

Important Numbers & People

Child Line:

08001111

NYAS– national youth Advocacy service :

0800616101

Ofsted:

03001231231

Help at Hand:

0800 528 0731

help.team@childrenscommissioner.gov.uk

The Chief of Ofsted inspectors: Amanda Spielman–

Since January 2017 Amadan Spielman's role is to be responsible for the inspections framework to ensure that inspectors are efficient and effective in their finding for social care & Education.

The Children's Commissioner: Dame Rachel De Souza

The children's commissioner's role is to promote and protect the rights of children and young people especially the most vulnerable they will do this by requesting information and gathering research around the areas that are impacting and affecting children and young people the most to help bring change and improvement, they are able to do this as they have unique powers independent of government and parliament to be able to carry out the role with out fear or favour.

Dame Rachel de Souza is new in post March 2021 and within her first message as the children's Commissioner she focuses on the current pandemic and how this is going to impact and shape future generations and the challenges that have been had and continue to come during these times, she speaks about the role of Adults in children's eyes is to have the answers to the questions she wants to be able to give these answers by first asking adults what we are going to do to about these challenges . She makes reference to the changes that came after the war and how she wants to do even more than the post war generation and not just be the golden age in policy making but also the golden age in in delivery. Lets see what her 6 year tenure brings

Updated 07.07.21



Young



Guide



The Home

The Nabb is a small house in Telford with a very homely feel to it. The Nabb can have two young people living in it. The house consists of two bedrooms upstairs a bathroom with bath and shower and the office, downstairs there is a large kitchen with a breakfast island, a dining space and a living room and another bathroom with shower unit. There is a spacious garden to be able to relax in and even a plot to be able to grow your own vegetables. There is also an outer building that can be used as a chill out zone.



The Nabb is part of Cove Care who have homes in Telford, Wolverhampton and Kidderminster. Cove often focus on Young people that may need support around mental health conditions or emotional difficulties whether these are present or may be developing this is because of the experience of the senior management team and the training that the staff team receive offering a placement that may be different to other residential homes

Education

Here at The Nabb we are passionate about education and the importance of it. You will have the full support of the staff team to help you achieve your educational goals, it's okay if you are not able to see your potential to thrive as sometimes we understand it may be difficult but we as a staff team will help to build that confidence by believing and helping to build aspirations for yourself.

We will support in ensuring your educational needs are being met and that you are in the right educational setting. We will attend meetings and Parents evenings with you and also any Homework will be supported to be completed with the availability to access the young person's computer in order to be able to do this.

As well as formal education at The Nabb house we will thrive to help develop other skills such as independence skills and also do AQA units where you will be able to gain certificates for your informal learning



Visits

There are visits made to the house, these people may be interested in speaking with you to get your views. These visits include:

Monthly Reg 44 inspection- Each month Carole Moore will visit The Nabb to carry out checks to ensure you are being cared for and the home is meeting required standards

Ofsted- The Nabb is Governed by Ofsted meaning they will do a minimum of 2 visits a year and may wish to get your views of the house and the care you are receiving they will inspect the home to ensure standards and requirements are being met

PCSO's—The local PCSO's will often pop in check in on the house and young people

Your Records

At The Nabb we will keep records and files detailing information about your care. This will include information of your past history, your personal care plan from your local authority which will help to develop a Cove Care plan. We will also have a risk assessment that highlights any potential risks you may have and the best way to help support you. At Avenue House we will also keep a log book detailing information about the day as well as a daily evaluation for each young person which will document your day. Any incidents, accidents or key events will also be recorded and shared with your social worker so they are aware of what is going on. Along with weekly reports which are sent as an update to your social worker. Your records will not be shared with any other young person

Any current young person or care leaver has the right to request to see copies of most records that we keep about them and can make a formal request to this effect, which must be made in writing using the Cove Care Access to Records Request Form. This can be obtained by email from info@crccs.co.uk, or by calling us on 01902 854259, extension 1. You can also go through your daily evaluation each day by requesting this from staff who can guide you through this.

