



# Heaton House

## CHILDREN'S

## GUIDE



## **Welcome to Heaton House**

This booklet is your guide to the home and will hopefully tell you everything you need to know about living here and what to expect. We have a contents page so that you can turn straight to the section that you want. We've included information about the team that will be supporting you, the area where you will be living and things you can do round here, such as sports clubs, activities and local groups. You'll also find in here, information about pocket money, activity, clothing and toiletry spends.

When you've met the staff team and your keyworker, they'll spend time with you going through this, and getting to know about you - your likes and dislikes, from what you like to eat, what you like to do – to how you would like your room decorated.

You'll find details of our complaints procedure inside, and also a copy of the complaints form.

We've included lots of information about groups and people that support children and young people, where you can get advice and have someone to talk to.

We hope that you enjoy living with us and should you have any questions let us know.

<b><u>CONTENTS</u></b>	
<b>DESCRIPTION</b>	<b>PAGE NUMBER</b>
ABOUT THE HOME	4
MAP	5
PHOTOS OF THE HOME	6
KEYS, ROOM SEARCHES, MONIES	7
FIRE PROCEDURE	8
HEALTH AND SAFETY	9
THE LOCAL AREA – THINGS TO DO	10-12
MEET THE TEAM	13-14
KEYWORKER	15
HOME RULES	16
REWARDS AND CONSEQUENCES	17
EQUAL OPPORTUNITIES	18
RELIGION	19
CARE ORDERS/RIGHTS	20
ACTIVITIES	21
FAMILY VISITS VISITORS TO THE HOME	22
VISITORS TO THE HOME	23
FOOD AND MEAL TIMES	24
HEALTH	25-28
RUNNING AWAY	29
BULLYING	30
EDUCATION/CAREERS	31
PLANS AND DOCUMENTS	32
LEAVING CARE	33
EXPECTATIONS	34
COMPLIMENTS AND COMPLAINTS	35
USEFUL NUMBERS	36

## About the Home

Heaton House is the first of Invigor Childcare's Children's Homes, Heaton House is located in North Manchester and close to Heaton Park which has numerous activities and also has events throughout the year, Manchester City Centre is also only a bus ride away and is home to some of the best shops in the Northwest.

There are a number of sports facilities which are close to the home which include basketball, five- a-side pitches, tennis courts, the velodrome for cycling, gyms, bmx and skate parks, the list is endless and we haven't even mentioned the two local Premier League clubs if you're a footy fan! Manchester City centre also has two big cinemas and numerous restaurants which cater to everyone's taste buds as well as many other entertainment facilities.

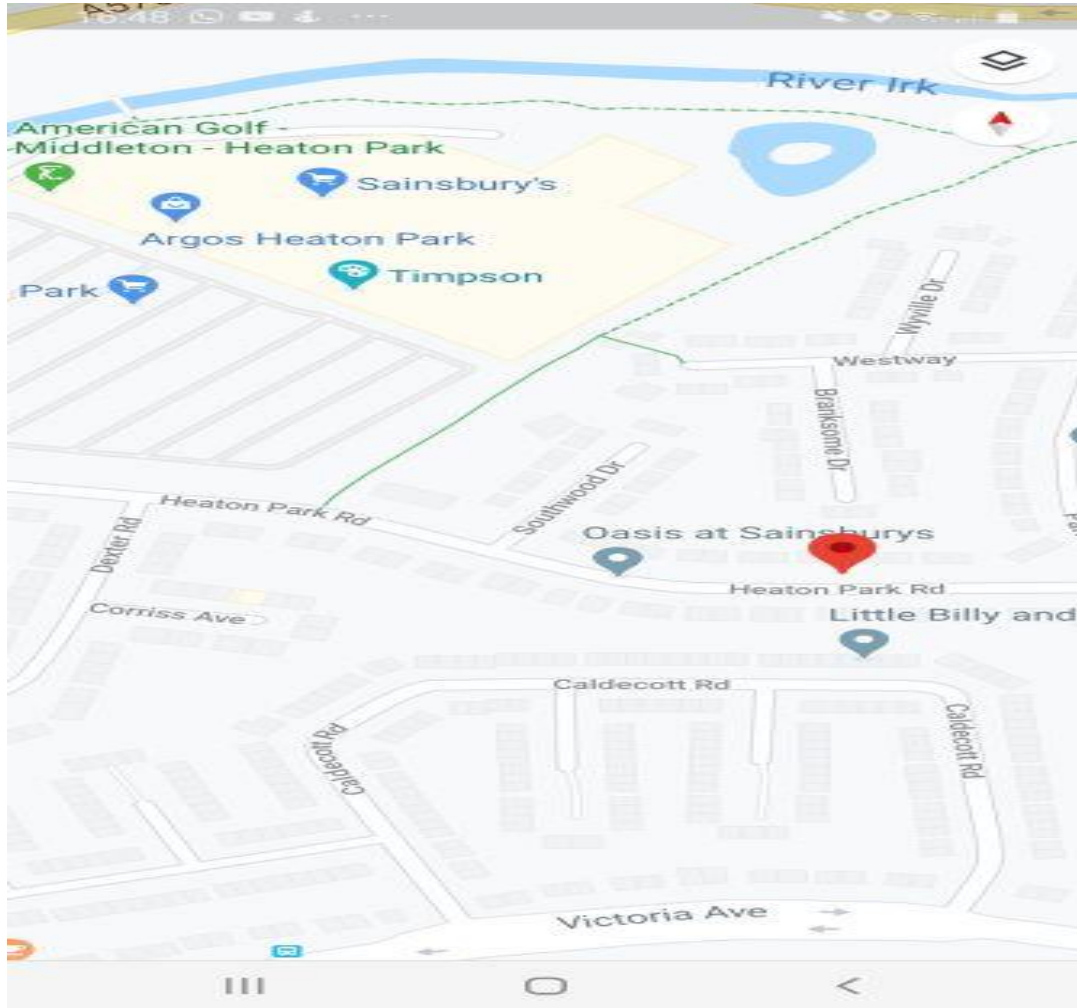
The home is staffed 24 hours a day and will have 2 sleeping staff members overnight, this means that there is always someone there to take care of you.

