyn Country Kitchen	Café situated on the road next to Sharmans serves breakfasts, lunches, coffee and cakes.	017684 82598
Fellbites Cafe	Opposite the TIC in the Glenridding Car Park. This is open as a café in the day and restaurant at night. Please ring to check opening times as it closes at certain times over the winter.	017684 82781
The White Lion Inn Patterdale	Traditional pub which serves food all day.	017684 82214
The Patterdale Hotel	Serves bar meals to non-residents. Beer garden at the front of the hotel.	017684 82231

In addition to the local eateries there is a good range of restaurants and pubs in along Ullswater, in Keswick or Penrith and in the surrounding villages.

Local Attractions:

There are a host of places to see and things to do in the area. Below are a selection that you may find of interest:

Ullswater Steamers

The Ullswater Steamers sail every day to Howtown, Pooley Bridge and Aira Force. You can find an up-to-date timetable at www.ullswater-steamers.co.uk/timetable-fares/. You can take the boat to Howtown and then walk back to Patterdale and Glenridding (about 7 miles/11 km) or stop off at Aira Force to see the waterfall and then walk back which is about 3 miles. The Steamers can be contacted on 017684 82229

Glenridding Sailing School

Located on the opposite side of the beck to the Steamers, provides sailing, kayak and canoe tuition and boat hire. Open from Easter to the end of October. Phone 017684 82541

St Patrick's Boat Hire

Just outside Glenridding on the way to Patterdale on the left. Rowing boats and motor boats can be hired. Phone 017684 82393.

Ullswater E-Bikes

Ullswater eBikes was created in the hope that it would allow visitors to get off the beaten track and explore the Southern end of Ullswater knowing that they are leaving nothing but their tracks. Your e-bike(s) can be delivered directly to your accommodation or can be picked up from Glenridding. www.ullswaterebikes.co.uk Tel: 07919 892139

Aira Force

National Trust Waterfall on the western side of Ullswater. Head north towards Penrith on the A592 and it's about a 10-minute drive from Glenridding. A nice circular woodland walk takes you to the waterfall itself. There is a National Trust café next to the car park.

Dalemain House

On the way to Penrith. You can take a tour of the house, wander through the gardens and eat in the café in the old great hall. Phone 017684 86450

Threlkeld Mining Museum

A small attraction that gives you the chance to go underground on a tour of the old mine workings as well as seeing some of the machinery once used. Phone 01768 779747

Lowther Castle

Built at the turn of the 19th century on the site of two previous houses, Lowther Castle was a grand affair boasting a room for every day of the year. Its gardens were the envy of the north. One of the most intriguing visitor attractions in the country. Dramatic ruins, gardens within gardens a number of cafes and an amazing adventure playground to rival the best in the land. Visit <https://lowthercastle.org/> or call 01931 712192.

Rheged Centre

A fantastic venue with a giant cinema screen, a gallery space for exhibitions, a children's activities area with soft play area as well as a variety of shops and cafes stocked with local produce and crafts. Located just outside of Penrith. Visit <https://rheged.com/> or call 01768 868000.

Local Walks:

There are of course literally hundreds of walks in the area from the iconic Helvellyn to the Ullswater Way. They vary in difficulty and length so please make sure that you are equipped appropriately for the walk you are undertaking. There are plenty of maps and guides at the TIC and in all the local shops.

Local Transport:

Bus and Trains

The nearest train stations are Penrith (North) and Windermere (South). For train times please call the National Rail Enquiries Line on 08457 48 49 50. On the buses, Stagecoach runs the 508 service from Penrith to Glenridding and Patterdale. There is also a 517 service from Ambleside to Patterdale and Glenridding operating in the summer. For further details call Traveline on 0870-608-2608. The nearest bus stop is on the corner opposite Grisedale Bridge.

Local Taxi

M&A Private Hire (Glenridding) 017684 82372. Recommend booking in advance.

NB The information contained in this document was accurate at the time of printing.

Some of the activities available at Patterdale Hall:



We hope you enjoy your stay with us – The Patterdale Hall Team