

# Welcome to Haslemere Children's Home

# We are Haslemere Children's Home

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## Welcome message

Hi [child's name]. We are Haslemere Children's home! We have created this information pack to give you all information about Haslemere to help you settle here. We are a family who work together in this for you to feel safe, have a comfortable place to stay, have fun, support you in your education and support you to get you to where you need to be. You may stay here for some time, so this pack should give you all the information you need to know.



Your gift of a new, safe home!

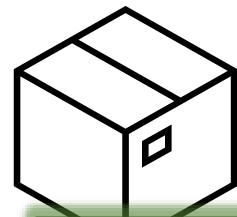
We understand that moving to a new home can make you feel anxious, worried, angry, excited, or happy. It is normal to feel any of these or different feelings and we will help you. If you have any questions about Haslemere, you can always ask any member of the family.

We all work together to make sure you get the support you need. We will listen to you and support you.

Haslemere has 6 bedrooms, 3 bathrooms and toilets, a large lounge and dining room, large front and rear garden, an upstairs social room, and an outdoor chill out and study area.

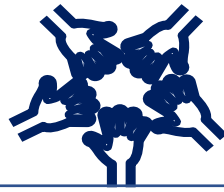
The local community is lively and has loads of activities to participate and be a part of. Some of the activities on offer is swimming, youth clubs, cinema, boxing classes, supermarkets, parks, library, and gyms.

While you stay here, we will support you to build on the skills and achievements you currently have or will start to support you to work towards having an independent mindset and outlook. We want to support you with skills that will help you to be able to live independently in the future. It may be tasks like learning to cook or bake, knowing how to keep your space and environment clean, how to look after your own mental and physical health, how you can make friends, build friendships and to be able to manage understand your thoughts and feelings. All these things and more will help you to become a great adult. It will be challenging at times, but we will always help you gain inner strength to overcome problems. Together we will help you look after yourself and others in positive ways so when it is time for you to move, you will be ready to start a new stage in your life.



Time to unpack!





## Meet the team

So that we can keep you safe, settled, and comfortable, we are family that work together to support you in your home. We will be around, getting to know you, and you will have opportunities to get to know us and ask questions. You may see us at different times of the day and night, just like a home will be. There will always be someone at Haslemere; you will never be left alone.



We are a team of professionals who stay at Haslemere to support and help you, introduce you to the community and explore your surroundings, socialise, and network. We are patient and support at the pace you choose. As a family, we want to offer positive, nurturing and encouraging experiences when living here.

We also have a team of professionals away from the home within the community. You will get to know them, and they may come in to visit you or us at Haslemere.

We are a multi-diverse team of different cultural backgrounds and personal experience. Our staff team consists of mixed ages, ethnicities and genders and are trained to offer you the best care.

As a team we provide a physically and emotionally supportive home which is underpinned with respect, tolerance, and honesty. Our atmosphere offers the opportunity for personal growth in a safe and comfortable environment. We work together to offer a nurturing and inclusive environment and good collaborative working.



Ready for action to support you!

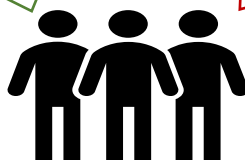
We are a family who will want you involved in the making of your home and will positively support your ideas with action.

Although our team can seem quite large and this can be daunting, we are really a large family all working together. There is a registered manager, deputy manager and team leaders based at Haslemere and we also have a team of key workers (some who will support you overnight and others during the day), a chef and other external services that will be keen to be part of your journey. Over time, you will get to know them all.

What music do you like?

What do you like to eat?

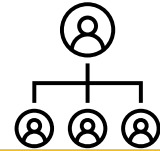
Where would you like to go visit?





### Registered Manager

Our registered manager ensures your overall care which has been arranged for you, with other professionals, and your support family at Haslemere has been successful and beneficial for your overall outcome. They are responsible for our team leaders and key workers.



### Deputy Manager

Our deputy manager is responsible for who is supporting you at Haslemere. They work directly with the key workers and team leaders to ensure you are supported in your home and in the community and beyond.



You

Our chef will be there not only to cook delicious meals but also to help you understand the importance of nutrition to support a healthy body and mind.

### Healthy eating chef



Our team keeps the home running and clean, the general maintenance of the home and fixes all the other things that will go wrong from time to time.