Heaton House is a homely property and will only ever have a maximum 3 young people living at the home at any one time. The home will be clean and tidy and have a bedroom just for you, all the bedrooms for young people are on the first floor where there is also a staff sleep room and two bathrooms. There is one other bedroom downstairs where one of the adults who support you sleep.

Downstairs is a kitchen-diner, living room, a downstairs toilet, staff office, staff sleep room, front garden and a back garden with a patio area with seating and a gated driveway. The home also has a CCTV camera for outdoor monitoring to ensure we keep you safe at all times.



Where you live



This is where you live

Heaton House

Photos of the home

\*photographs of the home to be added\*



## Keys

When you move into the home you'll be given a key for your bedroom, this means that you can lock it when you go out or when you are downstairs.

Staff have a spare key should you lose yours or in case of any emergencies.

## Room searches

When you arrive at the home young people, parents and social workers will be informed that at times it might be necessary to carry out a room search on a young person's room. This will only occur if there is a concern that the young person or another person may be at risk of harm, we only do this to keep you and other people safe and will speak to your prior to doing this if possible

## Monies

You have £50 per month towards clothing and £10 per month towards toiletries

We'll put aside money for you to use for things like school uniforms, school trips, haircuts, family and friend birthday and Christmas presents. Your keyworker will help to arrange these for you.

Pocket Money – You'll get £7.50 per week if you are under 15 and £10 per week if you are 15 or over on a Monday. We ask that your room is clean with fresh bedding on before we give it to you. We'll only restrict it if you have reparation to pay back to the home or if you do something that means that we need to supervise you spending your pocket money – to keep you safe.

We love to take all our young people on a holiday, and for team days out. We like to go on holiday as a group, but we can go separately if that's preferred, we can take you on planes, trains or automobiles!

Activities are there for your enjoyment every week, this can range from small activities like the cinemas or having a big activity like a full day out at a theme park

We'll also open a savings account for you and save money for you each week, you won't be able to withdraw this money though, it will be given to your social worker who will pass it to you when you leave care to buy items you may need

As soon as we have your birth certificate and/or your passport we'll open a bank account that you can save some of your pocket money in. Saving a little bit of money is a great habit to get into!



# Fire Precautions

## FIRE SAFETY

### WHAT TO DO IF YOU HEAR THE FIRE ALARM OR DISCOVER A FIRE.

**IF YOU HEAR THE FIRE ALARM, LEAVE THE BUILDING BY THE NEAREST EXIT, REMEMBER TO STAY CALM AND DON'T STOP TO COLLECT ANY PERSONAL BELONGINGS.**

**MEETING POINT IS:-** **The Front door exit:** On exiting the front door go to the assembly point at the front wall of the home, if required you will leave the grounds and turn right down Heaton Park Road and walk towards Sainsbury's. Assemble on the pavement next to the fencing on your right hand side. The appointed shift leader will conduct a roll call **(Please do not stand in the road)**

- **MEETING FOR THE REAR EXIT:** **The Patio Door Exit:** On exiting the doors, turn right and walk to the back garden gate and exit to meet at the assembly point at the front wall of the home; if required follow the path on the right hand side. Assemble halfway down the path near the fence. The appointed shift leader will conduct a roll call.

