

Young Person's Guide

WILLOWSTONE

CARE



Welcome to Willowston Limited

This booklet is your guide to the unit and will answer some of the questions you might want to ask when you come here and during your stay.

Introduction



We understand that stepping into supported accommodation can be overwhelming at first, that's why we've created this guide specifically for you, addressing common questions you may have. It covers what you can expect during your stay and what we expect from you.

During your time here, we want you to feel supported every step of the way. From day one, you'll be assigned a key worker who will be there for you. Your key worker is a friendly staff member whose role is to help you settle into the unit and become familiar with how things operate.

If you ever feel like you need additional assistance and support, we can arrange for you to have an advocate. An advocate is an independent person who can lend you a helping hand. They are there to ensure your voice is heard, especially during important meetings or when you're making significant decisions that can impact your life.

Remember, we're here to support you and make your stay as comfortable and empowering as possible. Don't hesitate to reach out if you have any questions or concerns along the way. We have house routines and rules to ensure that we all live together peacefully and have a structure. You will find out about this further on in this guide.

What information is included in the guide?

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Important Information

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About Us: Get to Know Us



Welcome to our supported accommodation unit! We're here to provide a safe and supportive space for young people aged 16-25 like yourself. In our unit, you'll be sharing the house with two other young individuals who, just like you, have their own unique stories and reasons for being here.

We understand that everyone's journey is different. Some of our young people may have come from children's homes, foster homes, adoptive parents, or residential schools, while others might be experiencing their first time away from home. We also know that some young people have faced challenges in their lives and require extra support during this time.

Our main goal is to make your time with us a happy and enjoyable experience. We want to help you develop your independence and prepare for the transition to adulthood. We're here to guide you, respecting your personal space, while teaching you important life skills.

No matter what stage you're at in your journey, we're committed to supporting you. Whether you're preparing to return home or move on to work, college, or university, we'll assist you in planning and preparing for your next steps. Our environment is calm and welcoming, providing the support you need to achieve your goals.

At our unit, we have a dedicated team of staff who are here to help you make the most of your stay. Even if you've faced difficulties in the past, our team is ready to work with you and support you in reaching your aspirations. We believe in your potential for success, even if you've faced challenges along the way.

Remember, you're not alone in this journey. We're here to support you every step of the way and help you create a brighter future.

What to Expect: Your Journey Ahead



We're thrilled to welcome you to our supported accommodation! We want you to know that your well-being and individual needs are our top priority. That's why each young person here has a support plan tailored specifically to them. This plan covers various aspects of your life, such as employment, training or education, health and well-being, and the support you may require to stay safe.

Your input matters to us, and we strongly believe in involving you in every step of the process. We'll make sure you have the opportunity to contribute to your support plan during your stay. We want you to understand and be actively involved in all aspects of your support, empowering you to take charge of your own journey.

We value being active and engaged, and we ask all young people to work alongside their key workers on their individual plans. This means you'll have a plan for your involvement in the unit while you're here. Rest assured, your plans will remain confidential and won't be shared with anyone else.

Your safety is of utmost importance to us. We are committed to upholding your right to be protected and kept safe. We kindly ask for your cooperation in ensuring your personal safety as well. Together, we'll maintain a secure environment where everyone can thrive.

When it comes to financial matters, we will work with your social worker to determine your contribution, if any, to the unit. Additionally, if you don't have a bank account already, we'll be there to assist you in opening one. Our goal is to support you in managing your finances effectively and independently.

Throughout your stay, we'll be here to help you access work or education, explore housing options, and determine the support you'll need for the future. We'll provide guidance on money management, tenancies, educational or employment opportunities, and, if necessary, navigate any legal proceedings or

probationary conditions you might face. You can trust that we'll treat you with dignity and respect, and our team is committed to recognising your unique value and contributions.

During your initial weeks here, we'll assist you in registering with a doctor, dentist, and optician. We want to ensure you have access to essential healthcare services, as well as help you familiarise yourself with the local area, making it feel like home.

Remember, you're not alone in this journey. Our team is here to support you every step of the way, fostering an environment where your needs and aspirations are valued. We're excited to embark on this journey together and create a positive and fulfilling experience for you.

Your Own Space: Make it Yours



We want your room to feel like your own personal sanctuary during your time in supported accommodation. It comes equipped with the essentials you'll need, but we encourage you to make it your own by adding your own furnishings, bedding, and personal items. We want you to feel comfortable and at home in your space.

To ensure your privacy and security, you'll have your own key to your bedroom. This way, you can control access to your room and have a sense of independence.

In your room, you'll also find a small locker that provides a secure place for your belongings. Feel free to store any valuable items there, or if you prefer, you can request assistance from a staff member to keep your belongings safe in the staff office. We want you to have peace of mind knowing that your personal items are secure and protected.

Remember, we're here to support you throughout your stay, and we want you to feel comfortable and at ease in your living space. Let us know if there's anything else we can do to ensure that your room truly feels like a place where you can relax and be yourself.

Staying Safe: Creating a Secure Environment

We want you to know that we're here to support you every step of the way. We understand that moving into supported accommodation can be a big change, but we're here to help make the transition as smooth as possible.