### Operational teams



### Team Leaders

They ensure the right support is offered to you and prepares the key workers for your care in and out of the home. They will facilitate activities at Haslemere.

### Key Workers

Our keyworkers are who you can feel supported by, have fun with, talk honestly with *without judgement*, support you with new experiences, seek advice from and who you will work together with to achieve your outcomes.



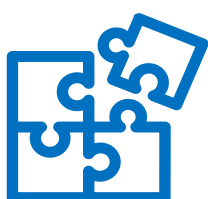


## You and your Care

Your care plan is an important part of your journey as it details the type of care you wish to receive and the way you need your keyworker and professional teams to support you. Your care plan will give your keyworker more information about you, your wishes, achievements, and your challenges. Together, you will go through your care plan and will discuss what your personal goals are and what additional support you will need from the team to support you.

As part of your care plan, your keyworker will support you and work with other professionals to provide a support network for you. You will attend meetings and will discuss with the team how your care plan is progressing. You will always be the focus in these meetings and can talk about how well your care plan is working for you. You will be part of the review of your care plan with your keyworker and be able to create new plans or make changes to parts of your plan if you want to.

Your key worker will understand the challenges you



may be experiencing and will support you with any personal goals to help you overcome difficulties. It is important to communicate if any part of your care plan is no longer working for you as your wellbeing is important and we can make changes to help support you the right way.

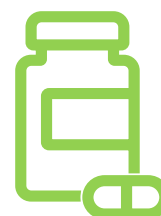


*My mind: my ideas, my choices, my decisions*

Your care plan is your evidence of your future goals, achievements, and challenges. It lets your keyworker know what is important and matters to you. It also lets the team know what you have agreed to work on to achieve your future goals.

## Care and your health

Your health care is vitally important, and we will give you support so you have regular health checks. Your health can directly impact on your physical and emotional wellbeing so having routine assessments can help to monitor your health. Once you are at Haslemere, we can arrange for you to receive a dental health check, an eye test and finally a medical assessment which is once a year. We will support you with all forms of your physical care, including diet and sexual health. You can ask us any questions or concerns you may have about your health as we promote positive healthy lifestyles. We will accompany you to appointments and will support any confidential consultations you may choose with your doctor. We may also seek advice and support from other professionals about your health to ensure your care supports you. If there is any part of your health check you have questions about, you can ask for advice from your key worker.