Complaints

We understand that sometimes you may be unhappy, worried or concerned about something that is going on whether this is about the home, education or anything else going on in your life, the first thing we would like you to do is to talk to an adult about it they will try to help. Depending on what the problem is it may be that someone else may be better help to support you and may need to speak to them instead for example your social worker we will be able to support contact being made with them to get them to visit so you can speak with them.

Making a complaint

If there is something that you feel can not be discussed with staff and you wish to make a complaint you will find a complaint form in your room on arrival to The Nabb but also complaints forms are available.

External complaints

If you feel you want to make a complaint external to the complaint procedure at The Nabb staff will be able to help support you however on the back you will find useful information for Ofsted. We will also support you to be able to find the complaints procedure for your local authority

Bullying

The Nabb is a Bully free zone. Bullying can come in all shapes and forms if you feel you are being bullied or think someone else is being bullied please make sure you tell an Adult so that this can be resolved or reported on whether this is in the home, school, online, by family or friends or in a club we need to know.

Bullying can come in the form or:

- being called names
- Being hit, pushed, pulled, attacked, kicked
- Being left out or ignored
- Having items taken or forced to give items
- Having rumours spread about you



Wishes and Feelings

Key workers-

You will be allocated a member of staff to be your key worker which you will have weekly key work sessions with and will be there as a support member of staff to be able to help you voice and take forward your views. Although you will have an allocated Key worker all staff are able to support you in your needs in the house and will work and build relationships with all staff which you can raise your views with.

Young persons meeting

Each week a young persons meeting will be held with all young people and staff and you are given the opportunity to chair the meetings and run them if you wish to. This is an opportunity for information to be shared, discussions to take place about the home and the running of it along with discussion of menu and activity plans for the up coming weeks. There is also the opportunity for you to raise anything you wish.

Review meetings

Regular review meetings will take place in terms of your care you are receiving and discussion around what is next and setting out plans, these meetings will have people involved that are part of your care including Social work, education, IRO and any other services that may have involvement, and as the meetings are about you your involvement will be wanted in the meetings to here your wishes and feelings.

Allowances

Each week you will receive pocket money dependent on your age will determine how much pocket money you will receive, from this pocket money £5 will be saved for you at head office which you will receive when leaving.

You will have a weekly £27.50 activity allowance for you and your allocated staff member to be able to go and do different activities and left over money will be saved and put towards bigger activities such as theme park trips

Each month you will get £55 clothing and £15 toiletry allowance to be able to purchase what you may need.



Your safety

Rules and Expectations

- keep self and others safe
- Respect each others privacy, dignity and confidentiality
- Respect others and understand difference in culture, beliefs and background and difference in opinions
- Respect own and others property
- If there is an issue seek help to resolve it without negative behaviours
- Discuss matters calmly
- Get support from others if struggling offer support to others if can support
- Help out with jobs and tasks around the house
- If worried or concerned speak with staff
- Do not leave property without permission
- Respect bed time routines
- Attend group mealtimes and house meetings

Physical interventions

On occasions there may be the need to physically hold you, staff are trained in GSA managing behaviours which includes de-escalation techniques and physical holds (Restraints), these are used as a last resort measure and may be used to ensure your own safety, the safety of others or if extensive damage is being caused to property

Confidentiality

It is important to understand that secrets will and cannot be kept by staff any information that you share with staff will not be kept purely between you and that member of staff. Information will be shared respectfully within the staff team on a need to know basis and sometimes information shared with other agencies again on a need to know basis. However respect will be given to your personal information and will be held confidential within the company and will not be discussed with anyone that should not know the information.



Community

We want you to feel supported in the area as it may be new place you have not been before, staff will show you around the area being able to point out the local places to go.