Your bedroom is your own special space where you should always feel safe and comfortable. We want you to know that your privacy and safety are our top priorities. If you ever feel like you need some extra space or support, we've created a safe space room just for you. This room is a place where you can go to relax, unwind, or chat with staff members in a safe and private environment.

We want you to feel safe and supported in your new home. If you ever have any questions or concerns, please don't hesitate to reach out to us. We're here to help you feel at home and thrive in your new environment.

At Willowston Limited we ensure safety and security. There are CCTVs on the entrance to the property and at the back of the garden. These are monitored 24/7. To allow the young people enjoy their right to privacy, there are no CCTVs installed in the hallways or any of the inside rooms.

Meet the Staff: Our Amazing Team



We know that it can be a big adjustment to move into a new place, but we're here to help make that transition as smooth as possible.

To start, you'll find a noticeboard by the front door with pictures of all of our staff members. We want you to know that every one of us is here to offer you support. You can talk to any staff member, but you'll also have a key worker who will be your main point of contact. Your key worker will meet with you privately at least once a week to help you plan your week.

The plan will include your education or work schedule, appointments you need to keep, and goals you want to achieve. We call these goals "outcomes," and your key worker will help you work towards them.

We understand that living here is different than having your own place, and we want to help bridge that gap for you. Our staff team is here from morning to night to help you with your plans and work with you to achieve your independence goals. We have staff members who can help you with things like cooking and shopping, activities both indoors and outdoors, and even a psychologist to help with any health-related concerns.

Remember, we're all here for you. We have a manager and deputy manager who will ensure that you have everything you need and that you're adequately supported. We're looking forward to working with you and helping you achieve your goals!

Your Key Worker: Your Personal Support

We understand that this may be a new and unfamiliar experience for you, but we want you to know that we're here to support you every step of the way.

One of the most important people you'll meet is your key worker. They're a member of our staff team who will work closely with you to ensure that you have all the support you need. Your key worker will meet with you every week to discuss your progress and help you come up with plans for the future.

If you ever need anything specific, your key worker is the person to go to. They're here to listen to you and help you find solutions to any challenges you may face. They'll also support you in meetings and help you get the help you need to move forward with your plans.

We hope that you feel comfortable and supported during your time with us. Don't hesitate to reach out to your key worker or any member of our team if you need anything at all. We're here to help you succeed!

Daily Routines: How Things Work

We want you to know that we understand and respect that everyone has their own unique routines. We're here to work with you and support you in achieving your goals. Your key worker will take the time to discuss the routines of the unit with you and make sure that they fit in with your needs and preferences.

We do have specific visiting times, but we also understand the importance of having friends and family around. We'll make sure to discuss these with you so that you can plan accordingly. We also have planned evenings where we cook together and sessions to support your independence. These are important for your future, and we encourage you to engage with them. Don't worry, we'll make sure to discuss these with you so that you know what to expect.

We want you to feel comfortable and supported during your time here. If you have any questions or concerns, please don't hesitate to talk to us. We're here to help you every step of the way.

Education and Work: Unlocking Your Potential

We understand that this is a new chapter in your life, and we're here to provide you with a safe and supportive environment as you embark on your journey.

At our accommodation, we have a shared agreement that all young people who stay with us will actively participate in education, training, or seeking employment. Don't worry, we're not here to pressure you, but rather to help you identify where you currently stand in terms of education, training, or employment, and figure out what areas you might need some extra support in.

Before you join our community, we'll work together to create an agreement that outlines the specific ways in which we can support you. Our ultimate goal is to assist you in achieving the best possible outcomes in education, training, or employment. We genuinely want to see you succeed and reach your goals. Whether you have aspirations for further education, specific training, or a particular job, we'll be by your side, cheering you on every step of the way.

We also understand that challenges and obstacles might arise along your journey, but please know that you won't have to face them alone. Our dedicated team is here to provide you with the necessary guidance and assistance to overcome any barriers you might encounter. We believe in your potential and will do everything we can to help you unlock it.

Remember, this is a place where you can grow, learn, and thrive. We're excited to be a part of your support system, and we're confident that together we can create a brighter future for you.

Your Interests: Doing What You Enjoy 🏈 🏂 🏇 🚴



We want you to feel at home and comfortable during your stay, and that includes encouraging you to pursue your interests and hobbies. Whether you have a favorite hobby already or want to explore new ones, we'll be there to support and cheer you on along the way. We believe that engaging in activities you enjoy can have a positive impact on your overall well-being.

We understand how important it is to stay connected with your loved ones. If it's agreed upon, we'll do everything we can to support and facilitate contact with your family and friends. We want you to maintain those connections because they are vital in providing you with a strong support system.

To help you stay focused and motivated, we'll work together each week to create a plan. This plan will outline your goals and the outcomes you want to achieve in the upcoming week. We believe in the power of setting goals and having a clear direction, as it can bring a sense of purpose and accomplishment to your life. We'll be there to guide you and provide any necessary assistance as you work towards your goals.

Remember, this is your journey, and we're here to support you every step of the way. We want you to feel empowered and inspired during your time with us. If there's anything specific you need or any concerns

you have, please don't hesitate to reach out. We're here to listen, support, and help you make the most of your experience in our accommodation.

Managing Money: Smart Tips for You

We want to ensure that your transition into our supported accommodation is as smooth as possible. Before you arrive, we'll work closely with your social worker to establish a financial plan that suits your needs. We understand that financial stability is crucial for your well-being, and we're committed to helping you navigate this aspect of your life.

