

XXXX CHILDREN'S HOME

This is your welcome pack; this should answer any questions you may have.

If not PLEASE ASK!



Statement of Purpose



XXX is located in a rural setting just outside a small village called Bignall End, in Staffordshire. Local Shops, and parks are a short walk away. Within a short drive there is a Shopping Centre, Freeport Talke, and a bit further away is Hanley Town Centre and Festival Park where there is a Bowling Alley, Cinema, numerous Restaurants and Shops and a Snooker Hall. Everyone at Halcyon is expected to consider other people as well as themselves and the attitude that people have towards others is very important for all of us. The staff of XXX aim to do their best to help the children and young people living here to feel safe, secure, cared for and wanted. All members of staff are expected to set a good example to the young people by having mutual respect for each other, as well as for the young people they care for.

Your XXX Staff Team

The Manager –
XXXX

Deputy Manager-

Team Leaders -

Residential Children workers –



Useful contact numbers

Your Social worker	Taryn and Charlotte.
Your IRO	
Your Advocate	

What will happen now?

Soon after you first come to the XXX home, some important decisions will be made about your future at a planning meeting. Staff will help you to understand what is going to happen and explain anything you are unsure about.

During your stay at the XXXX home, staff will talk to you about how YOU see YOUR future, and what YOU would like to Happen.



XXX Home

We really want you to feel settled at XX and would like you to help personalise the home with pictures and personal items.



YOUR BEDROOM

You will have your own bedroom whilst you are at the XXX home. You are entitled to privacy in your bedroom. Staff will always knock before they come in.

Bedtimes depend on how old you are. At weekends and holidays you can usually stay up a bit later, but that will depend on how you have behaved during the day.

We will ask you to keep your bedroom reasonably tidy!

Your bedtime will be09.00..... in the week and09.00.... at the weekend behaviour dependent

Do you want to personalise your bedroom?

What do you want to do? (colours etc)

Your stay at Halcyon

Do you know why you are living at XXX house?

Yes

☐

No

☐

While you are staying at XXXX house we will be working with you on your care plan to achieve goals. Your key worker and your social worker will need to write things down about your care and how we are looking after you. All your information is confidential this means that this is private. If you want to look at your file then this can be arranged with your key worker.

Has anyone spoke to you about your care plan?

Your care plan will **include** things like

- Seeing your family
- School
- Outside interests
- Health etc

Key worker



Each young person will have their own key worker at XXXX. Your key worker will be there to support you with any questions you may have.

You will also have a Link worker who will ensure your health records and education plans are met are updated regularly.

All the staff at XXX are here to support you however your key worker will be the one who makes sure all your opinions and wishes are expressed. Your key worker will also complete discussions with you around such things as independence and other topics of discussion in the aim to increase your skills and learning.

Hello!!!.....

My name is XXXXX

I will be your **key worker** at XXXX



Activities

What do you like doing in your spare time?

Can I help you find activities in the area that include your hobbies and interests?

Or is there anything new you would like to start?



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Education

Education is very important and will help you to achieve your full potential.

Attendance to all educational sessions, and achievements will be rewarded.

The Staff are available for advice and help with homework.

Sanctions may be on put in place for not attending education.

Educational material is available in the home.

Educational trips and visits to historical places are also available.



What YOU can expect

You have the **right** to be treated with **respect**.

You have the **right** to be responsible for **yourself** and **your** own actions, and to **respect** the **rights** of **others**.

You have the **right** to make mistakes.

You have the **right** to **privacy** and **personal space**.

You have the **right** to education.

You have the **right** to a **safe** and **secure** environment.

You have the **right** to ask for information and advice.

You have *the **right** to be **listened** to and be taken seriously.*





House rules and boundaries

We want xxxx to be a relaxed and happy house. To make sure this can happen we need to get along and think about others who live here. To do this we make sure rules are in place that we all understand.

These rules include;

- No Bullying – Bullying is not a good thing and can effect the way someone feels. We have zero tolerance for bullying.
- Young people are not permitted to have lighters. Staff are to keep lighters and provide them as needed.
- The home is to be kept tidy at all times, Young people are expected to help with cleaning and must tidy after themselves.
- Young people to shower or bathe daily.
- Young people are not permitted high caffeine drinks and are to have zero sugar options.
- Young people bedrooms will be checked daily, young people are to tidy their bedrooms before pocket money is issued.



House rules and boundaries continued...

