



# Young Person's Guide

## Upper Hollow

Bayleaf Care

# Welcome to Upper Hollow

We are proud to call Upper Hollow our home. Here, we help children and young people reach their potential and plan and prepare for their future. There are many reasons why children and young people come to Upper Hollow, but we need to help you feel welcome.

Four young people can live in this home, and their ages will range from 5 years to 18 years old.

You may be feeling anxious and scared about moving to a new home, so we have compiled information for you and placed it in this guide.

We hope that this guide will give you some ideas about what it is like to live in Upper Hollow. We provide information about what you can expect living in what will be your home, and what the carers will expect from you.

We hope that you will enjoy living in Upper Hollow, and that we can assist you in any way that we can help you achieve your goals.



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# Meet the Upper Hollow Team

Taranjit Longdon  
Registered Manager



Jamie Joinson  
Responsible Individual



Myrthe Senior Support Worker



George Trainee Manager



Imole Support Worker



Paul Deputy Manager



Ibrahim Support Worker



Lois Support Worker



Debbie Support Worker



Lydia Therapist



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# OUR VALUES

**We all strive to achieve our goals**

**We all take responsibility for our decisions and actions**

**We all respect our home and environment**

**We trust and support each other**

**We have fun and laughter**

**We have respect for each other**

# What a day looks like living at Upper Hollow

Every day in the home follows a simple routine to help you feel safe and settled.

You'll wake up in the morning, get ready for the day, and have breakfast before heading off to school or your daily activities.

When you come back, there's time to relax, talk with staff, and take part in fun things like games, movie nights, or going out.

You'll have your own bedroom, which is your private space – you can decorate it with your things to make it feel like home. We always respect your space and privacy, we do understand that privacy is important to you, so staff members will always knock on your bedroom door before entering your room. There may be times when staff members need to enter your room in an emergency situation, your room may be searched.

Meals are planned weekly with your input, and we try to include food you like as well as healthy choices. You'll have breakfast, lunch, and dinner every day, plus snacks. If you have any dietary needs, allergies, or cultural preferences, we'll make sure your meals are right for you.



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# Health and Education

Your health is very important and this is something that we care a lot about. When you arrive at Upper Hollow, we will ensure that you register with a doctor, dentist, and optician.

You can request an appointment with a health professional, at any time. We will schedule an appointment for you and accompany you to your health professional.

We take prescribed medication seriously, and staff members will support you to understand when and how these medications are administered, or for the older young people, when and how they can take the medication themselves.



We want to ensure you succeed, gain qualifications, and are well-prepared for adult life.

In the local area, there are several schools and colleges you can attend. However, if you're already enrolled in a school or college and wish to continue there, we'll do everything we can to help you maintain that path.

The staff at Upper Hollow are dedicated to supporting you in attending school, as we understand how important it is. They will always be there to assist with any concerns or challenges you may face along the way.

Additionally, we offer guidance in areas such as time management, study skills, and emotional well-being to help you thrive academically and prepare for the future.

# Racism and Bullying

In Upper Hollow, bullying, racism, sexism, or homophobia will not be tolerated at any time. Bullying is where people hurt other people on purpose, and it can take place in many forms. It can be physical, where someone is kicked and punched, it can take place over social network sites, it can also take place through verbal racist abuse.



We are aware that bullying occurs from time to time. If you feel that

you are experiencing bullying of any kind, or you see someone else being bullied, then we want to know; you can talk to us and we will take you seriously.

We attempt to stop bullying from occurring in the home by talking about it during our chats within Upper Hollow.

When staff members and children/young people do things right, and do the right things together, Upper Hollow will be an abuse-free, bully-free zone.



## Monthly Independent Reg 44 Visitor



Hello. My name is Marisa Kelsall and I will be the monthly independent visitor for your Children's Home. My job is to come to your Home every month and check that you are being looked after and cared for in a way that helps you to be safe and well.

I would like to talk to you on my visits, if you are happy to. If you have something you really want to talk to me about then let staff know and they will contact me and I will be sure to find you when I visit.

