

CARING HEARTS HOMES

CHILDREN AND YOUNG PEOPLE'S GUIDE



CARING HEARTS
HOMES

About



Welcome to Your New Home!

We understand that moving to a new place can feel like a big change, and you might have a lot of mixed emotions right now. But we want you to know that we're here to help you feel safe, supported, and comfortable. This is your space to grow, learn, and make new memories, and we're excited to walk alongside you during this journey.

Who We Are

We care for young people aged 8 to 17 years old in a warm and welcoming environment where you can get the support you need. Our home is a peaceful place where you will have personal care and attention, as we only accommodate two young people at a time. This allows us to really focus on your individual needs and ensure that you feel heard and valued.

If you ever feel worried, need someone to talk to, or just want a bit of help, we're always here for you.

Your Registered Manager: → Suzanne Lewis



Our Team

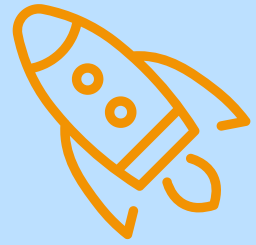
We are here to support you around the clock. When you first move in, you will be assigned a keyworker. This is a staff member who will be your main person to talk to about any concerns, needs, or questions. While you can always speak with any of the staff, your keyworker will be there to provide extra care and support throughout your stay.

On your move-in day, we'll help you unpack and settle in. We'll also make a list of your belongings to keep everything safe and secure.



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Our Mission



At our home, we aim to help you:

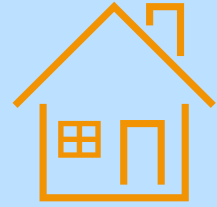
- Speak up and voice any concerns
- Encourage you to make your own decisions
- Helping you take responsibility for your choices
- Assisting you in building valuable life skills
- Inspiring you to take an active role in your care journey
- Valuing each person as a unique individual
- Supporting your right to express who you are
- Upholding your rights and treating you with respect
- Listening without judgement to what you have to say
- Ensuring your safety and protection
- Motivating you to be involved in your care experience

We want to inspire you to be yourself, express who you are, and ensure you feel safe and valued during your time with us.



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Your new Home



Our home is designed to be a cozy, comfortable space just for you. It's a three-bedroom house where up to two young people can stay at a time. One of the bedrooms is also used as the staff hub, so there's always someone close by if you need them.

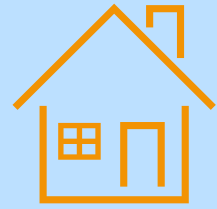


Let's get inside



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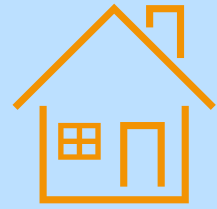
Your new Living room



This is where you can relax, watch TV, or even chat with the staff or friends. It's a comfortable space where you can unwind.



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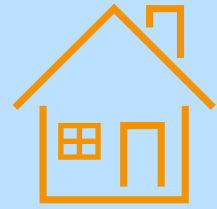
How about some food?

Your Kitchen and Dining Area

The kitchen is where we'll prepare meals together. You'll get the chance to help with cooking and meal planning, learning some great skills along the way.



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How about some rest?

Your new Bedroom

When you move in, we'll work together to decorate your room, so it feels like your own special space. This is your private area, where you can relax and make yourself at home.

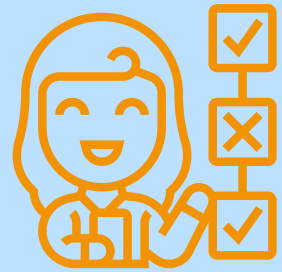


We're here to make your stay comfortable and enjoyable!



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House Rules



To make sure that everyone feels comfortable and safe, we have a few simple house rules:

1. Be Kind and Respectful: Treat others as you would like to be treated. We're all here to support one another.
2. Keep Spaces Tidy: To clean up after yourself, whether it's in your bedroom, the kitchen, or the lounge. A tidy space helps everyone feel relaxed and comfortable.
3. Stick to the Routine: We have set times for meals, activities, and bedtime to help the house run smoothly and ensures everyone gets the rest and structure they need.
4. Ask Before Borrowing: If you'd like to borrow something that belongs to someone else, always ask first. Sharing is great, but only when everyone feels comfortable with it.
5. Respect Quiet Time: During certain parts of the day and at night, we have quiet times so that everyone can relax, study, or get a good night's sleep. Please keep noise levels down during these times.
6. Prioritise Safety: Follow guidelines to stay safe, like being careful with kitchen tools or not running indoors.
7. No Bullying or Unkind Behaviour: Bullying or mistreating others is never ok. If you feel upset or notice someone else being mistreated, let a staff member know immediately.
8. Respect Privacy: Everyone has a right to their own space and privacy. Always knock before entering someone else's room and respect each other's boundaries.
9. Reach Out for Help: If you ever feel uncertain, upset, or have questions, don't hesitate to ask a member of staff for help. We're here to listen and support you.
10. Enjoy Being Yourself: This is your home, so relax, have fun, and be your authentic self.