Ideally, there will be a predetermined amount of funds available to you during your stay. However, we also recognise that circumstances can vary, and there may be instances where additional financial support is necessary. If that's the case, please know that we are here to assist you in exploring options such as benefits or other forms of financial support. Our team will guide you through the application process, providing the necessary support and resources along the way.

While we don't provide pocket money or direct financial assistance during your stay, we believe in empowering you to take control of your finances. Our aim is to equip you with the knowledge and skills to manage your money independently, promoting financial responsibility and self-sufficiency.

Please don't hesitate to reach out to our team if you have any questions or concerns regarding your finances. We're here to ensure you have the necessary support and guidance to navigate this aspect of your life effectively. Your well-being is our priority, and we're committed to providing a safe and supportive environment as you continue your journey with us.

Tenancy Agreement: Your Contract with Us

We want to make your admission into our supported accommodation a welcoming and comfortable experience. On your first day, your dedicated key worker will be there to guide you through the tenancy agreement, which serves as your agreement during your stay with us. They will take the time to explain all the details and answer any questions you may have.

The tenancy agreement is an important document that outlines key aspects, such as rent payment details and the rules of the tenancy. We believe in transparency and want to ensure that you have a clear understanding of what is expected and what you can expect in return.

Our goal is to create an environment where you feel safe, respected, and supported. The tenancy agreement helps establish a framework that promotes harmony and mutual respect among all the young people. By signing the agreement, you become an important part of our community, and we want you to feel a sense of ownership and belonging.

Your key worker will be there every step of the way, making sure you feel comfortable with the tenancy agreement and addressing any concerns you may have. We believe in open communication, so please feel free to discuss any questions or suggestions you might have.

At our accommodation, we strive to provide a nurturing and supportive space where you can focus on your personal growth and well-being. We want you to know that your voice matters, and we're here to listen and support you throughout your stay with us.

Staying Connected: What to Do if You Go Missing

Your safety is our top priority in our supported accommodation. We want you to feel secure and protected during your stay with us, and we have measures in place to ensure just that.

To begin with, we'll provide you with the phone number for the unit, which you can save on your mobile device. This way, you'll have direct access to us whenever you feel lost or if you won't be able to return as planned. We're here to support you, and you can reach out to us anytime you need assistance.

While you're free to come and go from the unit, it's important for us to work together to ensure your safety. We may have some agreements in place to help guide you on how to stay safe while you're out and about. These agreements might include specific conditions regarding the times you return to the unit. We understand that these conditions are put in place to protect you and maintain a secure environment for all young people.

In the rare event that we become concerned about your well-being—for instance, if you haven't returned as agreed or haven't been seen when expected—we may need to report you as missing. Our primary concern in such situations is your safety, and we will take appropriate actions to ensure that you receive the necessary support. If the police are involved, they will categorise the situation accordingly and, whenever possible, work towards returning you to the unit.

Please remember that we're here to support you every step of the way. We want to create an environment where you can feel safe and supported. Our team is dedicated to working closely with you to help you develop the skills and strategies needed to maintain your safety both inside and outside the unit. We're committed to your well-being and will do everything we can to ensure that you feel secure and protected during your time with us.

Your Information: What we Keep and Why

We understand that having records can seem a bit daunting, but please know that they serve important purposes in our supported accommodation. We want to ensure transparency and provide you with the best possible support throughout your stay.

One of the reasons we keep records is to create a comprehensive story of your journey while you're with us. These records help us understand your unique needs, experiences, and progress. By maintaining accurate and up-to-date documentation, we can tailor our support to meet your specific requirements effectively.

Additionally, it's important to note that we have a legal obligation to keep records while you're in our care. This requirement ensures that we adhere to relevant laws and regulations, guaranteeing your safety and well-being.

Some of the documents we maintain include:

Personal Information Form: This document collects essential details about you, such as your name, contact information, and background information, helping us provide personalised support.

Support Plan: Your support plan outlines the goals, aspirations, and specific support needs identified during your stay. It acts as a guide to tailor our assistance to help you achieve positive outcomes.

Incident Reports: These records document any significant incidents or concerns that may arise during your time with us. They enable us to address and resolve issues promptly while ensuring the safety of everyone involved.

Progress Notes: Progress notes capture your achievements, milestones, and any challenges you may encounter along the way. They serve as a valuable tool to monitor your growth, track your development, and evaluate the effectiveness of the support provided.

Please be assured that all information collected is treated with the utmost confidentiality and used solely for the purpose of supporting you effectively. We respect your privacy and will handle your records with care and sensitivity.

If you have any questions or concerns about the records we keep, we're here to address them. Our aim is to foster an environment of trust and openness, and we're committed to supporting you in the best possible way throughout your stay with us.

Your Support Plan: Reaching Your Goals

Your social worker has already created a Pathway Plan that highlights the goals you hope to achieve during your stay with us. This plan serves as an essential foundation for us to support you effectively.

To ensure we can help you reach those goals, we'll work closely with you to develop a personalised support plan. Your dedicated key worker will explain this process in more detail during your stay. It's important to note that your input and collaboration are crucial in shaping the support plan. Your key worker will actively involve you in putting together the plan, as it revolves around your unique needs, aspirations, and preferences.