- Young people are not permitted in staff bedrooms or the office.
- Young people will not have televisions or gaming consoles when they are meant to be in education or attending an appointment
- Staff and young people will refrain from using foul language and swearing.
- Racist sexist and any other discrimination will not be tolerated.
- All shopping or purchasing of food items must be completed by 20.30pm

THE
sky
IS
THE
LIMIT

Visitors

With the exception of family and social workers, visitors are not allowed upstairs. In some cases restrictions may also apply to family members, based on a 'Risk Assessment' being made, and subject to child protection issues being involved. Your visitors will be encouraged and made welcome, with times of visits usually agreed beforehand



If the door is knocked by a visitor, please let staff answer the door to ensure before visitors enter we can clarify who they are.



Sanctions and Rewards



All rewards and sanctions are recorded in a log book that is kept in the office. You can see it if you ask and we would like you to write your comments in the book also.

Positive behaviours may earn you :-

- Money towards activities of your choice, i.e. Go Karting, cinema
- DVDS/Magazines
- Treats of your choice i.e. sweets, drinks



Negative behaviours can result in a Sanction which could be:-

- Loss of activity
- Privileged items i.e. TV, X-box, internet may be withheld
- Loss of free time
- Financial reparation if damage has been caused.
- Loss of staff transport



Making a complaint



We hope that you will not need to make a complaint during your time here at xxxx. However, if you do there are five ways you can do this; give it to the Staff, Social worker, Guardian, Advocate or Manager. These could be given in writing, by email or by phone.

The xxxxx Team will provide you with the means to make the complaint, you can also write your feelings, views opinions in the comments book.



Physical Intervention



This is when the staff may have to physically intervene (hold you) to keep everyone safe.....

THIS IS AS A LAST RESORT !!

ALL STAFF are trained to physically intervene using safely approved holds. This is NEVER as a punishment, its only to keep YOU safe.

You will always be offered medical attention after any physical intervention and you will have an opportunity to make comments and share your views.

Allowances

Throughout your time at xxxx, you will receive weekly pocket money. You will also receive an allowance for clothing, plus money for toiletries, phone calls, fares and activities as agreed with members of staff. You will also get money for Christmas/Religious festivals and for your Birthday.

Pocket money will be recorded on a monies log and will require to be signed by the young person when money is issued. The pocket money is usually given on a Friday morning. However, there is an expectation that bedrooms are tidied before allowances are given out.

The amount of pocket money you receive is ...£7.50..... each Friday

Clothing money is allocated to each young person on a monthly basis at a rate of £60 for smokers and £65 for non-smokers. The accumulated amounts may then be used by the young person to purchase items of clothing of their choice.



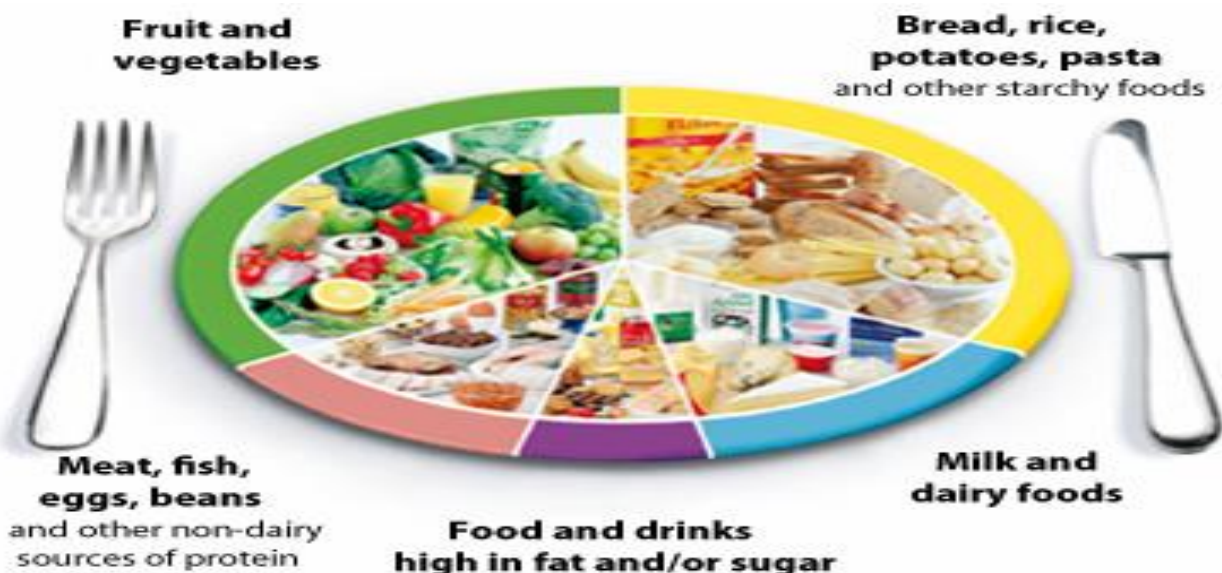
Food

You are encouraged to help plan the menu for the week. We will help you with any special diet you may have. If you require a different diet for cultural reasons, we will help you with this, or with any other needs you may have relating to your own upbringing or religion.