## Who supports me?

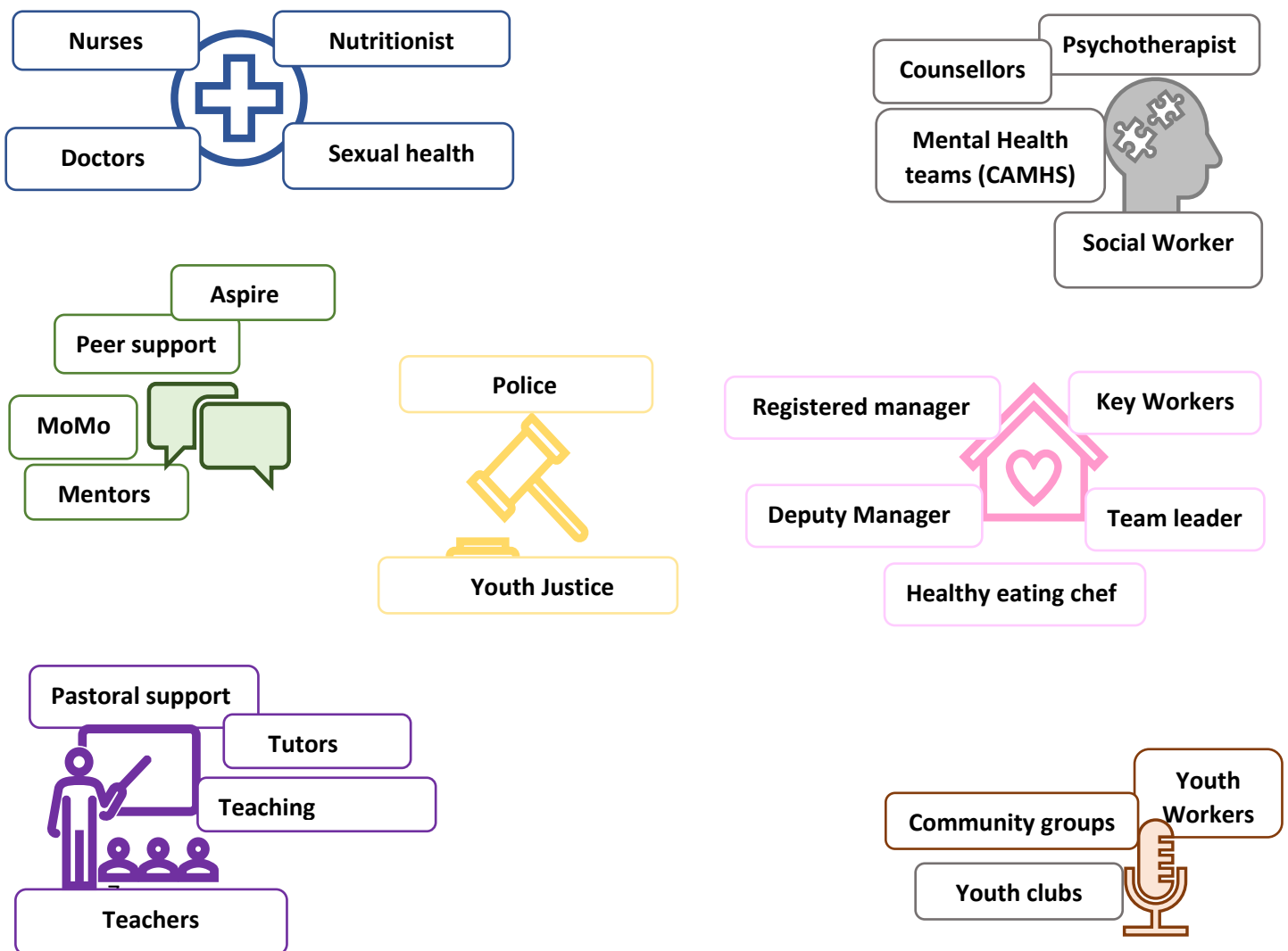
There will be an external team of professionals who will work with you and your keyworker. They will help to support you with your care plan using therapy, art sessions or counselling.

The support teams can range from teachers, psychotherapists, doctors, youth workers or police, depending on what kind of support or intervention you will need. These professionals may change, or you may receive support from more than one professional at the same time. The professionals are in your life currently to help you meet the future goals of your care plan and are of service to you.

It is always beneficial to talk to professionals in your care about your thoughts and feelings, what you need or if your needs change as this can help the team tailor your care plan for you and understand how you're feeling. We are always able to adapt your care to support your needs.

You will have opportunities to create partnerships with other professionals, get to know them and as they provide support, they will gain an understanding of you and your needs.

Here are some of the professionals you may meet, collaborate with, gain support from and be supported by at Haslemere and in the community.



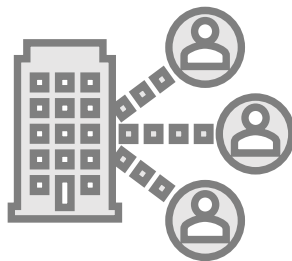


## How we live at Haslemere



We want you to have the best experience at Haslemere in a safe and secure environment. This is your home and it is important to us that you can express yourself and feel comfortable living here.

We have a relaxed, nurturing environment and provide loads of activities to help make days fun. We do, however, have some rules which help you and your other residents stay safe while living here. We allow your freedom of expression in respectful ways.



We value your opinion, thoughts and feelings and expect you to be open and honest with us.

We want you to be able to talk to us about anything. We do not judge you or your past and we

work to support and encourage you in a caring and nurturing environment.

We build on your strengths and want you to reach your potential. We value your individual life achievements and respect you as an individual.

We will support you with any difficulties you may experience and discover with your ways of understanding why situations happen, how they make you feel and what is needed to overcome them. This is important as you will develop new ways of solving problems and be open to make changes.

We provide consistency and ongoing care to you so that, once you leave here, you will feel far more equipped to manage any challenges you may face in the wider community.

Finally, we value positive working partnerships with you and will work with other professionals who support your immediate and long-term care. We work with you to ensure they are positive, consistent, and supportive for you and you gain the best outcomes from these partnerships.

Everything you choose to share with us...



Is important!



I'm a gamer



Netflix...and chill with friends



Insta is life!



Music: giving me positive vibes

Blackjack, anyone?