# Family and Friends Time

When you arrive at Upper Hollow, there will be a planning meeting to see how we can meet your needs and provide you with the best possible care. There will be decisions made about your family time as well as time with your friends. If the team at Upper Hollow and your Social Worker agree that the situation will be safe, then your family will be able to visit your new home, or you can have time with them by telephone.

You may not be happy about the family time arrangements, but remember, we want to help you as much as possible, and for your six-monthly review, we will always discuss family time arrangements.

We know that your family is important to you and an important part of who you are. At Upper Hollow, we will work hard with children/young people to keep in contact with their families



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# The Community and Activities

There are lots of activities and opportunities in the local and surrounding areas. There are lots of venues for shopping in the county of Derby. In the school holidays, staff members will plan activities and will ask you what you would like to do. It's a great chance to visit your favourite places, or even somewhere new!

There is always a packed program of events and holiday things to do, below is our round-up of great things to do locally to Upper Hollow:



- Alton Towers Resort: A theme park with excitement on legendary coasters and water world
- Crayton Mannor: Theme Park resort and amusements
- Conkers: A venue in the National Forest for outdoor activities including climbing and exploring nature.
- Tamworth snowdome: Ice Skating and other fun snow activities.
- National Memorial Arboretum: for a bit of history
- Lichfield Cathedral
- Trentham Gardens and Monkey Forest
- Cannock Chase: lots of outdoor space to explore, bike rides, football
- & lots more

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# Keyworker

Your keyworker is your special person at Upper Hollow. They will be there to explain things to you and to look after you. They will help you to buy things you need like clothes and toiletries. They might make you appointments and take you to them.

The  
Children's  
Society

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## Advocate



To have an advocate means to get independent support from another person who will help you express your views, wishes, and feelings.

There are various ways for you to access an advocacy service, and there are different organisations that offer it which we will support you to find the one right for you.

Staff members at Upper Hollow will always support you to get an advocate, indeed this is something that we encourage.

**coram**  
**Voice**   
getting young voices heard

**BARNARD'S** Changing childhood.  
Changing lives.

  
Change  
Grow  
Live

Children's Rights  
Service

Staffordshire

# Living Together



We have some house rules that help us to live together...

- The office is a space for staff to work, if you want to speak to staff, we will come out to you
- Be kind to each other
- Look after our home and your things
- Respect everyone's privacy
- Follow your daily routine
- Tell the truth
- Be safe
- Use electronics safely
- Join in with the group when you can
- Ask for help when you need it

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# Complaints, Compliments and Comments

During your stay in Upper Hollow, there may be occasions when you are unhappy about any issues that you are experiencing concerning your care, or if something has happened to you that you believe is wrong. You must tell us about these things, as it is our responsibility to take you seriously and investigate your concerns.

Similarly, you may be happy with your Home or the care you receive. It's important for us to receive your positive feedback too.

'Complaint, compliment and comment' forms are available in the drawer in both lounges. There are also envelopes you can use to address your form to a specific person. You can ask for support from your Key Worker or another member of staff to help you fill in your form if needed.

Once you have filled in your form, post it in the suggestion box – this remains locked and is checked by the Home's Management team daily. We hope to resolve any complaints as quickly as possible, so you should receive a response within 7 days of making one.

Once a month, staff will ask for your feedback regarding how you feel things are going at Upper Hollow and whether there is anything we can do to improve things, or anything else we can do to support you.

# The Children's Commissioner

The Children's Commissioner for England is Rachel de Souza. It is her duty as commissioner to promote and protect children's rights, regarding children who are living away from home or receiving social care services. Her priority is to listen to children and young people across the country, to hear about their lives, and to champion their voices.



**Children's**  
**Commissioner**  
Promoting and protecting children's rights

**0800 528 0731**



**Your Social Workers name and number:**

**Your IRO's name and number:**

**Your Advocate's name and number:**

(If you don't have an advocate but you would like one, speak to your Key Worker)

**Below are some numbers that you may find useful:**