**DON'T GO BACK INTO THE BUILDING UNTIL YOU ARE TOLD TO BY STAFF OR A MEMBER OF THE FIRE SERVICE. IF YOU DISCOVER A FIRE IN THE BUILDING, DON'T ATTEMPT TO PUT THE FIRE OUT. TELL A MEMBER OF STAFF AND LEAVE THE BUILDING.**

### WHAT STAFF MEMBERS WILL DO:-

**IF A STAFF MEMBER HEARS THE FIRE ALARM OR DISCOVERS A FIRE THEY WILL:-**

- **CALL THE EMERGENCY SERVICES**
- **EVACUATE THE BUILDING**
- **MAKE THEIR WAY TO THE AGREED MEETING POINT**
- **WAIT FOR EMERGENCY SERVICES TO ARRIVE.**

**IF IN THE UNLIKELY EVENT YOU CAN NOT GET OUT OF THE BUILDING YOU SHOULD GO INTO THE NEAREST ROOM, CLOSE THE DOOR, COVER ANY GAPS TO PREVENT SMOKE GETTING INTO THE ROOM & OPEN ALL WINDOWS. LEAN OUT OF THE WINDOW TO BREATHE IF YOU NEED TO. KEEP DRAWING ATTENTION TO YOURSELF.**



**IF SMOKE DOES GET INTO THE ROOM, REMEMBER TO OPEN ALL THE WINDOWS AND STAY LOW TO THE GROUND WHERE THERE WILL BE LESS SMOKE AND THE AIR IS CLEANER.**

### HOW TO STAY SAFE:-

- **NEVER MESS WITH, OR DAMAGE THE SMOKE ALARMS OR EXTINGUISHERS**
- **DO NOT SMOKE IN THE HOUSE**
- **TURN OFF ALL PLUG SOCKETS WHEN NOT IN USE**





## Fire Drills and Fire Equipment checks

Staff will carry out weekly checks of our emergency lighting, smoke alarms and part of this check will be in keeping clutter around the home to a minimum.

They'll check that none of the doorways are obstructed, and that the fire extinguishers and fire blankets are intact. They'll also check that the fire doors are unbroken, and are fit for purpose – to give you time if you are stuck in the home which is on fire, while you're waiting for the fire crews to arrive and get you out.

Fire extinguishers are situated in:- **Team Office**

Fire Blankets are situated in:- **The Kitchen**

Staff will complete monthly fire drills, and young people won't know beforehand when these will take place. We will do one during the day-time and one during the night-time/early morning. We'll do these to make sure that if there was an actual fire, everybody knows exactly what to do, and where to go to.

Fires spread very quickly, you must get out and stay out!

## General Health and Safety

The staff team will complete some other checks as well. Some of these will be daily – like medication checks, and some will be weekly and monthly – like water temperature checks. They will check all rooms in the house to make sure that there are no loose floor tiles, trip hazards, electrical faults etc. When they check your bedroom – these are the things they are looking for, it is only to keep you and all others in the home safe. They will always ask you first before doing this check.

**ALL OF THESE CHECKS ARE IMPORTANT – PLEASE ALLOW THE STAFF TEAM TO COMPLETE THEM.**



## Alarms and Security

There are alarms in the home. These are on the front and back doors and young people's bedrooms. This is to protect you and so that we know that people have entered and left the home. There is no surveillance in the home, only cameras outside of the house for your safety

## Confidentiality

As we said earlier in the booklet, the adults in the home will carry keys on them. We'll lock the office whenever there are no adults in there and also in the evening. We lock this room because there is information about young people stored in there and young people's valuables and we want to keep everyone's information private and confidential.

Heaton House has a confidentiality policy in place for staff to work to, which ensures that your life and experiences are not shared with people that do not need to know about them. Only the staff who are involved in your care should have access to information about you within the home. If we need to share any information about you with other people outside the home it will only be with other professionals involved in your care.

***Local Area -Things to do!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!***



**Heaton Park**

Why not relax in Heaton Park; take a stroll around or a paddle boat across the lake. Increase the pace with some football or basketball or really speed things up on the BMX track and skate park.



