



WELCOME TO
UPPER HOLLOW

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Welcome to UPPER HOLLOW!

This booklet will tell you lots about our home. You might be nervous and have lots of questions, don't be afraid to ask us anything! We will always try and answer.

Upper Hollow is great, and just the right size for us. You will have your own bedroom and can decorate it however you like. Upper Hollow has living rooms, a dining room and a kitchen. There are four bedrooms for children, and one for the adults looking after you.

Facts and Aims of UPPER HOLLOW.

Upper Hollow is a home for four children between 5 and 17 years old. All the children at Upper Hollow have experienced challenges, but this makes you more special and unique!

It is a beautiful home, with lots of space for playing outside. You will be able to go to a school near the home, but if you already go to a school you love, you might be able to keep going there.

Your Health Matters:

Being healthy is an important part of being happy. The team at Upper Hollow make sure that your daily routine makes you physically and mentally well. You are expected to keep clean and tidy, the team will help as much as you need.

GP, Optician, Dentist

When you are not well, Someone from the team will bring you to see your friendly GP. Your carers will want to know if you have good eyesight. if you need your sight checking or need glasses, they will take you to the optician. Having good teeth is very important, your dentist is here to help you take care of your teeth. The team will make appointments for you to come and see them.





Your 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.

Advocates:

An advocate is an adult who doesn't work at Upper Hollow who can help listen to you and make sure everyone knows how you feel about your care. They will help you to understand decisions that are made about you. If you want an advocate you can speak to your keyworker, your social worker, or any professional adult you trust.

Moving into UPPER HOLLOW:

There are lots of reasons people might come to live at Upper Hollow. It might not be safe or possible right now for you to live with your family. That can be very hard, but the team at Upper Hollow want you to be happy here. They won't replace your family, but they do care for you. They will respect you and provide you with lots of opportunities. It might be difficult at first and may feel strange. We want you to feel welcome and enjoy living here.

Living together:

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

Always tell the truth

Be kind to each other

Respect each other's private spaces

Look after each other.

Listen to other people's views and treat them with respect

Don't be racist or sexist

Respect other people's religions

Don't be a bully

Daily Schedule:

At Upper Hollow you will have a daily schedule. This will be a plan of things you will do each day. It will include things like having your meals, bathing, appointments, school, and fun activities! You can help staff to write your schedule and tell them what you would like to do.

Room searches:

You will have your own bedroom at Upper Hollow. This is your space, and everyone will ask permission before coming in. Staff will check every day that your bedroom is clean and tidy, but they won't go through your personal possessions. If staff are worried, they may have to do a room search to help keep you safe. This may be to look for things that you should not have in your room because they are dangerous. These searches help to keep everyone safe.

Healthy Eating:

We know you have favourite foods, and you might have things you don't like to eat. The team at Upper Hollow will make sure that you have lots of healthy foods, like fruit and vegetables. If you must eat certain foods for your religion or beliefs, then the team will make sure you have these. At the weekly house meeting, everybody will get to decide what they would like to have on the menu. The team will also encourage you to stay healthy by keeping active.

Mealtimes:

Mealtimes are not set, but you will be encouraged to have a regular routine.

**Breakfast in the morning
Lunch in the middle of the day
Dinner together in the evening**

There will be healthy snacks available throughout the day – you can choose what you would like for snacks and meals at our house meetings. You may want some supper before bed. Staff will help make sure you have food available to you at the right times.

Bedtimes:

Bedtimes are different depending on your age, how much sleep you need, and your daily routine. On special occasions, like your birthday, you may be able to stay up a bit later. On school days, the team will make sure you wake up in time to get ready for school. On weekends or holidays, you may want to have a lie in.

Emotions.

We all feel angry and fed up sometimes. That's OK, and when you feel this way the team will try to help and will talk to you. There may be times when you can behave in ways that might hurt yourself or others. If staff cannot stop you, they may have to hold you. All the staff are trained to help you at these times, and will only hold you if there is nothing else they can do. We need to keep you, and everyone else in the home, safe.