Remember, the support plan is all about you! Your thoughts, opinions, and wishes matter. We want you to feel comfortable and empowered, so we will always seek your agreement on everything included in the plan. It's a collaborative effort that aims to provide you with the support you need to thrive.

The support plan will outline what lies ahead and the steps we need to take together to achieve your goals. It will encompass the assistance and support you require, your desired outcomes, and any necessary changes that can help foster your growth and well-being. It may also address potential risks or behaviors, ensuring that we create a safe and nurturing environment for you.

We want you to know that this plan is not set in stone. It can be adjusted and adapted as needed. Your key worker will regularly review and update the plan with you, ensuring it remains relevant and aligns with your evolving needs and aspirations.

Our primary focus is to support you in achieving your goals and creating positive outcomes. We're here to guide, assist, and celebrate your progress every step of the way. Together, we'll work towards creating a brighter future and helping you reach your full potential.

Activity Plan: Aiming High

We're excited to have you here and want to ensure that your time with us is filled with meaningful experiences and opportunities for personal growth.

One way we achieve this is through creating an activity plan together with your keyworker each week. This plan serves as a guide to help organise your schedule and ensure that you have a well-balanced routine. It's all about finding a healthy balance between your commitments, personal goals, and enjoyable activities.

Your activity plan will include important details, such as your education or work schedule, any upcoming appointments, and other responsibilities you have. We want to support you in prioritising your education and work while providing the necessary flexibility to accommodate your other interests.

Speaking of interests, your hobbies and the things you enjoy are significant to us. We encourage you to include them in your activity plan, ensuring that you have dedicated time each week to pursue and nurture those passions. Whether it's painting, playing sports, writing, or any other activity, we believe that engaging in what brings you joy is crucial for your overall well-being.

Remember, this activity plan is not meant to be restrictive, but rather to help you stay organised and make the most of your time. It's a collaborative process, and your input and preferences are valued. Your keyworker will work closely with you to ensure that the activity plan aligns with your goals and aspirations, creating a schedule that supports your overall development.

We're committed to providing a supportive environment where you can thrive academically, professionally, and personally. Your activity plan will play a vital role in helping us tailor our support to your specific needs and interests. Together, we'll create a dynamic and fulfilling routine that allows you to explore your passions, achieve your goals, and make the most of your time in our accommodation.

Assessing Risk: Staying Safe Together

Welcome to our supportive accommodation! We're here to provide a safe and nurturing environment where you can thrive. We understand that everyone has unique circumstances and challenges, and we're committed to tailoring our support to meet your specific needs.

To help ensure your safety and well-being, we create personalised risk assessments. These assessments are designed to address any specific issues or challenges you may be facing. They are individualised plans that are all about you and your journey towards safety and growth.

We firmly believe in your active involvement in creating these risk assessments. Your key worker will work closely with you to ensure that your voice is heard, and your perspective is considered. It's not about making plans for you, but rather making plans with you. Your input, insights, and ideas are crucial in shaping these assessments, as they should reflect your unique circumstances and aspirations.

The goal of these risk assessments is to identify potential risks, develop strategies to mitigate them, and provide a supportive framework that helps you stay safe and secure. They are living documents that can be updated and adjusted as needed, ensuring they remain relevant to your evolving situation.

We want you to feel empowered and take an active role in your own safety and well-being. By involving you in the process of creating your risk assessments, we aim to foster a sense of ownership and partnership. Together, we'll develop plans that consider your goals, strengths, and areas for growth, empowering you to navigate your journey with confidence.

Our dedicated team is here to support and guide you along the way. We're committed to working collaboratively, ensuring that your plans are meaningful and resonate with your unique needs and aspirations. Your safety and success are our top priorities, and we're excited to embark on this journey with you.

Daily Progress: Recording Your Journey

We want to ensure that your time in our supported accommodation is well-documented and that your progress and achievements are recognised. That's why our staff members keep a daily diary that captures important details about your day-to-day experiences.

In the daily diary, we record your activities, accomplishments, and attendance in employment, training, or education. It's a way for us to track your progress and share updates with your social worker. This allows them to stay informed about how your week is going and the positive steps you are taking.

At the end of each week, you'll have the opportunity to review your diary with your key worker. This is your chance to provide any additional comments or reflections you want to be included. We value your input and want to ensure that your perspective is reflected in the documentation. Your key worker will actively listen and make sure your voice is heard.

It's important to note that the daily diary is just one of the documents we keep. We understand that you may have questions or be curious about the other records we maintain. That's why we encourage open communication with your key worker. You can discuss all the records we have and explore how you can access and review them. Your key worker will be there to provide guidance and support, ensuring that you have a clear understanding of the documentation and how it relates to your progress and support.

We believe in transparency and want to empower you to actively participate in your own journey. Our goal is to create an open and supportive environment where your achievements and growth are acknowledged and celebrated. Together, we'll ensure that you have access to the information you need and that your record-keeping experience is positive and beneficial for your development.

Privacy Matters: Your Confidentiality

We understand that privacy and confidentiality are vital aspects of your experience in our supported accommodation. We want you to feel safe and secure, knowing that your support records are handled with the utmost respect and confidentiality.