Your keyworker and the staff will review these house rules with you. We understand that things can sometimes be overwhelming, and you might feel frustrated or upset. If that happens, staff members are always here to support you, and these rules help us create a safe, friendly, and comfortable environment for everyone.





Privacy and Confidentiality

We believe that your privacy is important. Here's how we respect and protect it:

Phone Calls

You have the right to make phone calls to your family and friends, as long as your social worker has approved it. Occasionally, a staff member may need to be present during these calls, but you will always have the option to speak privately with people such as your social worker.

Your Bedroom

Your bedroom is your personal space, and it won't be searched unless there's a clear reason which will be explained to you beforehand. This space is yours to feel safe and comfortable in.

Confidentiality

Information about you is kept private. Personal details will not be shared with anyone apart from those who need to know, such as your social worker or health professionals. Your privacy matters to us, and we're here to make sure you feel secure and respected.





Staying Connected

Even though you're living here, we know it's important to stay in touch with family and friends. Here's how we make sure that happens:

Family Visits

You should be able to see your family regularly, unless there's a specific reason why that's not possible. Occasionally, a staff member may be present during these visits to help support you.

Other Ways to Stay Connected

If seeing your family isn't possible as often as you'd like, there are other ways to stay in touch. You can write letters or speak to them on the phone. In some cases, phone calls may need to be on speakerphone or supervised by staff.

When Contact Isn't Recommended

If it's not a good idea to have contact with someone, your social worker or the House Manager will explain the reason why.

Your Choice and Comfort

If you're uncomfortable with seeing someone, tell the staff or your social worker. You won't be asked to see anyone you don't want to, and we'll respect your wishes. If you're unhappy with the frequency or way you're staying in touch with family, speak to your social worker. You can contact them by phone or talk to them during their visits.





Health and Well-being

Your health and well-being are very important to us. Here's how we support you in feeling your best:

- **Healthy Eating**

You have the right to enjoy food that suits your tastes, culture, and religion while also being nutritious. We plan weekly shopping trips and create menus to ensure you have a healthy and balanced diet.

- **Exercise and Activity**

Staying active is important. We encourage you to join in sports, activities, or fitness routines to help keep you fit.

- **Healthcare**

When you move into one of our homes, we'll help register you with a local GP, dentist, and optician. The staff will ensure you have regular checkups, and your social worker will organise a health assessment each year.

- **Health Records and Medication**

To maintain your health, we'll need to know your health history and keep a record of it. Any medication you take will be stored safely in a locked cabinet and given to you as and when needed.

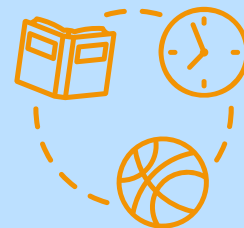
- **Health Advice**

We're here to offer guidance and advice on a range of topics to help you stay informed and make healthy choices. Whether it's about smoking, relationships, sexual health, or understanding the risks of drugs and alcohol. If you have any questions or concerns, we're always ready to listen and support you in making decisions that are right for your well-being.

- **Sleep and Routine**

A good night's sleep is crucial for your health and happiness, helping you stay focused and positive. Your bedtime will be based on your age and behaviour, which means it might change over time. Every morning and evening, we'll encourage you to follow a routine, including personal care and attending to your oral hygiene needs. We're here to support you in living a healthy, balanced life. Let us know if you ever need help or have any questions about your health!





Hobbies and Activities

We believe that having fun, staying active, and exploring new interests are key to making your time here enjoyable and fulfilling. Whether you're looking to stay fit, learn new skills, or make friends, we're here to support you every step of the way. Here's how we can help you make the most of your free time:

- **Staying Active and Healthy**

We encourage you to take part in fun activities that help you stay fit and healthy. From team sports to personal fitness routines, there are plenty of options to keep you moving and feeling great!

- **Making New Friends**

It's important to build friendships and connect with others your age. Whether you want to join a club or attend social groups, we'll help you find activities both within the home and in the local community where you can meet new people.