### Abraham Moss Leisure Centre

Pump some iron in the gym or go for a swim at Abraham Moss Leisure Centre.





### Printworks Cinema Complex

*Printworks offers the best in leisure and entertainment in the Centre of Manchester. Featuring a Vue Multiplex Cinema, Tree top Adventure golf, Escape rooms, Nuffield gym and lots of restaurants.*



### Arndale Centre

Manchester Arndale has over 200 stylish stores for you to explore including Apple, Topshop, Topman, Next, Boots, JD and Footlocker. The Arndale also has a large food court with stores such as Mcdonalds, KFC, Subway and Harry Ramsdens



### Manchester Museum

There are lots to keep you entertained at Manchester Museum. The museum displays works of archeology, anthropology and natural history. The museum bursts to life with their Big Saturdays events. They also have school holiday events, a family gallery, activity back packs and much, much more.



## Meet the Team

Manager

Deputy Manager-

Team Leader-

Team Leader



Residential Care Worker

Residential Care Worker

Residential Care Worker

Residential Care Worker

Residential Care Worker

## Keyworker

When you come to live at Heaton House you will have a “keyworker”. This is a member of staff that will have a keener interest in you while you live at the home.

They will get to know you:- what you like, don't like, how you prefer people to support you when you are feeling angry, sad or worried. Their job is to talk through things with you, listen to what you want and then to make sure that the rest of the team understand that and then we can all work together to support you in the best way for you.

Your keyworker will work with all the staff and will set up your plans so that they work for you – in keeping you safe, healthy and making progress with your education. They will also attend your review meetings so you will have someone who knows you well.

Your key worker will help you with the day to day things and be available to talk with you about your future plans. They'll help you buy clothes, toiletries, things for school and things to personalise your bedroom and make it how you like it.

You'll be able to spend one to one time with your keyworker. This is an opportunity for you to discuss anything that is important to you - like future plans, any particular needs or things you are worried about. They will make sure that all your medical appointments are booked, your medication is up to date and they'll arrange, and take you to your appointments.

Your keyworker will also keep your family up to date with how you are doing and will arrange your family and friend visits and any meetings you have to attend like LAC reviews or your PEP meetings at school.

But remember you can talk to any member of the staff team about anything at all – we are all here to support you. It may be that you like to talk to your keyworker about things like activities and education and you prefer to speak to another team member about more personal things. It's up to you.

## Home rules

There are some requests in the home we would really like you to stick to. These are so we can try our very best to keep your home safe, comfortable and a nice place to be and so that everyone knows where they stand each day and there's no confusion. We understand that rules can sometimes feel like obstacles in the way of having fun, but they are important and necessary so that the home runs smoothly. We hope you this is ok, they are there so you all enjoy your time at Heaton House!



## Rewards, Consequences and Behaviour Management

At Heaton House our 'consequences' always have a link to the way in which you behaved. So, we may reward you with a positive consequence/result, which could be a small reward of your choice, like a new book or magazine, going out for a coffee and a cake or being able to stay up for a bit longer at the weekend. Positive consequences are usually given for behaviours/chores that you aren't expected to do, so we like to acknowledge that you have been especially helpful or kind.

On the other hand, if you behave in a negative way, for example: choosing to play your music too loud when you know that it disturbs others, you might be given the consequence/result of having to do without your music system the next day. We will not usually consequence you or keep your pocket money but if you damage property on purpose, you will be expected to pay towards the cost of replacing or repairing it, this is called 'Reparation' and we won't be able to give you this money back.

**You can earn extra money on the Behaviour Management Charts.**

These are small amounts of money that you can earn each week by completing the tasks that staff will set for you to support your placement plans. These will always be tasks that will improve your health, education and increase your life skills and could be things like:- showering and brushing your teeth each day or keeping yourself safe by coming in on time, or answering your phone when staff ring you to do a welfare check. Remember we are all working together to support your future independence, health and life choices.

**Ask your keyworker for more details.....**



## Equal Opportunities

We have an Equality and Diversity policy in place which means that no-one can be singled out because of their skin colour, religion, gender, age, sexuality, disability, basically any reason that makes you who you are as an individual

This means that no one should call you names, treat you differently or not allow you to have the things that you need to help you just because of the colour of your skin, your religion or any of the other reasons that makes you the person you are . If this happens, it is called discrimination and we view this very seriously. There is an Act in place called the Equality Act – this means that it is illegal to discriminate against anybody based on what is called “Protected Characteristics”. You should inform the staff or your social worker if you feel that this is happening to you.