Rest assured that your support records are private and confidential. We have strict protocols in place to ensure that your records are not shared without your explicit permission. They are securely stored in a location accessible only to authorised staff members who have a professional responsibility to maintain confidentiality.

Our staff members are not allowed to share your records with anyone else without your consent. We respect your right to privacy and understand that your information is personal and sensitive. Your trust and confidentiality are of the utmost importance to us.

However, we recognise that there may be circumstances where it could be beneficial to share certain information with other professionals involved in your support. In such cases, we will always seek your consent before sharing any details. We value your autonomy and believe in involving you in decisions that may impact your privacy.

It's essential to note that there may be instances where sharing information is necessary to ensure your safety or the safety of others. In urgent situations, where there is a need to protect you or others from harm, we may need to share relevant safety information without seeking consent. However, these situations are rare and carefully managed with your best interests in mind.

We're here to support and advocate for you. If you have any questions or concerns about the confidentiality of your records or the sharing of information, please don't hesitate to discuss it with your key worker. We want you to feel empowered and informed, and we'll always work together to ensure your privacy and safety are respected throughout your stay in our supported accommodation.

Viewing Your Records: Accessing Your Info 🕵️

We believe in transparency and promoting your active involvement in your journey within our supported accommodation. As part of that commitment, we want to assure you that you have the right to review the records we keep about you.

If you wish to view your entire file, we value your interest and respect your right to access that information. We encourage open communication, and we'll have a discussion with you to understand your preferences and make suitable arrangements for you to review your records.

Reading and contributing to all the records about you is highly encouraged. We want you to have a comprehensive understanding of the information we keep and actively participate in shaping your own story. Your perspective, insights, and contributions are essential in ensuring that our records accurately reflect your experiences, progress, and aspirations.

We believe that your voice matters, and we want you to feel empowered in your journey. Reviewing and contributing to your records allows you to have a sense of ownership and agency. It also helps us ensure that our documentation aligns with your goals and provides a holistic view of your development.

Please feel free to express your interest in reviewing your records to your key worker. They will guide you through the process and address any questions or concerns you may have. We're committed to supporting you in every aspect of your stay, including your access to information and involvement in your own record-keeping.

Together, we'll create an environment of transparency, trust, and active participation, ensuring that your journey within our supported accommodation is personalised, supportive, and empowering.

Your Future Planning: Meetings and Discussions

Your active participation is crucial in shaping your future and ensuring that your needs are met in our supported accommodation. We believe that your voice matters, and that's why we encourage and value your involvement in any meetings held about you.

These meetings may cover various important topics related to your well-being and progress, such as discussions about your future, work or education, housing, benefits, and independence. Your presence and input in these meetings are essential to ensure that your goals and aspirations are heard and taken into account.

Your key worker is here to provide support throughout these meetings. They are dedicated to assisting and empowering you in expressing your thoughts, opinions, and wishes. Whether it's helping you prepare for the meeting, providing guidance during the discussion, or ensuring that your ideas are properly represented, your key worker will be there by your side.

We want to create a supportive environment where your needs, desires, and dreams are acknowledged and acted upon. Your key worker will work closely with you to ensure that your voice is heard and that your participation in these meetings is meaningful and impactful.

We believe in your potential, and we want you to have an active role in shaping your future. By participating in these meetings, you can help influence decisions that directly impact your life. We're here to support and advocate for you, ensuring that your opinions and wishes are respected.

Please feel free to discuss any concerns or questions you may have about these meetings with your key worker. They're here to guide you through the process and provide the necessary support to help you confidently express yourself. Together, we'll work towards creating positive outcomes and a brighter future for you.

Our Purpose: Making a Difference

We're here to provide you with the support and guidance you need to stay safe and work towards a secure and stable future. We understand that each person's journey is unique, and we recognize that many young people who come to us have faced private challenges in their lives.

Our primary focus is on your progress and helping you move forward towards your goals. We want to create a nurturing environment where you can leave the past behind and concentrate on building a positive future. Our purpose is to assist you in your personal development, empowering you to overcome obstacles and achieve your aspirations.

We acknowledge that you may need specific support during your stay with us. Whether it's understanding and processing your past experiences, ensuring your safety, or working on plans for your future, we're here to help you in any way we can. Our dedicated team is committed to providing the necessary support, guidance, and resources tailored to your individual needs.

Your well-being and growth are our top priorities. We believe in your potential and are dedicated to fostering a supportive and nurturing environment where you can flourish. If there are specific areas you would like assistance with, please don't hesitate to communicate your needs with us. We're here to listen, understand, and provide the support you require.

Together, we'll embark on a journey towards a brighter future. Our purpose is to be by your side, offering guidance, care, and encouragement every step of the way. You're not alone in this, and we're excited to see you progress and achieve your goals in our supported accommodation.

Fire Safety: Important Tips to Remember

Your safety is of the utmost importance to us in our supported accommodation. We want to ensure that you are well-prepared in case of emergencies, including fire incidents. That's why we will conduct fire drills during your time here.

If you ever hear the fire alarm, it's crucial to follow the designated procedure. Please remember these two golden rules that will help keep you safe:

1. **Leave the building immediately!** Your safety is our top priority, and it's essential to evacuate the premises as quickly and calmly as possible. Don't hesitate or try to handle the situation on your own. Everyone should be assembled at the front side of the house where the exit gate is and await further instructions from the Service Manager.
2. **Go to the fire point!** Once you have safely exited the building, make your way to the designated fire point. This is where we will gather to ensure everyone is accounted for and to receive further instructions from the staff.