Your Carers:

**At Upper Hollow, there are staff around all the time.
These people will help to keep you safe, keep you healthy,
work with your family, friends, and social worker in your best interest, and have lots of fun!**

This is the TRAINEE MANAGER Georgina

This is the DEPUTY MANAGER, Paul Adey

**This is the
REGISTERED MANAGER,
Taz**





This is Ibrahim who is a support worker



This is Imole who is a support worker

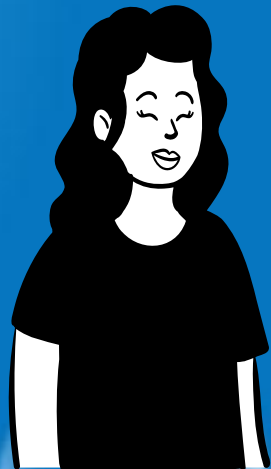


This is Debbie who is a support worker



This is Lois who is a support worker

This is Myrthe who is a senior support worker



THERAPY:

THIS IS THERAPIST LYDIA SHE IS THE THERAPIST AT UPPER HOLLOW. THERAPIST IS HERE TO HELP YOU AND GIVE YOU SPACE TO TALK ABOUT HOW YOU ARE FEELING.



Bullying.

Bullying will not be tolerated at Upper Hollow. We expect that no one will ever cause harm or upset to others. If you feel you are being bullied, please tell an adult straight away! We will keep you safe and help you. We have an anti-bullying policy; your keyworker can explain this further to you.

Records.

Upper Hollow will keep records about your time living here. You can look at these records whenever you want. The records are helpful, they mean that nothing is forgotten. They can be brought to your reviews, so your social worker and family know what is happening. Your files are private, only you, staff, inspectors, and your social worker can see them.

Security.

We have lots of ways to stay safe at Upper Hollow. One of these is that we have cameras outside of the home. This is to make sure that no one comes to your home who is not allowed. We also have an alarm which we set at night to let us know when doors open. This means that if you need help in the night, the team will know and will be able to come to you quickly.

Complaints.

It is important that your voice is heard. You can talk to the adults in the home, your keyworker, the Upper Hollow manager, or your social worker. You will have lots of opportunities to make suggestions. Sometimes, things might not go right and you might want to complain. Your keyworker, or any other team member can explain to you how you can make a complaint.

Questions

Will I have my own bedroom?

Yes! Everyone has a right to their privacy. We will always knock on your door before entering your room.

Can I bring my personal possessions?

Yes! You can personalise your bedroom. Your keyworker will take you to buy decorations.

Can I stay in touch with family and friends?

Yes! The team will help you to stay in touch with people who are important to you where possible. We can talk to your social worker about your important people.

Can I have visitors?

Yes! But you may have to stay in certain parts of the house, and staff may have to stay with you. We can discuss this with your social worker.

Do I have chores?

You need to keep your own space tidy. Staff can help you with this. You will also help look after the shared spaces in the house.

You can ask adults at Upper Hollow any other questions you might have



raising standards
improving lives

0800 123 1231

Contacts.



getting young voices heard

020 7833 5792



HELPLINE

0808 800 5000

help@nspcc.org.uk



0800 77 66 00 talktofrank.com

Friendly, confidential drugs advice



0800 528 0731

ChildLine

0800 1111



The Children's Commissioner

The Children's Commissioner is responsible for promoting and protecting children's rights and advocating their views and interests. This means that it is their job to make sure that you are being listened to and are being looked after in the best way possible. There are lots of ways for you to contact the children's commissioner. You can go on the website www.childrenscommissioner.gov.uk or email help.team@childrenscommissioner.gov.uk or call 0800 528 0731.



Ofsted.

Ofsted regulate children's homes. That means their job is to make sure that your home and the staff there are doing everything right to keep you safe and make you happy and healthy. An inspector will come out at least once a year to look around, and may want to talk to you. You can speak to them at any time if you have any worries about Upper Hollow. Their address is

**Piccadilly Gate
Store Street
Manchester
M1 2WD**