Everybody who lives at Heaton House is given the opportunity to enjoy themselves and achieve their full potential. Our company and staff are fully committed to anti-discriminatory practice to make sure that all children and young people that live here have equality of opportunity and learn to both respect, and value their own and others’ diversity.

We will continue to improve our knowledge and understanding of discriminatory practice through training and will challenge and eliminate any discriminatory actions.

We can put all our letters, documents and booklets into different formats, languages, font sizes. We won’t always know everything about your religious and cultural needs, but we will always do our best to make sure that they’re in place for you.

Please always tell us if you need anything from us at all, we’re here for you and will support your needs.

## Religion

Religion is very important in many societies; it allows children and young people to learn morals, and answers questions about life and death, relationships between people and their place in the world, and notions of good and evil, all this is passed to children by their family, school and society so that they can become wise and respectful. Heaton House is based in an area which has all the major religions catered for so you will be able to follow your beliefs if you wish to attend a place of worship.

**At Heaton House we encourage young people who believe, to keep up their religious beliefs.**



**If you want to explore your beliefs we will offer all help and support to do this. If you're not sure how or where to practice your religious beliefs, ask our staff team.**

**We'll consider the preparation and provision of all food at Heaton House and especially any special dietary requirements that you have, for example:- Halal, Kosher, Vegan etc.**

**We're committed to supporting you to uphold your religion and will when necessary accompany you to Synagogues, Mosques, Churches or Chapels.**

**We have a list of nearby Synagogues, Mosques, Churches and Chapels.**

**We can also provide you with any necessary items for your religion including prayer mats, bibles & scriptures, so that you can celebrate your religion and religious beliefs.**



## Care Orders and your Rights.

If you're on a Care Order it is probably because a Court decided that for the time being you may need to live elsewhere, they will usually make these decisions with your parents and with you if you are old enough to understand.

A Care Order gives the Social Services the right to decide where you live and other important things like schooling until you are 18. Social Services will give you a named social worker and they must tell you about their plans and listen to what you have to say.

**Independent person/Advocate:-**These are people that befriend and advise young people that know lots about Children's Rights and make sure that you are looked after properly.

They can go with you to reviews and other meetings, or help you to comment or complain. We encourage all young people living with us to have an Independent person/Advocate and can help you to get one, if you want us to. You may decide that you don't need/want one now, but if that changes at any point you can let us know.

They can visit the home and you can meet up with them outside of the home too. They are completely separate from your social worker, the home staff, school staff, Police, Youth Offending team and any other professional that is working with you. They'll listen to you without and are there for you in representing your best interests and can help to present your views and feelings about anything that is happening in your life.

## Activities

Heaton House offers a range of activities to the young people who live here. These can be either indoor or outdoor activities :- Sporting activities, Laser Quest, Bowling, Cinema, Gym, Bike rides, Day trips, doing Arts and Crafts, Baking, Computer time, Film nights, time outside of the home with friends etc. Pretty much anything goes ..... as long as it's safe and appropriate!

Your planner will look like a bit like this one and you can spend time with the staff team each Sunday at the Weekly Young Person's meeting, choosing your activities and making plans for the week ahead, so that we can manage everybody's commitments.

<b>Tom's Activity Planner</b>							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
appointments							
planned activities							
cost							
comments							

Week commencing Monday .....

List here any activity money carried forward, the date from and the reason why .....

Write here any activity money from this week being saved and why .....

If you have a special talent, skill or interest or would like to try something new then you will be given every chance to do this. We'll encourage and support you to get out of the house, spend time with friends, have regular exercise and adequate rest.

Of course, spending time relaxing and with your friends is also important. We can support you to meet up to do activities together. Sometimes they could they could come to the home to have tea as long as this is planned in advance and is good for you!

We have a list of local sporting activities which include, basketball courts, swimming pools, football pitches etc, There are various organised clubs and leisure activities also available in the local area. We'll take you along to these and make sure that you have any equipment/kit/uniform that you need.

We'd also like you to think about where you might like to go on holiday, and any days out you'd like to try. We have lots of places of interest nearby. We can help you to research these and plan some trips in.

## Family Visits

We'll always encourage you to keep in touch with your friends and family, where appropriate, and will help you to do this. We understand that your family is important to you and there will be times when you want to see or speak to them.

You can call and write to your family whenever you want – sometimes we may have to supervise this to make sure that you're always safe and that we're looking after you properly.

We'll always have note paper, envelopes and stamps for you to use to write to friends and family.