Remember, during a fire emergency, your well-being is paramount. By following these two golden rules, you will be taking important steps to ensure your safety and the safety of others.

We will conduct regular fire drills to familiarise you with the evacuation procedures and help you feel confident in handling such situations. Our dedicated staff will be there to guide you through the drills, answer any questions you may have, and provide support throughout the process.

Your safety is a collective responsibility, and we are here to ensure you have the knowledge and resources to stay safe. If you have any concerns or questions about fire safety or emergency procedures, please don't hesitate to reach out to our staff. We're here to support and protect you, and together, we'll maintain a secure and caring environment within our supported accommodation.

Staying Healthy: Your Well-being Matters



We understand the importance of maintaining a balanced and nutritious diet within a budget in our supported accommodation. Our aim is to support you in shopping wisely and preparing meals that are not only healthy but also align with your preferences and any specific dietary requirements you may have.

We're here to assist you in making informed choices while shopping within your budget. Our team will provide guidance on selecting affordable, nutritious ingredients and help you plan meals that are both tasty and good for you. We want to empower you to make healthy choices and develop valuable skills in meal preparation.

If you need assistance with cooking or meal preparation, we're here for you too. Our dedicated staff will support you in the kitchen, ensuring that you have the necessary skills and knowledge to create delicious and nutritious meals. Whether you need guidance with basic cooking techniques or specific recipes, we'll be by your side, making the experience enjoyable and educational.

We understand that everyone has unique food preferences and dietary needs. If you have specific food preferences, such as being vegetarian, or if you follow a special diet for religious or cultural reasons, we will work with you to create a healthy and personalised menu. We want you to feel comfortable and satisfied with the meals we prepare together, ensuring that they align with your values and beliefs.

Your well-being is important to us, and we believe that a healthy diet plays a vital role in your overall development. We're here to provide the necessary support and guidance to help you make nutritious choices and enjoy meals that suit your tastes and requirements.

Please feel free to discuss any specific dietary preferences or concerns with our team. We're committed to ensuring that your dining experience in our supported accommodation is enjoyable, supportive, and tailored to your needs.

Visitors: Welcoming Friends and Family

We understand the importance of maintaining connections with your loved ones while you're in our supported accommodation. We want to create a welcoming and supportive environment that allows for meaningful visits from your family and friends.

Visitors are welcome, and we encourage you to arrange these visits with your keyworker. We believe in the value of spending time with your loved ones, and we'll do our best to provide a private space where you can enjoy quality time together.

Our aim is to support and facilitate your contact with family and friends, if it aligns with the agreed-upon arrangements. We recognise that maintaining these connections can be crucial for your well-being, and we're here to help make it happen.

Your keyworker will work closely with you to ensure that you can maintain contact with your family and friends in a way that is safe and beneficial for you. They will provide guidance and assistance in arranging visits or maintaining communication, so you never feel disconnected from your support network.

We understand that having the support and presence of your loved ones can greatly contribute to your overall happiness and progress. We want to foster an environment where you can strengthen these relationships and experience the love and care from your family and friends.

Please communicate your preferences and needs regarding visits or contact with your keyworker. We're committed to making the necessary arrangements and ensuring that your experience in our supported accommodation is inclusive, supportive, and maintains the important connections you have with your family and friends.

Advocacy: What it is and When You Need It



We want to ensure that you have the support and guidance you need during important meetings and decision-making processes in our supported accommodation. That's why we want to ensure you have an advocate if you want one—an independent person who can provide valuable support and represent your best interests.

An advocate is not directly affiliated with our unit, ensuring their independence and objectivity. They can be a great source of support, especially during meetings about your support and when significant decisions are being made about your life.

Your key worker will have a discussion with you about the benefits of having an advocate and help you understand how they can assist you. If you decide that having an advocate would be beneficial, your key worker will arrange for you to have one.

Having an advocate means you have someone who will stand by your side, ensuring that your voice is heard, and your rights are protected. They can provide guidance, help you understand the process, and ensure that your perspectives and wishes are properly represented.

The choice of having an advocate is entirely up to you. We want to empower you to make decisions that feel right for you. If you believe that having an advocate would give you added support and reassurance, we're here to make that happen.

Please feel free to discuss your interest in having an advocate with your key worker. They will guide you through the process, answer any questions you may have, and work towards arranging the support you need. We're dedicated to ensuring that you have the necessary resources and assistance to navigate important discussions and decisions with confidence and support.

Your Feedback – Speak Up and Be Heard

Your voice matters to us, and we genuinely want to hear your thoughts and ideas. We value your feedback and believe that it plays a crucial role in making our supported accommodation the best it can be. We have created several opportunities for you to express your opinions and contribute to the improvement of our community.

Once a week, we provide a dedicated time for all young people to meet with our staff. This is a valuable platform where you can openly share any concerns, suggestions, or ideas you may have. We encourage you to speak up and let us know if there's anything you feel needs to change or improve. Your input is incredibly important in shaping and enhancing your experience within our community.