## Routines

We have thought carefully about how routines should be used at Haslemere and do not seek to impose any routines that will not help your personal growth and development. As we prepare you for living independently, our routines are built on the skills needed to help you manage the day-to-day tasks.



learning to cook

You will be encouraged to manage your time, take turns to cook, clean or complete your own laundry. Yes, they may seem boring and pointless at times, but these tasks are the essential foundations in understanding the benefits of having a routine, gaining independence, and developing new skills you have not had before.



Washing like a pro!

We will share these opportunities with you as they will help you get a sense of how to be independent. Be prepared for us to celebrate your efforts and achievements with you!

We actively promote self-worth and self-identity. So, when learning new skills or when doing tasks, we encourage you do it in ways that you feel comfortable with. We will explain why it is important to do the task but will leave it up to you to decide how you will go about it. We value individuality and will not take away the unique ways you choose to work. We will celebrate you with all your successes and achievements, no matter how big or small.

Great cleaning techniques!



Some days will be better than others and there will be days you may not feel like doing anything. We will work with you to support you when these situations may happen. If, for some reason you are not able to work with the routines of Haslemere, we will discuss this with you and expect you to be open and honest with us. We can come to an understanding with you and work towards improving the situation.



## Behaviour, Feelings and Moods

Your behaviour and attitudes towards your care will be an important part of your journey and recovery. Your moods may fluctuate and as a result this can change your experiences and reactions to situations.

Why do I feel like this?



We will support you closely to try to get an understanding of what it feels to be you no matter how you may be feeling or experiencing. With your permission, we will support you to understand the 'why' of your emotions, moods, and behaviour, so you can start to make positive decisions and solutions to your challenges. We would never force you to talk but will leave an open invitation to talk only whenever you feel ready.

What you are feeling or experiencing is normal and is often a reaction to your experiences. There are many ways we chose to cope with difficult situations or manage feelings or emotions. Your key person and the wider team will help you to recognise what you need in terms of support to recover from problems or issues using therapy.

We accept that your thoughts, feelings, and moods are temporary and will not hold anything against you if you do react or have an outburst. We offer time for you to reflect and try to manage your emotions better if the opportunity arises.

What's normal anyway?



There are also a range of professionals that can support you with your journey that can help build on your recovery.

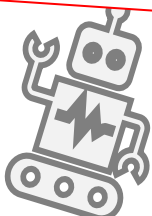
We do, however consider that your feelings and thoughts can lead to compromising or dangerous situations and if you have chosen to put yourself or others in danger, we will try to calm you down physically and may use effective restraint.

This will be our very last option after we have tried to calm you down in other ways or have a conversation with you to address any issues.

And that's fine. I'm here to understand how it feels to be you.

Just me here...not feeling anything...

...But at the same time...feeling everything...





## Rules at Haslemere

Rules are an everyday part of life and at Haslemere, are there to keep you, your peers and us as family safe. Our rules promote respect, inclusion, and acceptance. Your welfare is paramount, and our rules support your care.

### 1. Bullying

Bullying is an extremely harmful act which opposes our ethos of the home. It causes considerable damage to the individual and others.

**Verbal abuse:** this includes name calling, teasing, taunts, sarcasm, and threats



**Emotional abuse:** this includes isolating someone, humiliation, intimidation, and ridicule

**Racial abuse:** this can be in the form of taunts, graffiti, making comments or making gestures

**Physical assault:** This can be in the form of hitting, pushing, kicking, spitting, biting

**Sexual intimidation:** This can be identified as unwanted touching or physical contact, abusive comments, suggestive conversations, gesture or by exposing.

#### WHAT WE WOULD DO:

We operate a no-tolerance approach to bullying and any forms of bullying will be challenged immediately. We have a rigorous approach in dealing with bullying and will investigate immediately. As a young person living in the home, if you experience bullying in any form, from anyone, at any time, you must inform a member of staff or with someone you feel safe with.

### 2. Smoking and Drugs

**Haslemere has a no smoking policy. If you are under 18 it is illegal for you to buy cigarettes. What this means** is that you are **prohibited** to smoke. This includes in the garden, at the perimeters of the house and in your room.

Smoking poses a fire safety risk which we are duty bound to avoid.

**Illegal drugs like cannabis, nitrate oxide (balloons) and alcohol** are also illegal and prohibited at Haslemere and should not be consumed or taken anywhere at any time. Breach of this rule will result with a relevant and suitable sanction.



