



Jan Harrison's

Night Owls

Jan Harrison

Background & Ethos

Background

Jan has been working in Child-care for over 30 years. She qualified as a Nursery Nurse (NNEB) and has worked in nurseries, run pre-schools and worked as a nanny. In the early 1980s she worked as a housemother and kindergarten teacher in a school in Pakistan. Her work then took her into the Afghan Refugee Camps and villages in Pakistan teaching Primarily Health Care to young mothers.

Following her return to the UK she began to develop her skills and experience working with new babies as a maternity nurse and a night nurse. It wasn't long before she had developed a reputation for 'being able to make any baby sleep'. Over the last 18 years this has become an area in which she has specialised, and gets a great deal of satisfaction when calmness and sleep are restored in a chaotic nocturnal household!

The majority of Jan's work is 'word of mouth'. She is regularly contacted by people living in different parts of the world. Her client base currently extends to Australia, China, Canada, USA, India, Israel, Hong Kong, Singapore, Costa Rica, Malaysia, Dubai and many parts of Europe.

Jan works with around a hundred families each year and has an excellent and proven track record of working with singletons, twins and triplets.

The methods and techniques which she uses have been developed through personal experience and practical application. **It is important to understand that since Jan's livelihood depends upon the experience and methods developed over many years, she must ask that any sleep training techniques shared with you are not passed to anyone else, without her written permission.**

Ethos

Jan's methods have been shown to work successfully with the minimum of distress to either parent or child. She does not use 'Cry it Out', or 'Controlled Crying' since she considers these methods to be too distressing for babies and parents. Jan accepts that although they can work there are other ways to achieve the same results, just as quickly without being so severe.

The specific services she offers can be found under Jan Harrison's Services on the this Web site, however, fundamental to each of them is her primary concern for the

needs of your child. She treats all children as people in their own right, with their own needs and personality. Jan finds that this is an important element that must be understood when constructing any sleep plan, if it is to be successful. She also recognises the necessity to work within the framework of your requirements as parents to achieve a positive outcome which is mutually beneficial to you all.

Jan's Commitment to You

If you chose to engage her services, Jan's commitment to you is to provide a professional service of the highest standards. In addition she will work alongside you as parents, to deal with any problems you face and to provide both support, help and advice to resolve these matters as quickly as possible.

Jan will endeavour to be as flexible as she can in her approach, to respect your wishes and the needs of your child.

By the very nature of her work, it is not possible for Jan to contact all of her clients every day! Furthermore, it is unlikely that everyone would require a call this frequently. We therefore ask that if you require any support, help or advice at any time, that you contact Jan. If Jan is not able to answer your enquiry immediately, she will endeavour to return your call within 12 hours of you contacting her. If Jan has not heard from you she will assume that everything is alright.

You can contact Jan as often as you need by phone, text, email, Facebook etc. to discuss your child and their needs for up to 12 months from the initial consultation visit. If Jan is not able to answer your enquiry immediately, she will endeavour to return your call within 12 hours of you contacting her.

If Jan is supporting you with Sleep Training, Jan will try to telephone, text or email you every day, to see how things are going. This dedicated support will only be for a period of 7 days. After that time Jan will expect that any further calls will be from you.

If you need to speak with Jan urgently at any time, please use the Night Owls contact number: 01923 254452

It is important to recognise that due to the limitations of mobile phone's and Wifi connections, sometimes communication may be intermittent. This is especially the case if Jan is in the car or away from home. Very often a text will get through where a call will fail.

Jan Harrison's Services

Initial Telephone Consultation

Your initial contact with Jan will usually be in the form of a telephone conversation. The purpose of this is to determine your needs, the situation regarding your child and the outcomes you want to achieve. There is no charge for this service.

At the conclusion of this discussion, Jan would expect to receive either confirmation that you wish to make use of the services she offers, or that you do not require her help.

If you choose to engage Jan's services, she will be pleased to arrange a date for a visit to your home. The time of this consultation visit can be during the day, or an evening if you would like your husband/partner to be present.

Before this meeting, Jan will require you to produce a sleep diary regarding your child. This should include details of feeding times, food given, sleep times, any matters of concern etc. The diary should cover a period of at least 48 hours. This should be e-mailed to Jan at janniharri@gmail.com

Services

CONSULTATION VISIT

The consultation visit is central to all that Jan does. It enables her to get to know you as a family, to understand your baby and to work to develop a strategy which will help you to resolve any concerns and problems you are facing.