In addition to the weekly meetings, we provide various channels for you to provide feedback. During your key work sessions, you'll have plenty of opportunities to discuss your thoughts and aspirations with your key worker. We also offer feedback forms and other forums where you can share your perspectives in a constructive and positive manner.

We actively encourage you to bring your thoughts and wishes into our community, as your active participation helps us thrive and continuously improve. Your feedback is an essential part of creating a welcoming and supportive environment that feels like home when you are here.

We genuinely want to understand your needs and ensure that our unit is a place where you feel comfortable, valued, and supported. Your feedback helps us make informed decisions and implement positive changes that benefit everyone.

Please remember that your home is our collective effort, and we need to hear from you to make it the best it can be. Your thoughts and suggestions are highly valued, and we're committed to actively listening, responding, and incorporating your ideas into our ongoing efforts to create a welcoming and supportive space.

Together, we'll work towards making our supported accommodation a place where you feel truly at home, with a strong sense of belonging and a supportive community that thrives through your feedback and contributions.

Making a Complaint: We're Here to Listen 🙄

We want to assure you that your concerns and well-being are our top priority in our supported accommodation. If something worries you, we strongly encourage you to reach out and chat with your key worker or any staff member you feel comfortable with. Your well-being is important to us, and we're here to support you.

If, for any reason, you prefer to make a confidential complaint, we have made it easy for you to do so. You'll find complaint forms conveniently placed around the unit that you can complete and submit to the manager. If you prefer, you can also email or call the director or your social worker to voice your concerns.

Please rest assured that any complaints you make will be treated in strict confidence. We respect your privacy and will respond to you in writing within 5 working days. We want to ensure that you feel heard and that your concerns are addressed appropriately.

When it comes to the complaint process, there are three stages that we follow:

Stage 1: Problem Solving - In this stage, we will make every effort to meet with you and discuss your complaint. Our aim is to find a resolution that addresses your concerns effectively and in a timely manner.

Stage 2: The Investigation - If you are not satisfied with the proposed resolution at Stage 1, you have the option to request an investigation. We will arrange for an independent person to handle this for you. They will thoroughly investigate your complaint and provide a report on their findings, along with any proposals to resolve the issue.

Stage 3: Appeal - If you are unhappy with the outcome of the investigation, you can appeal your complaint. The Stage 2 investigator will guide you on the appeal process and provide assistance should you wish to pursue it.

We want to ensure that you feel supported throughout the complaint process. If you would like an advocate to help you or speak on your behalf, we will assist you in arranging that support.

We want to emphasize that you will never face consequences or be in trouble for making a complaint. It is absolutely your right to do so, and we respect and value your feedback. If you are dissatisfied with the process or have any further concerns, please feel free to speak to your social worker or any of the

individuals mentioned at the end of this guide. We're here to address your concerns and provide the necessary support.

Your well-being and satisfaction are our utmost priorities, and we're committed to ensuring that your stay in our supported accommodation is supportive, nurturing, and free from any worries or grievances.

You can also make a complaint direct to your PA or to the Children's Commissioner confidential complaints line help at hand:

<https://www.childrenscommissioner.gov.uk/help-at-hand/>

Freephone: 0800 528 0731

You can also make a complaint directly to Ofsted if you have concerns about the quality of support you are receiving.

Email enquiries@ofsted.gov.uk or call them on 0300 123 1231

Your Rights and Entitlements: The Support You Need

Young people's rights come from laws like the Children (Leaving Care) Act 2000 and the Children and Young Persons Act 2008. In April 2018, another law, the Children and Social Work Act 2017, came into force, meaning that most care leavers should now receive support from Children's Services up to age 25.

Rights and entitlements can be confusing and lengthy, but your key worker is available to ensure you get the help and support you are entitled to and need. Being moved into Supported Accommodation does not mean that you lost your Looked After Child status but that you continue to be supported under one of the following categories. There are different categories of support depending on your age and when you came into care.

Categories of Support

There are four different groups of leaving care status:

1. "Eligible child" is someone 16-17 and still in care.
2. "Relevant child" is someone 16-17 who used to be in care.
3. "Former relevant child" is someone between 18 and 25 who used to be an "Eligible Child" or "Relevant Child".
4. "Qualifying care leaver" someone aged between 16 and 25 who was in care for less than 13 weeks after their 14th birthday.

Most young people who live here fall into one of these categories depending on their journey. If you are an eligible child, you are technically still in care and join us to continue your transition to adulthood. If you fall into another category, we will support you with your rights.

If you are an Eligible Child, it means that Children's Services must:

- Listen to your wishes and feelings.
- Appoint you with a personal adviser (PA).
- Make an assessment of your needs.
- Prepare a care plan and a Pathway Plan.
- Review your care plan and Pathway Plan.
- Pay for your accommodation.
- Pay for your subsistence.
- Visit you regularly.
- Provide an independent advocate.

If you fall into the other categories, we will ensure your rights and entitlements are discussed and agreed upon at the meeting where your placement is planned and that you know what you are entitled to and who will provide it.

Pathway Plan

After your 16th birthday, Children's Services must ensure your needs are assessed within three months. You will work with them to create a Pathway Plan for your future. The Pathway Plan should outline the support you will receive, including accommodation, financial support, health, well-being, contact with family and friends and arrangements to keep you safe.

