

Grove House

Great place, great people,
great times!

DIFFERENT FORMATS

This information can be made available in other formats and in different languages on request.

Please call 0191 433 6530 or email: grovehouse@gateshead.gov.uk



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WELCOME TO GROVE HOUSE

This booklet is for children and young people who are coming to stay at Grove House. It will also be really helpful for your parents and carers as it explains what it is like at Grove House. **We want you to enjoy your stay with us.**

This booklet tells you more about the people who will be looking after you and all the different things you can do while you're with us.

WHAT IS GROVE HOUSE?

Grove House is a place you can come to and enjoy a short break from home. You can have fun, relax, make new friends, learn new skills and try new activities.

WHAT WILL HAPPEN BEFORE I COME TO STAY?

Before you come to Grove House your social worker will ask you what you need to make you happy during your stay. They will also ask you and your family/carers why you should come to Grove House for a short break.

WHO WILL I MEET AT GROVE HOUSE?

There will be up to five other children and young people at Grove House when you come to stay. They have also come for a short break, to have fun and to meet new friends. Both boys and girls, aged between eight and eighteen, can stay at Grove House.

You will also meet the staff team who will look after you during your stay. All our staff have lots of experience and enjoy working with children and young people just like you. They are there to look after you, keep you safe and help you enjoy the time you're with us.

Garden area



Our living room



WHO WILL LOOK AFTER ME?

There are lots of people working at Grove House who look forward to meeting you. This is a list of different jobs and what they do.

- **Manager and assistant managers** – They are in charge of Grove House and make sure you are happy and have everything you need.
- **Residential child care officers** – They help the assistant managers and are also keyworkers. They will help you to settle into Grove House and support you during your stay.
- **Keyworkers** – You will have a keyworker who will give you any help you need. They will tell you more about how they can help you when you meet them.
- **Care assistants** – Will care for you and help the keyworkers during your stay.
- **Waking night care assistants** – Will help you with anything you may need through the night.
- **Cook** – Makes tasty meals for everyone! Please let our cook know what your favourite food is and she will try and make it for you. There is always a choice of food, even if you have a special diet.
- **Domestic staff** – Make sure that Grove House is always nice and clean and comfortable for you.
- **Driver/Handyperson** – Helps with all sorts of jobs at Grove House such as making sure the house and garden are all looked after too.
- **Administrator (Office)** – Helps with all of the paperwork and office jobs.
- **Driver assistants** – Many of our staff from the above list can drive our minibus so you can get out and about whilst you are with us.

WHAT IS GROVE HOUSE LIKE?

Grove House is right next to Saltwell Park. The house has a downstairs and an upstairs so we have a lift if you need to use that.

Downstairs we have:

- **A comfortable lounge/sitting room** with a TV, DVD and CD player, games consoles, ipads and computer with Wi-Fi. There are lots of books, toys and equipment too.
- **A large light and sound room** where you can relax and explore.
- **Your “den”** – for you to hang out with your friends. It is a separate room where you can chill out, do your homework or learn to cook or wash up etc.
- **A garden** – which is really big, for you to play in and relax. There are swings, climbing equipment, sand and water play, a trampoline and a sensory garden waiting for you to enjoy. You can spend lots of time having fun in our garden and when the weather is nice we often have a barbecue on the patio.

WHERE WILL I SLEEP?

On the first floor there are six “themed” bedrooms, with each room being a different colour. You can usually choose which room you like the most and then we try to let you stay in the same room each time you visit.

Three of the rooms have special lifting equipment for children and young people who need this support. All rooms have Freeview TV’s, DVD player so you can enjoy your favourite programmes and music.

WHAT ARE THE BATHROOMS LIKE?

There is a large bathroom with a Jacuzzi bath, sensory lights and music and a shower room with a special shower trolley/shower bath and walk in shower. Both of these rooms are bright and modern so you will definitely enjoy your “bath time” at Grove House. If you want to you can bring your bath toys from home!

It takes lots of people to make sure you have everything you need at Grove House. Once you come to stay you will get to know everyone really quickly and see that they are all here to help and care for you.

You will get the chance to meet some of the staff before you come to stay so this will help you to settle in.

All of our staff are well trained and have lots of experience working with children and young people just like you and look forward to spending time with you.

Lots of children and young people who come to Grove House need staff to help with personal needs. Our staff will talk to you before you come to see if you need any personal help.

You can tell them exactly what you need and how you want them to help you.