### **WHAT WE WOULD DO:**

We take illegal drug taking, smoking and alcohol consumption very seriously and if found with drugs it will be removed immediately. We will consider imposing appropriate sanctions which may include verbal reprimands and the cease of your mobile phone, leisure, or community activities.

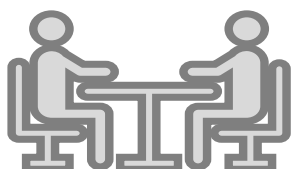
### **3. Mobile Phone and Internet**



The internet is our main form of communication. While we value the benefits of using the internet, we are also aware of the impacts of personal usage and how we can maintain a healthy balance. This is important as we help you to engage in other ways and will support you to use your time effectively. Of course, you will have time to go online as we all do, but we will also have family time to talk and engage socially in the here and now. We will have scheduled time for the Wi-Fi to be turned off and your mobile phone locked away in our home (particularly overnight), but as a family and with you we can agree a time when and how this happens.

### **WHAT WE WOULD DO:**

We will be open and honest with you about your mobile phone usage if there is a concern. We will support you if there is any risk involved and can offer you advice on keeping safe online. We may remove your mobile phone as a possible sanction.



### **4. Visitors**

We will support you to maintain contact with family, friends and others who are important to you. Contact can take on different forms and you may choose to use different ways of making contact, by writing or telephone. Any visiting arrangements with family will be made once we know it will benefit, support, and help you in the immediate and long term. We hope to arrange special occasions such as birthdays and Christmas with those you cherish as they are special to you.

### **WHAT WE WOULD DO:**

We will support you to build, develop and cherish healthy relationships with your friends, family and those who are important in your life and together we will build on arranging contacts for important events in your life.

We will be honest with you if visits cannot be made, and will support you with any thoughts, feelings or challenges you may experience.

## 5. Your room

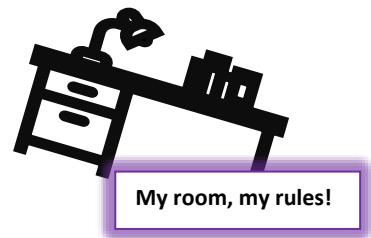


We give you sole responsibility for your room and encourage you to personalise it. You will be given a key, so you are able to keep your room and possessions safe. It is your responsibility to keep your room tidy, presentable, and clean.

You and your key worker will talk about your room and any changes that you would like to see before you arrive. You will be given a photograph of your room so you will have an idea of where you will be and what your room looks like.

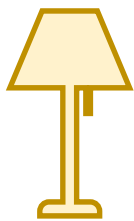
Your room is your personal space and we will respect that. We will give you plenty of time to settle in, chill and relax.

In Haslemere there are strictly no candles, this is for your own safety and safety of the rest of the residents in the home.



### WHAT WE WOULD DO:

We will always knock your door and wait for you to answer before entering and we would only enter your room without your permission if you have chosen to put yourself or others in considerable risk or danger.



## 6. 'Lights out'

Sleep is important to repair your body and mind. As a family we will discuss what our 'lights out' time is for our home. Once we have all agreed a time, you will plan your time so that you will be in your room and in bed resting. You will also take your phone to a lockable area and sign for it so your phone can be safely kept overnight.

You will have an overnight family who will support you during every night and early morning if you need any support during these hours.

### WHAT WE WOULD DO:

We will make sure you know who your overnight team is, how they can support you and help you if you need it. We will also keep your phone safe overnight. We will switch off wi-fi at our 'lights out' time as you prepare for rest.



## 7. Health and Safety

We have a duty to ensure you understand how to keep yourself safe at Haslemere and know what to do in the event of an emergency fire evacuation. We will show you how to leave the building safely in the event of a fire, how you can keep safe in an emergency, and where our safety and assembly point is.

#### WHAT WE WOULD DO:

We will show you the points of access to leave the building and expect you to be responsible in your actions to only use these routes **in an emergency**. If you choose to breach this agreement or use this route deliberately you will be reprimanded or sanctioned.

### 8. Complaints

At Haslemere we want to make sure you are happy, comfortable, and safe living here. If there is any aspect of the home you are unhappy about, we encourage you to talk about it or report it. We will make you aware of how to make a complaint, who you should make the complaint to, and will support you in any part of the process. Any complaint you make will be taken seriously and you will be listened to.