The time of this visit can be during the day, an evening or even at week-ends if you would like your husband or partner to be present. The visit will last between 1½ – 2 hours.

Prior to her visit Jan will need you to keep a diary relating to your child covering a 48 hour period. This should include details of feeding times, food given, milk- quantity, nap times, sleep times, and any matters of concern. This should be e-mailed to Jan at janniharri@gmail.com at least 24 hours before her visit to you.

Jan will use this information during the consultation visit to discuss your baby by reviewing their progress, history, sleeping and feeding patterns. This will enable her to then look at what help you may require and how she can best support you.

Sleep Training Consultation Visit

The consultation visit for Sleep Training follows the same pattern as that outlined for the standard Consultation Visit, described above.

In addition, Jan will also discuss different Sleep Training techniques with you to identify what methods you are comfortable with following.

From this information Jan will work with you to create a step by step sleep training plan specifically for your child. One that she is confident will work for you and one that you will feel comfortable to follow. Once the sleep plan has been produced, the next step is the implementation.

Note: In some situations Jan may not be able to help your child with sleep training until other issues are addressed first. If this should be the case, Jan will advise the best course of action that will enable any issues to be resolved quickly and enable sleep training to begin as soon as possible.

Cancellation of Consultation Visit

If you choose to subsequently cancel the consultation within three days of any planned visit, a cancellation fee will be charged at the rate of 20% of the total cost.

In the event of such cancellation being due to illness or other crisis resulting in a re-scheduling of the appointment, no cost will be incurred.

SLEEPING TRAINING

The role of any Sleep Trainer is to work with you to provide the knowledge and skills to enable your child to sleep through the night.

Jan's goal is not to provide a 'quick-fix', but a permanent solution in which you the parents are taught the necessary skills to use both in the immediate as well as at any time in the future.

This is why Jan's consultation visit is a crucial element in determining the most appropriate approach to be taken.

Jan offers three options for helping you with Sleep Training:

1. A consultation visit followed by telephone support for as long as you need.
2. A consultation visit followed by a Bed-time Package
3. A consultation visit followed by Jan coming to your home and working

alongside you to implement the sleep training plan.

All of these are described in more detail in the section below

Once your baby is sleeping through the night Jan's initial work is done. You can however come back to her within 12 months, if you find that due to sickness, jet lag or 'just one of those things' you are having problems with your baby's sleep patterns. Providing she doesn't have to visit you again there will be no additional cost for advice, to get you back on track.

There is a rumour that Jan has a magic wand, She would stress that this is not true! In over 15 years working as a Sleep Trainer, Jan has never failed to achieve the desired outcomes, provided parents have been willing to work with her, and follow her advice. It will take commitment from you as parents to ensure that any results that have been achieved, are maintained. The techniques employed by Jan will only work if they are used consistently after she has left.

Sleep Training DIY

This is essentially a 'do it yourself' sleep training package with telephone and email support to ensure success.

At the consultation visit, Jan will work with you in creating a Sleep Plan. One that she is confident will work and one that you will be happy to follow.

If you feel confident to follow this through yourselves, Jan will be available by phone, text or email to support you and to monitor your progress until your child is sleeping through the night. Depending on your commitment and resolve this can take as little as 3 nights.

Jan will speak with you every day for the first week. Contact in this way allows the plan to be adapted as necessary, until the outcome is achieved.

After that your child should be sleeping through the night.

If you choose to implement the Sleep Training yourselves, it is important that both of you are in agreement with any plan and supportive of each other in implementing it.

The price for the consultation visit includes the cost of telephone and email support.

Bed Time Package

If you are not so confident at implementing a Sleep Training plan yourself, Jan can come to your home at bed time for between one and three evenings to help you with putting your child to bed as part of the sleep training plan.

At the consultation visit, Jan will work with you in creating a Sleep Plan. One that she is confident will work and one that you will be happy to follow.

When you and Jan feel that everything is ready to start sleep Training, Jan will come to your home when you put your child to bed. She will stay usually about 2 – 3 hours, depending on how long things take.

Jan will then go home and call you in the morning to see how things have gone overnight. Depending upon how many nights you have 'booked' Jan for, depends on whether she returns the following night or continues to provide telephone or email support as with the DIY sleep training above.