Hanging out in the den



One of our six bedrooms



Our large bathroom with jacuzzi bath



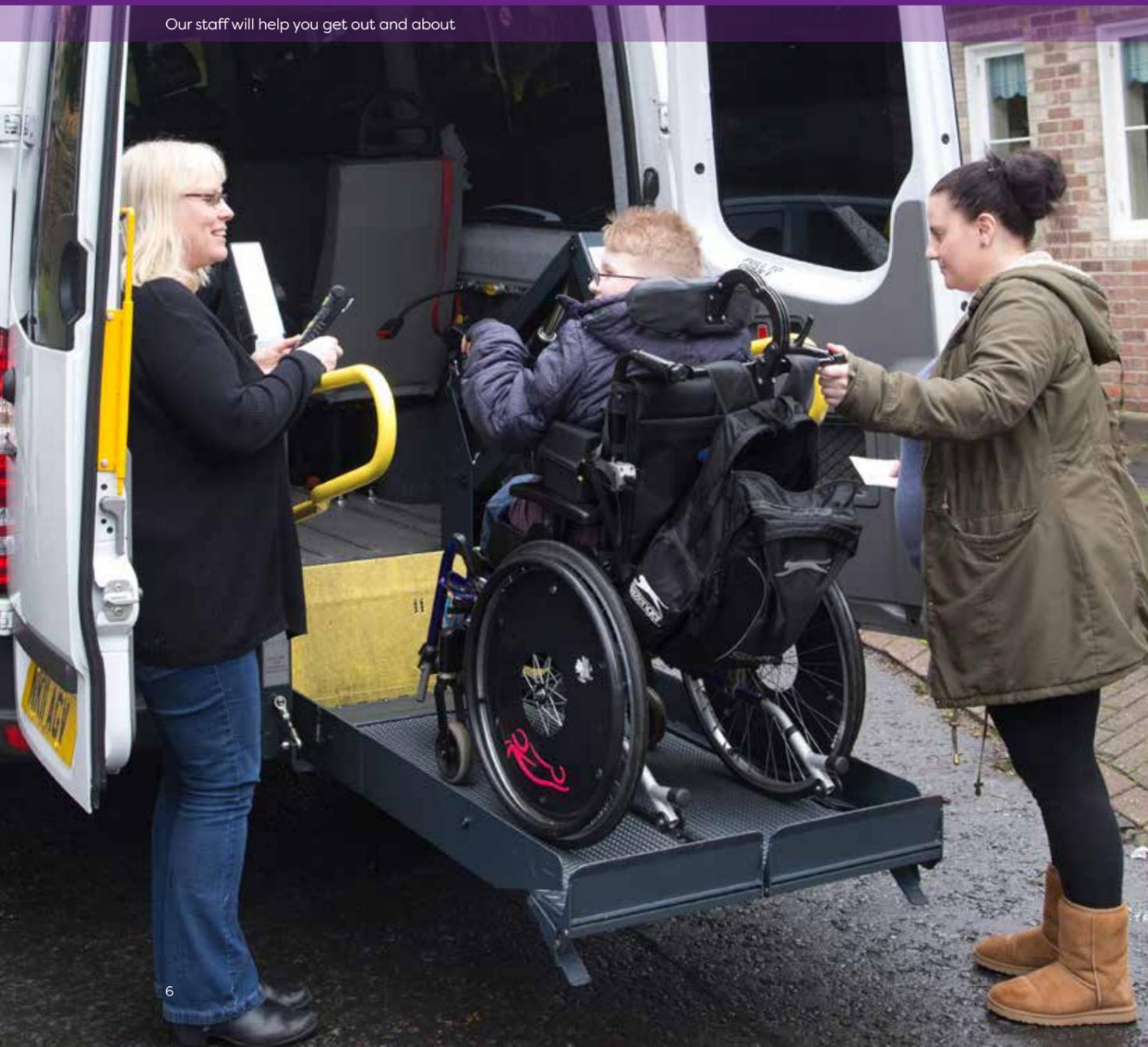
CAN I STAY IN TOUCH WITH MY FAMILY AND FRIENDS?

Your family and friends can telephone or email you. They can also visit you whenever they like. You will be allowed to use the phone, for free and in private, whenever you want. You can also bring your own phone, tablet or laptop to use. We have free Wi-Fi in Grove House and we can help you set that up on your devices.

DO WE GO OUT AND ABOUT WHEN WE STAY AT GROVE HOUSE?