We have a phone that you can use to ring and speak to your family and friends.

Family and friends are more than welcome to visit the home and can stay for dinner and tea, if this is what is agreed by your social worker and in your best interests.

We do need to plan for this but we will try to make this as easy as possible for you and support you to organise regular visits to the home if you wish.

If you're allowed unsupervised visits or overnight contact at your family home, we'll always try to get you there and make sure you can get back. You can also phone us if you need to chat while you are away.

## Other Visitors to the Home

There are sometimes visitors to Heaton House. These can be visitors known to you or the other young person. If you or the other young person has a visitor, the kitchen or lounge will be used for you to have a private chat. We hope that you can respect each other's privacy during these times and give each other some space. As with all visitors to the home, they will have to sign into our visitor's book and show us their ID badge so that we know that they are safe to be in our home. We will be happy to introduce them to you, so that you are aware of who is in your home.

Some of these visitors are detailed below:-

Our Responsible Individual – Barry Cotterill. He'll come out to the home every so often and may ask to speak to you, to get your views on how it is to live at Heaton House. He'll check that the home is safe and is running well, and that you're happy and being looked after well by us.

Maintenance people will call out to the home sometimes to carry out repairs and improvements, paint and decorate and bring new furniture.

Once a month, a visitor will visit the home, this is known as a Reg 44 visit. Their job is to check that the home is safe, that you have been kept safe and have everything that you need, that the staff are trained to care for you properly. They'll ask to speak to you about whether you are listened to, if you have any grumbles or complaints, and if things could be improved.

The people who inspect your home will be from Ofsted, Their name stands for Office for Standards in Education. They are the governing body who make sure that all schools and residential homes have a high standard of good quality education and care that they shouldn't go below. You can telephone Ofsted if you have any complaints or can speak to them when they come to inspect your home.

Their telephone number is: 0300 123 1231

Ofsted inspectors like to visit once or twice yearly and will almost certainly want to speak with you about the care you receive at the home. We encourage young people to speak openly and honestly to Ofsted and we like to see their visits as a positive way to improve how we work, and care for you and the other children and young people that live here.

When they have completed their inspection, they will give us a level for the care that we provide in the home and will complete a written report on our home and detail for us how we need to improve.

You will receive a letter from OFSTED after the inspection and they will tell you the grade our home is at and why it is that grade.

## Food and Meal Times

Heaton House offers a range of cultural and healthy food options available to the young people who live here.

There is a weekly menu in place which we review with young people, if on the day you don't fancy the main meal an alternative is available. The menu is designed to be healthy and balanced and has plenty of fruit and vegetables included. We have books and resources in the home & on the internet if you have any questions or want any information on nutrition and diet.

An example of our menus:-

Online Menu, Week 1							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>breakfast</b>	Fruit, yoghurt, cereal, toast, hot drink	Fruit, yoghurt, cereal, toast, hot drink	Fruit, yoghurt, cereal, toast, hot drink	Fruit, yoghurt, cereal, toast, hot drink	Fruit, yoghurt, cereal, toast, hot drink	Full English, breakfast, hot drink	Fruit, yoghurt, cereal, toast, hot drink
<b>lunch</b>	Soup and a roll or sandwich	Jackpot potato and filling	Beans on toast	Chops of Sandwiches or soup & roll	Scrambled egg on toast	Soup and roll	sandwiches
<b>evening meal</b>	Beef chilli and rice	Salmon with fresh roasted vegetables, fries and potatoes	Shepherd's Pie & Vegetables	Themed night Indian	Homemade pizza and salad	Spaghetti Bolognese with Garlic Bread	Fresh chicken dinner, potatoes and veg
<b>afternoon tea</b>	Beef on fry and noodles	Cottage pie, baked potatoes and peas	Meat and potato pie, chips and peas	Indian Themed Night	Homemade Fritter with Salad, Fudge, Chips and Salsa	Lasagne and Salad	Chicken Curry & Rice
<b>dessert</b>	Fruit salad and custard	Apple crumble and custard	Jelly and cream	Chocolate cake	Jam only jelly and cream	Strawberries and cream	Apple crumble and custard
<b>snapper</b>	Same as breakfast with hot chocolate	Same as breakfast with hot chocolate	Same as breakfast with hot chocolate	Same as breakfast with hot chocolate	Same as breakfast with hot chocolate	Same as breakfast with hot chocolate	Same as breakfast with hot chocolate

There's always healthy snacks available in the home like fresh fruit, yoghurts, bread and sandwich fillings, milk and sugar free fruit juices.