It is important to recognise that the cost of the Bed-time package is an additional cost to the initial home consultation visit.

Sleep Training Night Support

Following the consultation visit, if you feel that you would like overnight support in implementing the sleep training plan, Jan can spend from one to three nights in your home, to provide all the help that you need. She will be on hand to respond to situations as they develop and to give you support and advice.

Jan will arrive at your home just before your baby's bed time and will generally leave around 6:00am the following morning.

Experience has shown that generally after three nights, any sleep issues are either resolved or well on the way to being resolved.

If you would like to book Jan for longer, this can be arranged.

It is important to recognise that the cost of Sleep Training Night Support is an additional cost to the initial home consultation visit.

NIGHT NURSING

This service can be booked in advance of your new baby's arrival for between one and five nights a week. Generally Jan will arrive at 10:00pm and leave in the morning at 7:00am. However, these hours are negotiable.

Jan will look after your baby during the night, prepare if necessary any bottle feeds, wash all bottles and have them sterilizing as she leaves. She will advise you on your baby's daily routine and work with you to have your baby sleeping through the night as soon as this is possible.

If you are breast feeding, especially if you are a new mum, Jan will provide all the help and support you need. She will also give the baby a bottle of expressed milk, or formula depending upon your choice.

Whilst working as a Night Nurse, Jan will be available by phone, text or email to support you and to answer any questions or concerns you might have.

TROUBLE SHOOTING

Although the bulk of Jan's work surrounds sleep issues, her training, skills and wealth of experience means that this is not the only aspect of child care she is able to help you with.

A visit to you, will enable her to discuss any sleep and behaviour issues your child might have and to consider the best approach that will achieve a speedy resolution to whatever problems you are facing or concerns that you may have.

Some of the areas of work in which Jan has been able to help parents, are described below. Whatever situation you are facing with your child, please give Jan a call.

Routine

Many families who are baby led find that the baby thrives as long as their requirements for sleep and food is met. The only problem is that babies can't tell the time and it is often the case that the night time is used for feeding and the day time is used for sleeping. Jan will help, using gentle methods, to turn this around so that you don't feel your only alternative is to move to the other side of the world to get on the baby's time zone!

Structure

A number of parents who have been 'baby led' in the early days find that after a few months they feel that their little one is ready for a bit more structure to the day, and so are they! Jan will ask you to keep a diary for 48 hours and will then come and visit you at home. She will look at the diary and what your little one is doing naturally, and help you to ease your baby into a pattern so that you have more idea of what will happen, and at what time during the day.

The Terrible Two's

The 'Terrible Twos' will arrive in due course and at this point in a parenting journey a whole new ball game begins, as cute smiley babies find their feet and start to push their boundaries. Jan will come and spend time with you, observing your little one and your interaction with them. She will explore their behaviour with you and look for any trigger factors that lead to mini explosions! She will talk to you about the different

approaches that you can use to prevent and manage these situations and give you the confidence to deal with those tricky toddler taming moments.

Jan will then be available by phone, text and email to provide support for you.

WELCOME HOME

Some first time parents would like that reassurance that when they bring their newborn home from the hospital they will not be alone.

Jan will move in with you for 24, 36, 48 or 72 hours and help you in those important early days, in looking after your new baby. She will be on hand to answer any questions you have, show you how to feed, change and bath your baby as well as helping you with all the equipment that you haven't had time to read the instruction booklets for!

When Jan leaves you will be feeling confident and ready to bond together as a family knowing that she is only a phone call away for advice and support. Once again a longer package can be negotiated, if required.

BRIS AFTER-CARE

Jan will come to your baby's 'Bris' (Brit Milah) and attend to all his after-care so that you can relax knowing he is in good hands.

She will monitor your baby, check him regularly, take care of his dressing, settle him and keep him comfortable. She will also make sure that everything is going as expected and let you know if you need to call the Mohel for advice. Jan will ensure that by the time she leaves you are comfortable and confident with looking after your child.

She recommends that she is with you for a minimum of twelve hours after the 'Bris' has been performed.

3 MONTH NEWBORN SUPPORT

Following your babies birth Jan will visit you at your home to answer any questions you may have and together with you, will make a plan working towards bringing structure into your days and having your baby sleep through the night as quickly as possible without being unkind to them!.

For three months she will work closely with you by telephone and email to establish your baby in a good routine and sleeping through the night as soon as possible.