There are lots of things to do at Grove House but we like to get out and about too. We go to the park, libraries, the cinema, visit the seaside and go bowling. If you would like to try anything different or go to other places then let us know and we will try to take you. We love to go out together and look forward to spending time with you doing fun things.

Our staff will help you get out and about



WILL I BE SAFE AND STAY HEALTHY?

While you are with us we will do everything we can to keep you safe and healthy. You will get to eat healthy food, the chance to take part in lots of activities and we will help you with any personal needs. We encourage everyone to take part in activities and stay healthy.

If you take any medication we will help you with this and if you sometimes need a nurse they will come to see you at Grove House.

We will always try and keep you safe at Grove House. We are trained to look after you in lots of ways. Even if there was an emergency, we would keep you safe and well.

We make sure children and young people do not harm or bully each other and we will not let this happen. We also help to keep children and young people safe if we thought they were going to hurt themselves or others.

We have tv cameras outside so we can see the garden and all around the outside of the house. The cameras are there to help keep you and visitors safe and protect the building.

WHAT ABOUT GOING TO SCHOOL?

You will still go to your school while you're at Grove House and we will help you with any homework you might have. If you usually go to school in a taxi or bus then, most of the time, the same taxi or bus will collect you and bring you back to Grove House.

WILL MY WISHES AND FEELINGS BE LISTENED TO?

You might be worried about who will listen to your wishes and feelings. At Grove House we want you to be happy and this means we really get to know you.

We will ask for your ideas and feelings on things and it is our job to find out what you want and what you would like. We will always give you an explanation if we can't let you have what you have asked for.

We always help children and young people to have their say on whatever they want about Grove House. We have regular meetings with you and our Grove House Council meets four times a year. Some children and young people have even helped us to choose new staff.

All of our staff are here to help you



WHAT IS “A REVIEW”?

A “review” is a meeting that all children and young people at Grove House have. It’s a meeting where you and your Grove House keyworker, your family and any other professionals who help you get together and have a chat about what you think of staying at Grove House.

At your review meeting you will get the chance to talk about lots of things and we will ask you if you are happy at Grove House. You can also tell us if there is any more we can do for you when you are with us. Your meeting is your chance to tell us what you think and we will all help you to talk about your feelings. You don’t need to be worried or nervous you just need to come along and have a chat with everyone who cares about how you are getting on when you stay at Grove House.

RULES... WHAT RULES?

We don’t have many rules at Grove House as we want you to have a great time, but there are some things that we ask you to do that are really important.

These things are:

- Staff, children and young people always speak politely to each other.
- We encourage you to respect other people and their belongings as much as we can.
- What we really like is for you to treat other people the way you would like them to treat you. – If someone doesn’t feel that this has happened then staff will decide together with you what you feel is fair.

IS THERE ANYONE ELSE WHO CAN SPEAK ON MY BEHALF?

Yes, there are people called “advocates” who can help you if you have any worries. We can arrange for an advocate to talk and support you to have your say or speak on your behalf. Just ask us if you need someone to help you.

EXTRA THINGS YOU MIGHT NEED TO KNOW

Here are a few other things you might want to know.

- We have lots of equipment to help but if you want to bring any of your own you can.
- You can bring a few of your personal things, for example, iPad devices, phones, cds/dvds, toys or books. We have lots of really good stuff here for everyone to use too.
- You can bring pocket money with you if you like. We can keep it safe if you want us to. We can also help you manage your money.
- Bedtimes and routines that you have will usually be kept the same and we will help you with this.
- If you need help in the night you can call for us using the button or pull cord in the bedroom. There are staff who stay in Grove House all night so there is always someone to help you during the night.

WHAT DO I DO IF I’M NOT HAPPY ABOUT SOMETHING?

When you come to Grove House you should be treated with respect and have great time. We want Grove House to be the best it can be so we need you to tell us when something is not quite right. If there is anything at all that you’re not happy about or want to change, we really want you to tell us so we can sort it out or change it. Just tell any of the staff about it.