We actively encourage you to have a healthy and balanced diet.

What foods do you like?

What foods do you dislike?



FIRE !!!



On arriving at the home, xxxxx staff will make you aware of the fire procedure. This will include showing you all the nearest fire exits and demonstrating a fire drill for you to be aware of what to do.

If you see a fire or hear the alarm DONT PANIC...
THINK

Depart the home IMMEDIATELY and listen to what the staff tell you to do.

Wait in the evacuation point until staff tell you its safe to go back inside.



Young people's participation

We encourage you to participate as fully as possible in running the home. This is done in various ways, but the main one is by encouraging young people to have meetings when they are living with us, also young people are encouraged to engage in consultation, key work sessions and discussions to ensure that your input highlighted and heard.



Meetings



Regular meetings will be held to discuss your care plan and we feel it to be really important that your opinion is put forward within these meetings. We feel that in order to provide the best care for you, your opinion and values need to be respected.

These meetings will include LAC reviews (overall summary of your care plan and how it is being/ needs to be met) , PEP meetings (Education), Risk Management meetings, Planning meetings and Strategy meetings.

When you arrive at xxxx a planning meeting will take place within 72hours of you arriving at this placement. Your social worker will also attend this meeting.

A LAC review will take place within a month of the placement to discuss your care plan.

After this a LAC review will take place three months later and then six months later to discuss your progress. xxx staff encourage you to attend these meetings to ensure you are happy with what is being discussed and for you to put your input and views across.

Useful contact numbers

There are various agencies you can call for support if you feel your rights are not being met, who can offer advice if you have questions or concerns.

There is an organisation called Ofsted who will inspect xxxx home every year, to make sure the home operates correctly and that each young person has the opportunity to achieve the best possible outcomes in their lives.

The contact details for Ofsted are :

Ofsted

Piccadilly

Gate Store Street

Manchester

M1 2WD

Telephone: 0300 123 1231



Other agencies you can contact for advice and support if required are listed below:

Child Line: 0800 1111

NWAAA advocacy: 01248 670852.

Children's commissioner: Anne Longfield (OBE),
website address is

<http://www.childrenscommissioner.gov.uk>.

Police (Non-emergency): 101

Who cares helpline: 0808 800 5792

Cruse bereavement care (young person's support
line): 0808 808 1677

NHS choices: 111

Samaritans: 08457 909090

Youth Matters: 0800 107 7057

You have the 'right' to know your 'rights'.

What is an advocate?

An advocate is a person who will help you say what you want or speak on your behalf. The NWAAA can offer one-to-one advice if you have any questions or need advice. Your social worker can also support you in accessing an advocate from your local area. A good example of when you might need an advocate is at a meeting, or a review, where you may feel too scared to voice your own opinions.

NWAAA is a bi-lingual English/welsh advocacy organisation commissioned by Crystal Care Solutions, upon arrival to the xxxx home, you can be referred to NWAAA if you wish, who will chat with you and act on your behalf with any wishes or concerns you may have. . Contact details for NWAAA – Tel: 01248 670852.

What is the role of a Social Worker?

Social workers work with individuals and families to help improve outcomes in their lives. This may be helping to protect vulnerable people from harm or abuse or supporting people to live independently. Social workers support people, act as advocates and direct people to the services they may require

What is the role of an independent reviewing officer?

They are the people who chair reviews for children living in children's homes or foster care (sometimes called "looked after" or "in care"). They have an important role in deciding what happens in your future.

It is the IRO's job to make sure that decisions taken are ones that are best for you, follow your care plan and respect your rights



Well that's that!



We are sure that you will probably need to read this booklet a few times. You may also have lots of questions which you can ask any of the staffing team at any time who are working with you. We do encourage you to have input into this children's guide as with many other aspects of your care. We want your time with us to be happy and constructive as possible. Remember it is YOUR future we are trying to help you with.



Your comments

Please take some time to have your say on how good you feel this children's guide is in providing you with the information you need for your stay at xxxx

Please rate this out of 10.

10 being Excellent and 0 being poor.

How effective do you think this children's guide is?

1 2 3 4 5 6 7 8 9 10

Do you think this provides you with all the Information you need?

1 2 3 4 5 6 7 8 9 10

How do think this could be improved?

What information do you think needs to also be included?