- **Exploring Your Interest**

If you already have hobbies or interests that you enjoy, we'll make sure you have the space and support to keep doing them. Let us know what you love, and we'll do our best to help you make it part of your routine!

- **Trying New Activities**

Staff can support you to explore a wide range of exciting activities to such as arts and crafts, dance, drama, gaming clubs, horse riding, trampolining, fishing, cycling, and sports like football, basketball, and tennis. Trying something new can be a little daunting, but our staff will be right there to support you, so you can enjoy the experience at your own pace.

- **Exploring the Community**

We also want to help you discover even more opportunities outside the home. Whether it's joining a local group, attending community events, or exploring new interests, we're here to help you connect with the wider world and discover all the fun things you can try!

We're committed to making sure you have plenty of chances to enjoy your favourite activities, discover new ones, and build memories that will last a lifetime, all in a safe and supportive environment. Let us know what excites you, and we'll be there to support you in exploring it!





Independence and Life Skills

Becoming independent is an important part of growing up, and we're here to support you in learning skills that will help you in the future:

- **Free Time and Responsibility**

We understand the value of having time to yourself. As you build trust and show you can manage your time well, we'll work with you to earn supervised free time away from staff. This will give you the opportunity to practice making decisions and managing your own time in a safe and supportive way, with your social worker's approval.

- **Learning Life Skills**

It's important to build skills for daily life and we'll support you in building skills around areas such as cooking, cleaning, laundry, and budgeting for things like food and shopping. As you grow, you'll take on more responsibility depending on your age, and our staff will be here to guide you so that you gain confidence and feel prepared for adulthood.

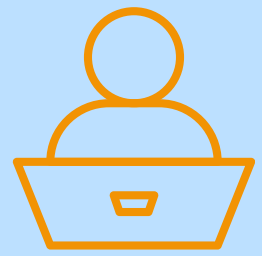
- **Using Technology and Managing Free Time**

Technology, including your phone and internet access, is a great tool but it's also important to use it responsibly. When you're ready, your keyworker will help you understand how to stay safe online and manage your screen time in a balanced way. We'll help you make good decisions about when to use technology and how to balance it with other activities.

- **Earned Privileges:**

As you demonstrate responsibility, you may earn additional privileges, such as more access to the internet or extra free time. These privileges are tied to your ability to follow the house rules and take responsibility for your actions. Don't worry, even if certain privileges are limited at times, you will always be able to stay connected with important people in your life, like family, friends, and your support network. We're here to help you grow in your independence, supporting you in building the skills you need to feel confident and capable. If you have any questions or need support along the way, we're always here for you!





Education and Learning Support

We are dedicated to helping you succeed in your education, as it plays a vital role in shaping your future. Here's how we support you at each stage of your learning journey:

- **Schooling for Younger Students (Ages 8-16)**

If you are ages 8-16-year-olds attending school regularly is a key part of growing and learning. We're here to ensure you have the support you need to make the most of your education. Not only will school help you gain valuable knowledge, but it will also provide opportunities to make friends, develop social skills, and explore new interests that will benefit you throughout your life.

- **Further Education and Training (Ages 16-17)**

If you're 16 or older, we'll help guide you towards the next step in your educational journey, whether that's continuing school, enrolling in a college course, or starting an apprenticeship. We'll work with you to find the option that's right for your interests and future goals.

- **Your Responsibility**

Attending school regularly and making the most of your education is important, and we'll help you stay on track. If you ever feel like school isn't enjoyable, or if you're struggling, please let the staff and your social worker know. We're here to listen and offer support, whether that means helping you return to school, explore other learning options, or get extra help with subjects you find difficult.

- **School Placement**

If you don't already have a school, or if your previous school is too far away, we'll help you find a nearby school in Stanmore. You might stay at the same school, or we may work together to find a better fit for your needs. Your social worker and the staff will support you to make sure you get the education you deserve, and we'll do everything we can to help you feel comfortable and confident in your learning. We believe in your ability to succeed, and we're here to provide the support, encouragement, and resources you need to thrive academically. We're with you every step of the way!





Bullying: Understanding and Taking Action

Bullying is not tolerated here. It's crucial to understand what bullying is, how to recognise it, and what steps to take if you or someone you know is being targeted.

What is Bullying?

Bullying takes place when someone intentionally causes harm or distress to another person. This can take many forms, including:

- Physical bullying: Hitting, pushing, or damaging someone's belongings.
- Verbal bullying: Name-calling, spreading rumours, or making hurtful comments.
- Social bullying: Excluding someone from a group, spreading lies, or intentionally ignoring them.
- Cyberbullying: Using technology, like social media or messaging, to harass or intimidate others.