Being able to prepare and cook food is a great life skill that everyone needs at some point in their lives.

You're welcome to help prepare a meal, this could be Breakfast, Lunch or Tea and can be tied into your positive reinforcement chart. We have a fully stocked kitchen with all the necessary utensils to cook and bake with and the staff team will enjoy helping you with this.

The menu has a good selection of foods on offer; we have two choices each day and we have regular culturally themed nights. We all enjoy take-outs but limit these to once a week, so that we can eat healthily as much as possible. We try to include all the main food groups in our menu so that we get all the nutrition that we need to help our bodies and minds to grow and repair themselves.

## Your Health

### Physical Health:

When you move into Heaton House you'll be registered with a doctor, a dentist and an optician in the local area. We'll take you for a first appointment within your first week living with us, to make sure your health, teeth and eyesight are ok.

If you have any, we'll keep your medication in the staff office and we will give you it, as it is prescribed. If you can self-administer then we'll do a risk assessment and will check in with you and remind you to take it.

If you're ill then we can give you homely remedies like paracetamol for 2 days then you need to see a doctor. A staff member will take you and will make sure that the Doctor is listening to what you are saying.

In terms of your personal hygiene you will have access to bathroom & shower facilities which you can lock. You'll be given your own towels and bedding, and don't forget that you'll have money to buy toiletries. You should bathe daily and not forget to brush your teeth twice a day. Staff will help you wash your clothes dependent on your age and abilities. You should try and wear clean clothes each day, clean clothes always make you feel good!

At your placement planning meeting, we'll discuss your health and a Health plan will be put in place for you. This will be used to record all your health needs:- including doctor, dentist and Optician appointments that you've attended and injections that you've had, any medicines prescribed for you, any illnesses you've had, and any hospital visits.

As we mentioned earlier in the booklet about your food and menus, we always aim to give you nutritionally balanced meals and snacks, in order to promote your good health, which includes being a healthy weight. If you want to know more about healthy eating and would like support to help you to maintain a healthy weight, staff can advise you on local support services, please ask us.

Settling time at night does differ for young people depending on your age. We ask that you settle in your room by a certain time each night. We're happy for you to watch a bit of television in bed or spend time chilling in your room when you go up to bed, but not for too long. We want you to get a decent sleep as we know how important and how amazing sleep is for us, for our minds and our bodies. Sleep gives our body chance to repair itself, to fight off illnesses, and it is the time that our bones grow. We've all gone to bed too late and had to get up early in the morning for school - it's a struggle to get up and get through the day. Not getting enough sleep can really affect our moods – in a negative way! That's why we have set bedtimes for you – because most young people need 9 hours sleep each night.



## Emotional Health:

Your emotional/mental health is just as important as your physical health.

We know that past experiences, having to leave your family and friends, move to a different area miles away, change schools, living in different homes with different staff and having to make new friends all the time, can be really stressful, frustrating and upsetting. You might feel like there's something wrong with you – there isn't, but you might need more support from staff, or to see someone, who can help you to explore your feelings, and make sense of them.

**Don't suffer alone– we're here for you.**

It helps to talk about your feelings and worries. It feels strange at first, because you think that you are the only one who has these feelings and has had these experiences – you're not. Most of us experience difficult times and have worries – even adults. That's why we chose to do this job – we like to help young people and have good advice we can share. A problem shared can feel like a big weight off your mind – we can probably help you – and if we can't we'll know where to go to get help for you.

## Sexual Health:

It's better to get advice before starting a sexual relationship with someone as though it might feel like it's something you want to do you need to understand how to be responsible and protect yourself and your partner from a number of issues which include sexually transmitted diseases to an unwanted pregnancy. Getting some sound advice and protection - Condoms, emergency contraception, infection advice are available from different organisations – is not something to be embarrassed about and shows you are thinking about both yourself and your partner.

The staff are there for you if you want to talk or ask any questions alternatively you can speak to the LAC Nurse or the Family planning clinic staff which is confidential

## Your sexuality

Growing up can be both an exciting and confusing time for you, coming to terms with the many changes in your body and to your emotions and discovering who you are, can be difficult.

Some young people grow up feeling attracted to people of the opposite sex, while some are attracted to people of the same sex. Some young people may have sexual feelings for a friend or an adult. It is Ok to have these feelings and you should not feel isolated and they are not bad feelings to have. Talk to the staff or your social worker, who will help you talk about how you feel about your sexuality – whether you are gay, lesbian, bisexual, heterosexual or transgender You can also contact Lesbian, Gay and Transgender help lines.