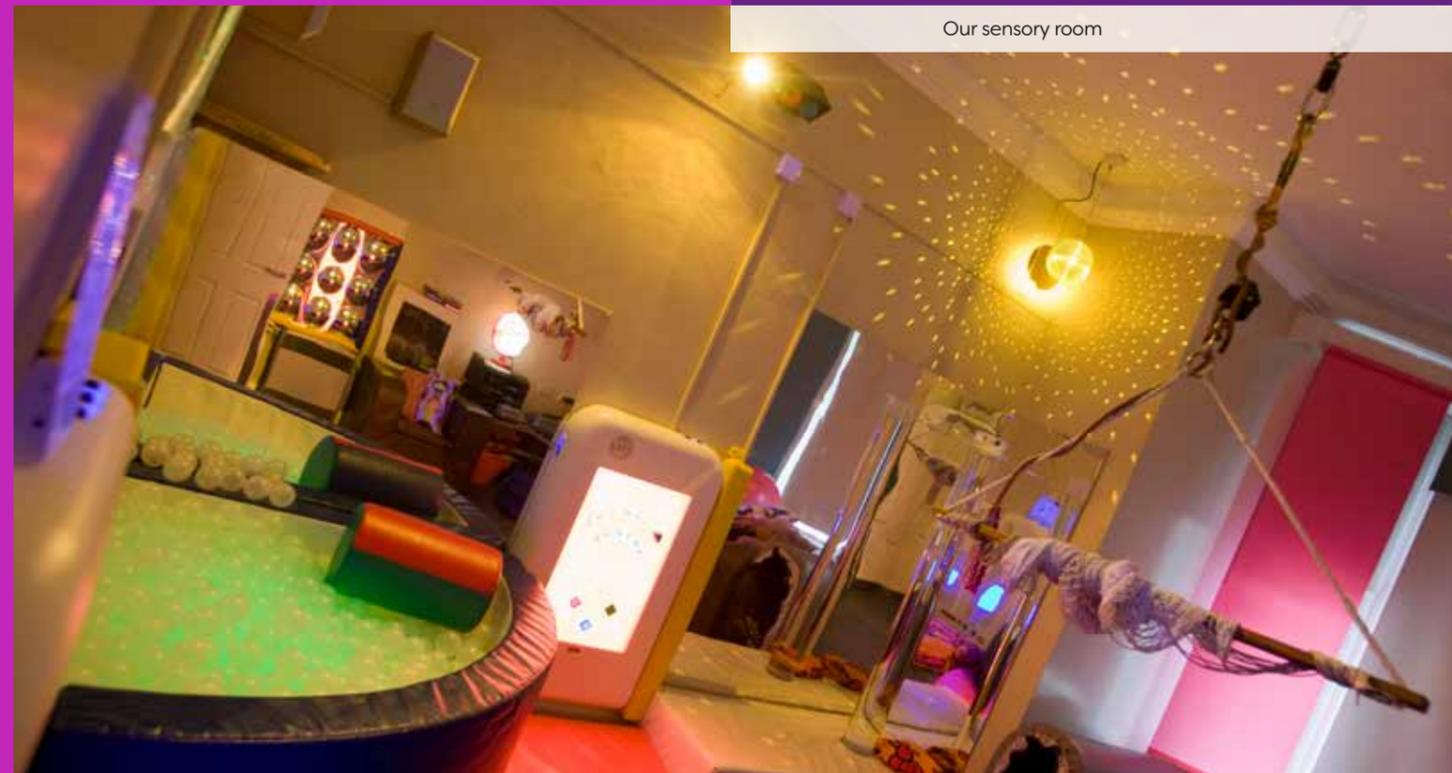
You can also tell the **Complaints Officer** if you do not feel you can tell the staff at Grove House. It is their job to put things right and their details are at the end of this booklet.

You can also ask the staff at Grove House to help you contact the Complaints Officer if that is what you want. Sometimes we also have visitors at Grove House whose job it is to make sure it is the best it can be and they might ask you for your ideas and views too. Please tell them what you think.