During this time you may contact her with any questions you may have with regards to the care and development of your child.

The 3 month Newborn Support package includes a total of two home visits, including the initial visit.

6 MONTH NEWBORN SUPPORT

As the 3 month newborn support package but for 6 months!

The 6 month Newborn Support package also includes a weaning programme and two home visits in addition to the initial consultation visit.

WEANING

The prospect of weaning a baby from milk on to solid foods will often strike terror into the heart of the most confident mother!

Jan will visit you in your home and talk to you about your baby's feeding routine and from this prepare a weaning schedule so that you will know exactly what to feed your baby and when. This plan will also include some simple recipes for 'easy to cook' nutritious meals for your growing baby.

Jan's approach is to use a mix between what is now known as 'traditional' and 'baby led' weaning.

Jan will provide you with general information on weaning – what you need to get started – what foods can be given and when – when to drop milk feeds – what foods should be avoided – what to look for and what to do in the case of an allergic reaction.

Jan will then be available by phone, text and email to answer all your questions as you progress, making the whole exercise much more manageable.

General Information & Training

Data Protection

Jan's clients details are stored on a computer to allow records to be easily updated. All information is treated as strictly confidential and no information so held is shared with any third party, without your consent.

If you wish to see details of your file, please submit your request by e-mail. A full copy of your record will then be sent to you within ten working days.

References

If you require references, please contact Jan directly for these.

DBS Check

Jan holds a clear Disclosure and Barring Service enhanced check for her work. (This was formerly known as a CRB check). This provides Police checks on both spent and unspent convictions, cautions, reprimands and final warnings as well as any additional information held locally by police forces that is considered relevant to her work.

First Aid

Jan holds a current Paediatric First Aid Certificate that is valid for 3 years.

Insurance

Jan has an Insurance policy with Morton Michael providing third party cover for £3,000,000.

Training

Jan is a fully qualified NNEB and regularly attends courses to ensure that she is informed and up-to-date on current research and thinking. These include:

- a) Post Natal Depression
- b) Breast Feeding
- c) Twins and Multiples
- d) Sleep Training
- e) Reflux & Allergies
- f) Health & Safety

In addition, Jan regularly tutors with Dr Ella Rachamim (Consultant Paediatrician) on the following 'Be Ready to Parent' courses.

These include:

- a) Twins and Multiples
- b) Post Natal Depression
- c) Breast Feeding
- d) Sleep Training
- e) Reflux and Early Allergies

In addition, Jan also conducts sessions with Dr Rachamim at her ante-natal courses for first time parents and parents expecting twins or multiples.

COSTS

Agency Fees

THERE ARE NO AGENCY FEES CHARGED IN ADDITION TO THE COST OF SERVICES JAN PROVIDES.

Costs

Jan's costs reflect not just the time she spends visiting and supporting parents, but includes the cost of Insurance, telephone and other Administration expenses as well as Accountants fees and Training.

Travelling

Under most circumstances the cost of travelling is included in the cost of Jan's services.

If you live in Central London Jan will expect you to cover the cost of the congestion charge as well as the cost of parking if she is not able to park on your drive. The cost of parking can be covered with a Parking Permit if this applies to your street.

For people living outside a 25 mile radius of Central London travelling costs may be charged.

For Overseas visits, the cost of taxi fares or parking at the airport (whichever is the cheaper) will be included with the cost of air fares.

Payments

Following Jan's visit an Invoice will be sent to you either by e-mail or post. This will detail the costs of the service provided. Jan would be grateful if this could be settled within 10 days.

Payments are preferred by Bank Transfer (BACS) for accounting and tax purposes, although payments can also be made in cash or by Cheque if you prefer. If you chose to pay by Bank Transfer, please could you use our Invoice number which is shown on all correspondence sent to you. Details of the relevant Bank Account is also shown on the Invoice.

If you feel that you have been charged incorrectly, then please let Jan know either by text message or e-mail, so that the matter can be addressed.

Fees

Special Circumstances

Jan believes that the support she offers to both parents and child should be available to anyone, irrespective of financial status.

If you genuinely are not able to afford Jan's normal service charges and have been unable to find satisfactory help anywhere else, please contact Jan with your details and she will be pleased to discuss terms with you.

Please Note: This recognition of peoples financial circumstances should not imply that Jan's service charges are negotiable. This is not the case, however Jan will consider helping anyone where there is genuine need and where finances are limited.