Reviews

You will be entitled to have your Pathway Plan reviewed every six months. A review must happen 'before' any significant change concerning your future is made. All reviews must be chaired by your Independent Reviewing Officer (IRO).

Visits

Children's Services need to keep in contact with you to ensure things are going well.

They must visit you:

- Within the first week of every new placement.
- At least every six weeks.
- After the first year of your move and, if your placement lasts until you are 18, at least every three months.

Financial Support

As you are a looked-after child, Children's Services will continue to support you financially. The amount will be agreed with Children's Services before you are placed with us. The money you receive supports your practical needs, from food, clothing, and transport, to help you live more independently. You may also be entitled to [grants for further education](#) and funding which your key worker will support you with.

As you transition to adulthood, Children's Services must continue supporting you with their Local Offer. This offer defines what support they will give you. We will ensure that we know your rights and entitlements during any transition you make from Supported Accommodation to independence.

Homeless Young People

If you come to live with us because you have been homeless and children's services have placed you with us, you will generally be assessed as a child in need and gain looked-after status. You will be entitled to be kept safe and supported, including support related to education, health, financial support, contact with your family and friends (if you want that) and any other needs you have. Your key worker will help you to access your rights and entitlements.

Advocacy

You have the right to be involved in any decision that affects you. You should be involved in every aspect of your placement and plans. Children's services must support you by providing access to an advocate, and we will help you access one if you don't have one already.

General Expectations: Our Agreement



We want all young people to enjoy and achieve while they are here; every young person has an individual agreement that they sign up to before they come. We do this to ensure that young people come here because they want to and are committed to getting the best out of living here.

Like you, all young people who stay here commit to sticking to these rules while living here.

We all share a common humanity, and everyone, regardless of race, religion or gender, has an equal right to be treated with respect and consideration. It is our practice to promote tolerance for each other. If we work together, we can build a comfortable house where everyone is happy to live. There are no problems that are too big for us to overcome.

At a minimum, we expect everyone to abide by the following rules, which all young people agree to.

1. **Equality** – We agree that all people have equal status, rights, and freedoms, whether male or female. Discriminatory, abusive, dismissive, or disrespectful behaviour is not tolerated.
2. **Behaviours** - The following behaviours are not acceptable:
 - Fighting, violence and aggression; Swearing at and/or insulting each other or staff.
 - Bullying; Physical, sexual, or verbal assault; Racial/religious abuse.
 - Stealing – taking anything which belongs to someone else.

- The use and/or distribution of illegal drugs and alcohol
 - Smoking in the house or premises
 - Inciting others to such behaviours
3. **Religious Observance** - Everyone has the right to practice their religion, free from persecution and discrimination. We do our best to enable and support your religious practice.
 4. **Staff Offices** – You may not enter staff offices and rooms. Please knock and wait for a staff member to respond.
 5. **Cleanliness** - To ensure the health, comfort, and well-being of everyone, you are expected to keep yourself, your room, and communal areas, such as the lounge, kitchen and corridors, clean and tidy, and treat the house with consideration and respect. You will participate in a communal rota to keep the place clean and tidy.
 6. **T.V.** – The television in the lounge is for everyone to enjoy. Or you may choose to watch the T.V. in your room. During the week, T.V.'s in the lounges are off during the day.
 7. **Education, Training or Employment** - You are expected to participate in your education, training or employment programme as agreed at the beginning of your tenancy.
 8. **Consequences** – We know that everyone messes up sometimes, but there are consequences for breaking house rules and agreements, and these will be agreed upon with you as part of your plan.
 9. **Protecting You** – If any staff member becomes concerned that your behaviour suggests you may need protection or may present a risk of harm to other young people, they will follow our safeguarding procedures. This will involve contacting your social worker and others involved with your support. If safeguarding procedures are necessary, we will talk this through with you and discuss what we will do together to help keep you safe.
 10. **Drugs and Alcohol** – Drugs and alcohol are not permitted on the premises. If you are found to have drugs or alcohol on the premises this will be regarded as a breach of your agreement and will be dealt with under our disciplinary procedure. It may also be necessary for the police to be involved where drugs are brought into the premises.
 11. **Criminal Behaviour** – The staff team will not accept any criminal behaviour from young people or visitors on the premises. The police will usually be contacted for behaviour that is not terminated at the request of staff and is deemed to be putting you, someone else or the property at risk of harm or damage.

12. What happens if you decide to break your agreement? – Your agreement is part of our process for making sure everyone who lives here receives the support they need. If you break your agreement, we will discuss this with you and allow you to put things right. We will work with you to plan how you can behave differently with support from the staff team.

13. Tenancy Agreement – You will need to sign up to a tenancy agreement while staying at the unit. The tenancy agreement defines the expectations of the tenancy and circumstances under which it might be terminated. Your key worker will go through this with you in depth on the day of your admission.

Out and About: Things to Do in the Local Area

You will need to add your own information into this section.

Useful Contacts: Reach out For Support

You can contact any of the following numbers to make an independent complaint or raise a concern about your support.

- Your Social Worker
- Ofsted - 0300 123 1231
- Children's Rights Director - 0800 528 0731
- National Youth Advocacy Service 0808 800 5792
- Children's Legal Centre - 020 7713 0089
- Children's Commissioner - 020 7783 8330
- Help at Hand - 0800 528 0731