Religion and Culture

At The Nabb we will help and support with any Values, beliefs and practices you may have or wish to follow. We will show respect and value each others religious and cultural beliefs. We will ensure any religious or cultural need is met for you and find the best ways in which we are able to support.

Activities and Leisure

At The Nabb we enjoy being active and going out on activities whether they are paid activities or simply going on bike rides, walks or trips to the park. We have been on Holidays and bigger days out in the school holidays and new ideas for activities are always welcome.

If you wish to join a club we will support and help to find the activity cub for you.

We also enjoy in house activities which including TV/Films, Games, baking, arts and crafts listening to music and sometimes just relaxing.



Being Healthy

Food and mealtimes

We like to ensure that we promote healthy balanced diets at The Nabb and like to have a variety of meals available and like your input into the menu giving the ideas that you want to see on the menu and we like you to also help in preparation with the food to get involved and learn new skills.

As you get older and are planning and preparing for impendance you will be supported int being able to plan your meals and complete independ-ent food shops and cook independently for your-self.

We have fruit available all times to snack on



Smoking

We understand that some young people choose to smoke however will not encourage or support smoking at The Nabb and we will support you in quitting by using local cessation services through the GP

Alcohol and illegal substances

Drinking alcohol and using illegal substances is not permitted at The Nabb and medical and professional help will be offered to support these issues

Health and Hygiene

We will ensure that your are registered with local health professionals and attend regular check up and appointments. If you are feeling unwell you must ensure you inform staff so that an appropriate appointment can be made.

We encourage and support you in making sure your laundry is completed and we will prompt to ensure daily hygiene routines are completed and support in making sure routines are made and stuck to.



Your Room

You will have your own bedroom where you can spend time, your room door will be able to be locked but staff will have a key to be able to gain entry into the room. We will knock before entering your room to respect your privacy.

There will be an expectation that you look after your bedroom and keep it tidy and presentable, staff will help to encourage and support you in being able to maintain your bedroom. Staff will carry out checks on your room along with the rest of the house to ensure all is okay and are no health and safety issues.

You will be able to personalise your bedroom to be able to chose posters and pictures to be put up along with what kind of bedding you would like.

Deep cleans are expected to be carried out on a Saturday before pocket money will be given to ensure your bedroom is clean, bedding changed and laundry is being completed.

Your bedroom is your space and no other young people should be in your room or you in theirs as there are communal spaces downstairs for time to be spent together.



Room Searches

If there is concern that you may have something in your room which you should not have in there then staff will carry out a room search to look for suspected item, you will be made aware of this room search being carried out and reasoning behind the decision will be discussed with you. This is to ensure that your safety and others safety is always at the heart of the care being given.

Bedtimes



Bedtimes are dependant on age and you will be informed of your bedtime on arrival and settling into the house, during weekends and holidays you will be able to have a later bedtime which is increased by half an hour later unless on activity where you may return late but expectation is that you go and settle straight into your room.

We understand that sometimes settling into your room may be difficult and staff will be available to support you at bedtimes to help settle to bed.



Fire Alarms

At The Nabb we have regular fire drills, which are 'practice runs' for evacuations in the event of a fire. You will do these drills with the staff 3 times in your first month (1 must happen in the evening); after these drills will be regular, it is important you take part in these, so you know what to do if a fire did happen.

In the unlikely event of a fire:

RAISE THE ALARM BY OPERATING THE NEAREST ALARM POINT.

STAFF WILL CALL 999.

LEAVE THE BUILDING AND GO TO THE FIRE ASSEMBLY POINT WHICH IS THE GRASS ISLAND OPPOSITE NUMBER 90

Or you hear the alarm:

LEAVE THE BUILDING IMMEDIATELY

DO NOT COLLECT BELONGINGS

WALK CALMLY AND QUICKLY WITHOUT RUNNING

DO NOT RE-ENTER UNLESS TOLD TO DO SO BY STAFF OR FIRE OFFICERS.