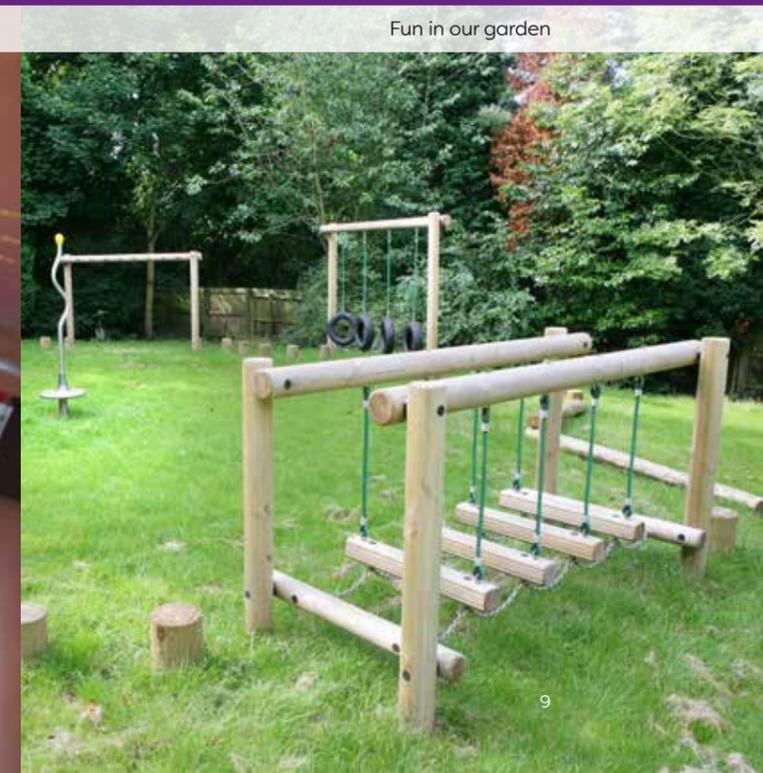
The most important thing to remember is that if things are not right for you, please do not worry, just speak to us and we will help you as much as we can.

DON’T FORGET

You can ask as many questions as you like about Grove House both before and during your stay. We want to know everything you can about us. It’s our job to make sure you have everything you need and enjoy your short break with us as much as you can. So don’t forget to tell us what you like.



Our sensory room



Fun in our garden



WHAT DO PEOPLE SAY ABOUT GROVE HOUSE?

CHILDREN AND YOUNG PEOPLE

- “I like coming to Grove House because it is fun and we play on the Xbox.”
- “Grove House is where your dreams come true.”
- “Grove House is good and I like to play in the hammock.”
- “I like the people and the ball pool.”
- “Grove House is canny because the staff look after you.”

PARENTS AND CARERS

- “Grove House is run and managed very well. Excellent staff who are understanding and caring.”
- “All the staff are friendly and work hard. Communication is very good.”
- “Fantastic service”
- “We think Grove House is fantastic. The staff are brilliant and my child loves going.”
- “Grove House makes a big difference in my child’s life as well as mine.”
- “My child loves their time at Grove House, where they are happy, settled and extremely well cared for.”
- “All the staff do a wonderful job and provide the care and support families need.”

VISITORS

- “Very enjoyable visit. Perfect Place”
- “Lovely place, very homely. Made to feel very welcome.”
- “Spot on as usual.”
- “Very welcomed, a lovely environment”

USEFUL CONTACTS

Here are a few addresses and telephone numbers that you might find useful. We have included details of people you can contact if you don't think we are providing the highest standard possible. If you are not happy with our service you can contact these people. If you need us to help you to contact any of these people jus ask.

MANAGER OF GROVE HOUSE

Grove House
East Park Road
Low Fell
Gateshead Council
NE9 5AX
Phone: 0191 433 6530
Email: ashleighmcneill@gateshead.gov.uk

OFSTED

Piccadilly Gate
Store Street
Manchester
M1 2WD

Phone: 0300 123 1231
Fax: 0300 123 3159
Email: enquiries@ofsted.gov.uk
Website: www.ofsted.gov.uk
URN No: SC036804

SOCIAL CARE COMPLAINTS

Gateshead Council
Social Care Customer Services
Care, Wellbeing & Learning Civic Centre
Regent Street
Gateshead Council
NE8 4HH
Phone: 0191 433 2692
Email: enquiries@cbs@gateshead.gov.uk
Text: “COMPLAINT CALL BACK” with your
Contact details to 07736 287 376

CHILDREN'S RIGHTS OFFICER

Children's Commissioning
Gateshead Council
Civic Centre
Gateshead
NE8 1HH

Phone: 0191 433 2647
Email: rights@gateshead.gov.uk

CHILDREN'S COMMISSIONER FOR ENGLAND

The Office of the Children's Commissioner
Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT
Phone: Freephone 0800 528 0731 • Email: help.team@childrenscommissioner.gsi.gov.uk

Your Independent Reviewing Officer or Social Worker is

Name: _____

Telephone Number: _____

Email address: _____

If you need help from a social worker outside of normal office hours (Monday to Thursday 8.30 am until 5pm and Friday 8.30 am until 4.30 pm) then contact

THE EMERGENCY DUTY TEAM ON 0191 477 0844