#### WHAT WE WOULD DO:



We will tell you the designated person to report complaints to in confidence. We will support you with the process, take you seriously and provide help for you to solve the issue.

### 9. CCTV

We will have some CCTV in operation within the home, particularly the main office, kitchen, living rooms and hallways where your key workers, team leaders and managers will work. These will not be in your room or outside of the other bedrooms.

**WHAT WE WOULD DO:** We would use our CCTV to safeguard you, every member, family, or external visitors coming into and exiting our home.

### 10. Positive Sanctions

Haslemere is a home with clear boundaries and we would rather focus on your achievements and what has been right rather than what has gone wrong. We will only use sanctions if you have decided to cause harm to yourself, others or within the community. Our sanctions will never take place as corporal punishment or is used to cause further harm to you. We would always first choose to have a discussion with you about an issue and support you to resolve them.

#### WHAT WE WOULD DO:

Support and explore with you to find long-term resolutions and only use sanctions if they will give you further understanding of our homes' boundaries and rules.



## You and your education

The world is mine ....



When I wake up ...

Your education is an important part of your life journey as you define your purpose, goals and future achievements and successes.

Your key worker will be keen to have conversations about your interests, learning, your education, and what interests you. It is always good to discuss your studying style so learning continues to be meaningful and inspiring for you.

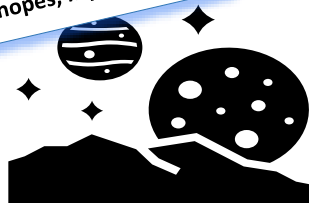


There will be changes to your learning environment and we emphasise how disruptive this can be. We are flexible, and together with you we can work out what learning supports you best. All learning will be consistent so you can build into your education slowly and carefully.

We really value your gifts, talents and interests and want to incorporate this into your learning as an important part of your education. The type of education you receive will be discussed with you, reflective of you and your needs and should help you to feel more settled working towards your education plan. This may mean that you attend external activities as part of your ongoing education or gain support from functional skills training. These different forms of education will help shape what you need to gain an education in an area you are passionate about and help shape your future aims in adulthood.

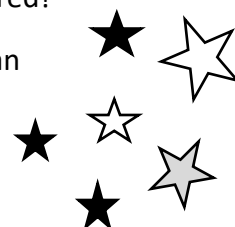
Your education will go far beyond academic achievements and will include recreational and leisure pursuits. You can choose to join activities within our home and in the community and develop other interests and hobbies. You may find that you have hidden talents that can also be discovered!

My hopes, my dreams...



All waiting for me...

As part of your education you may choose to attend an outside organisation to help pursue your passion and creative education. You will receive the same level of care whatever you decide.



You will be given a directory of information of schools within the local area and your key worker will accompany you when visiting schools and meeting teachers and tutors. Your timetable will be made around you and your needs, so you should feel

supported with the level of schoolwork. If you feel overwhelmed, it is important to let us know so we can arrange further support with your education.



## Travelling around

As part of supporting your independence, we encourage you to travel around and take trips. Your key worker will support you with the different community activities that are available and can arrange for you to attend them regularly if you are interested in joining them.



Where possible and suitable, we will arrange for you to travel alone to school and other local places, so you get to understand your surrounds and community. You are responsible for keeping your key worker informed of your travels and together you will work out a plan to keep yourself safe while you are out and about.

Before you travel, your key worker will take you in and around the local community, so you know where places of interest are. Your key worker can also help you with becoming street wise and confident in travelling responsibly and safely whilst encouraging your independence.



You can talk to your key worker about your travel plan, places of interest and arrange your travel pass with them. You can get tips and information about travel that to support your future independence.

Depending on where your school is located, you may be travelling to school (usually by bus). You will also have options to shop and purchase items independently and responsibly.

We will organise whole family trips out outside of the area and provide you with different experiences in different places to keep connected as a family.

You may also experience travelling to friends and family outside of Haslemere and be encouraged to make your plan of travel. This will depend on different factors for yourself and the other residents, but it is something else to consider.