Bullying is never acceptable in any form, and everyone deserves to feel safe and respected.

What Should I Do if I'm Being Bullied?

If you're being bullied, it's important to take action right away. Here are the steps you can take:

1. **Speak Up:** Tell a trusted adult about what's happening. This could be a staff member at Streatfield home, a teacher, or your social worker. You can also reach out to helplines listed later in this booklet. Sharing what's going on is the first step toward getting help.
2. **Document the Incident:** If you feel safe doing so, write down what happened, when it happened, and who was involved. This can help when you report the bullying.
3. **Seek Support:** You are not alone. Whether you reach out to a staff member or a family member, there are people here who want to support you and make sure the bullying stops.





What Should I Do if I See Someone Else Being Bullied?

If you witness bullying, you have the power to make a difference. Encourage the person being targeted to speak up, and report what you've seen to a trusted adult. Standing up for others is an important way to help create a safer environment for everyone.



Speak up!



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Forms and Meetings: Keeping You Supported and Informed

To ensure you receive the best care and support, we maintain detailed records about your progress and needs. This helps us track important information, ensure nothing is overlooked, and keeps everyone involved in your care well-informed.

When decisions are made, they are documented so your social worker and other team members are updated on key developments. Additionally, staff make daily notes that include important details, such as:

- What you did throughout the day
- What you ate and if you took any medication
- How your school day went
- How you were feeling and behaving

These notes help us understand your experiences and make sure you're receiving the care and attention you need to thrive.

Care Plan: Personalised Support for Your Well-being

Your social worker will develop a care plan specifically for you, outlining the support and services you'll receive to help you thrive. Every young person in care has their own individualised care plan, designed to meet their unique needs and goals.

At Streatfield House, we will also create a placement plan, which includes important details such as your daily routine, preferences, dislikes, and other key information that helps staff support you effectively.

Your keyworker will review this plan with you to ensure that you are involved in the process and that your voice is heard in shaping your care and daily life.





Reviews: Checking In on Your Care

Every six months, we'll have a review meeting to make sure your care plan is still right for you. It's a chance to talk about any changes that might be needed and to share what you think and how you're feeling.

An Independent Reviewing Officer (IRO) runs these meetings. Their job is to make sure the decisions being made are in your best interest. Your keyworker and social worker are here to help you understand the review process and will let you know when your next meeting is coming up.

Complaints: We're Here to Listen

Your feelings are important, and we believe most issues can be sorted out by talking about them. If something's bothering you, the first step is to have a chat with a staff member. If it's something more serious, you have the right to make a formal complaint. Here's how you can do that:

1. Talking to Staff

Start by talking to your keyworker or any other staff member about what's on your mind. They'll try to help you out. If it's something serious, they may need to share it with others to keep you safe, because staff can't keep things secret if it's about your well-being.

1. Other Contacts

If you're not comfortable talking to your keyworker or if the issue isn't sorted, you can talk to your social worker. You can also reach out to the registered manager and responsible individual, who will ensure complaints are handled fairly.

Will I Get in Trouble for Making a Complaint?

No, you won't get in trouble for speaking up about something that's bothering you. It's important to let someone know if you have a genuine concern. Speaking up helps us get things right and make sure you're supported. However, it's also important to be honest making false complaints can cause problems for others.





Contacts

Here are some important contacts if you need to speak to someone else about a concern.

NSPCC (National Society for the Prevention of Cruelty to Children) Purpose: Protects children and prevents abuse by offering advice, support, and services.

Contact: 0808 800 5000

Website: nspcc.org.uk

Childline

Purpose: Provides free, confidential support for children and young people on a wide range of issues, including bullying, family problems, and mental health.

Contact: 0800 1111 (24/7)

Website: childline.org.uk

Barnardo's

Purpose: Supports vulnerable children and young people, offering services like counselling, education, and advice to help them grow up safe and fulfilled.

Contact: 0208 550 8822

Website: barnardos.org.uk

Children's Commissioner for England

Purpose: Promotes and protects the rights of children and young people, ensuring their voices are heard by policymakers and others.

Contact: 020 7783 8330

Website: childrenscommissioner.gov.uk

Ofsted (Office for Standards in Education, Children's Services and Skills) Purpose: Inspects and regulates services that care for children and young people to ensure high standards in schools, social care, and other children's services.

Contact: 0300 123 1231

Website: ofsted.gov.uk



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