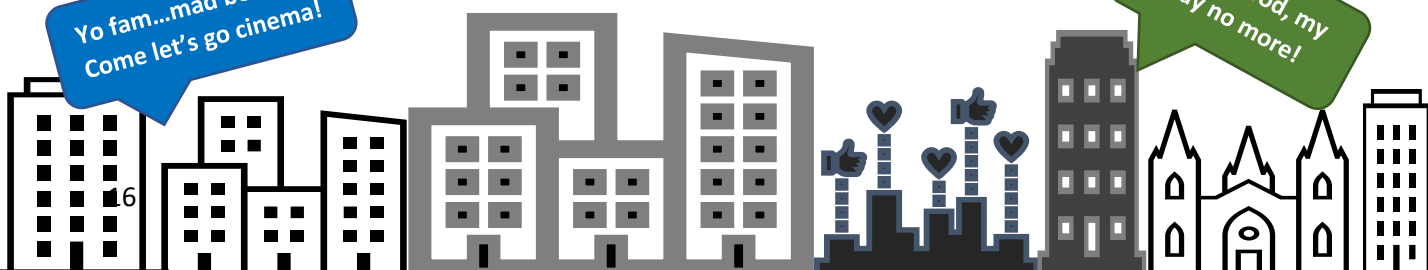


**Aspire is a community of peers who, like you, have faced similar circumstances to you. They have a safe place for you to socialise, they organise trips out like bowling or the cinema and you have a place to discuss interesting topics. It is a great place to meet and talk about things happening in your area while sharing a pizza.**

**The Aspire team will come to visit you at Haslemere soon to talk about their service and how you can get involved and empowered.**

Yo fam...mad bored!  
Come let's go cinema!

Sounds good, my  
G. Say no more!







## Our responsibility and agreement

We are committed to supporting you and being part of your achievements while living at Haslemere. **Our responsibility and agreement mean that....**

- we will provide a safe, secure place for you to live, study and socialise here
- our home will be free from abuse, neglect or mistreatment from our staff and your peers,
- we will respect your opinions, thoughts, and feelings
- we will take any complaint you have made seriously and will follow up with immediate procedures
- we will consider your ideas and, where agreed and possible, will back this up with action
- we will never make false promises to you
- we will always be honest with you

### **Your Haslemere home will be.....**

- a trusting, nurturing home where you can live openly and honestly, free from judgement
- a place where we talk through issues or problems and any sanctions will be used responsibly and as a last resort
- a home where we respect your privacy,
- a home that supports you to become self-independent and resilient

### **We will involve you in....**

- the designs of your communal spaces, such as the chill out/study room, living rooms and your bedroom
- agreeing times for bedtimes and mealtimes with other residents and our procedure for your safety of your mobile phone overnight
- your education, health, interests, and your care plan
- activities and sessions within the home to help shape your independence

### **We will...**

- always talk to you with respect and will explain things clearly
- work with other professionals to support you and your care plan
- put you at the forefront of every decision and will consider your needs
- build a respectful, professional relationship with you, with clear boundaries
- support, nurture and respect your religious, spiritual needs or faith



## Your responsibility and agreement

You are the most important person at Haslemere, and without your involvement, we cannot provide support to you. **Your responsibility and agreement mean that:**

- you will be open to engagement with others and be open to try new ways of supporting yourself
- you are expected to be honest when sharing your thoughts, feelings, and ideas
- you are expected to collaborate with your key worker and be receptive in getting to know them as they want to get to know you
- you will be respectful and show consideration to all members of the Haslemere family, your home, your room, and your community.

### **While living at Haslemere we give you responsibility to...**

- be willing to engage in social sessions, activities, and events at Haslemere
- be open to learning new skills
- be open to forming trusting relationships, underpinned by healthy boundaries
- be involved and proactive about your education
- keep us informed about any aspect of your life that you are concerned or have questions about
- take on agreed targets and plans which foster responsibilities as part of your ongoing independence
- understand Haslemere's rules within the home, respect and honour them
- be part of and share ideas about the design, decoration and set up of your Haslemere, with other residents

### **You will....**

- Be honest, truthful, and willing to engage in services
- Be willing to explore possible solutions to help you move forward in your life
- Be willing to build on existing friendships and make new ones
- Be willing to offer trust where it is warranted and allow time for positive things to develop.

Now it is time to agree and sign below. There is not anything legally you are signing to, but it is proof you understand the information in this pack.

Name:

Signature:

Date of signing:

We hope this pack is  
useful information for  
you before you come to  
stay with us. Until then,  
we'll see you very soon!