## Smoking and e-cigs:

Heaton House is a smoke free zone; you are not allowed to smoke in the house or in your bedroom, this also applies to using an e-cig. The back garden is the only area if you must smoke we will though discourage this and support you to stop smoking.



Since 01 July 2007 it is illegal to smoke in England in public places, this means that you are not allowed to smoke in restaurants, cinemas, bowling alleys or anywhere else that is classed as a public venue. Smoking is bad for you – for your health - and can lead to lots of long-lasting health problems – and even death. When you smoke it's bad for the people that are around you – they breathe in your smoke, the same as you breathe in theirs if you're near them when they smoke. Because e-cigs are so new, we don't fully know the dangers to us yet – so for that reason, they're not allowed in the house.

If you're a smoker, or even if you're not, the team will talk to you about the dangers of smoking. We want to put you off, before you even start, because it's not that easy to give it up once you're a regular smoker.

If you decide that you want to stop smoking then we'll be happy to take you to the clinic where you can see a nurse for advice and information around stopping smoking, they may even give you Nicotine Patches or gum to help you stop.

## **Drugs and Alcohol**

Heaton House does not support the use of drugs or alcohol. We have a zero- tolerance policy about young people using alcohol and/or drugs on the premises or returning home under the influence of drugs or alcohol.

**It is illegal to use non-prescribed drugs, to purchase drugs, and it is illegal to sell or share them.**

**It's illegal to purchase or drink alcohol under the age of 18.**

**You can be arrested for being under the influence of drugs or alcohol.**

**Things we class as illegal drugs are those not prescribed by your GP and include, Cannabis, Cocaine, Speed, Acid, Heroin, Crack, Crystal, Spice, Ecstasy Tablets and Solvents. There are lots more types and they have lots of different names for them.**

**If we suspect that you may be under the influence of drugs or alcohol or have them in the home we will likely carry out a room search which could involve the Police. If you're arrested for drug/alcohol related issues, in the home or outside, this may affect your chances of work experience and also your future career choices. It will also mean that we won't give you your pocket money in your hand.**

**We'd like to help you to make better choices, and improve your future opportunities.**

**We can refer you to a Young Person's Service called Eclipse which is a substance misuse intervention service for young people.**

**They'll do an initial assessment then will recommend a package to suit you. There's lots of help available – if you choose to accept it.**

## Running Away:

You have a time to be home by a certain time when you live here at Heaton House, this is depending on your age and you will be advised on this. Like we mentioned earlier in the booklet this is so you can settle in bed and get enough sleep to help you get up for school or college the next day. It's also so that we know that you're safe, warm and have had enough to eat.

There are lots of reasons that young people run away:-

Nobody cares about me....

I'm being bullied...

I'm struggling at school...

I've got a problem...

Nobody is listening....

The staff don't trust me....

I don't like living here – I want to go home...

I hate all these rules....

It's the only way I can see my mates and be myself...

I'm bored...

If you do go missing the staff will be worried about you and will want you to return home safely as soon as possible. If you are not back at the home by the time agreed, the staff will come to look for you and report you missing to the police and ask them to try to find you.

When you do return home, the staff will welcome you home and they and the manager will ask you where you've been, who you've been with, why you went missing and will want to know that you've not come to any harm while you were away from the home. The Police will also call in to do a safe and well check on you. They'll arrange for your social worker to visit or someone from another service who will ask you what your reasons were for staying away from the home. All of these are chances for you to get your point across and get help if you haven't been able to before. You can talk to people in confidence, they will only share this information if they have concerns that you or another person is in danger.

Running away won't solve the problem or force adults to change their decisions. It's more likely to make them worry that you can't keep yourself safe. It usually results in MORE rules being put in place.

There are people who can help you and you should talk to an adult that you trust. You can always talk to the staff in your home about any worries or problems you have. You can talk to your social worker, IRO, a teacher, or an Independent person.

We'll all listen and try to help. If it's a decision that's bothering you – speak to the staff, we may be able to agree a compromise. That way you stay safe – and we won't worry that you're missing and might be in real danger.

## Bullying and Harassment:

Bullying and harassment are behaviours that hurt someone else by causing embarrassment, pain, fear, shame or discomfort to them. It can be hitting, pushing, shoving, kicking, or name calling and making threats, cyber bullying – trolling people, sending threatening texts, embarrassing and blackmailing them by getting them to send naked photographs of themselves, or racial, homophobic and disability bullying. It is an abuse of power. It can be planned, or it can be unintentional. It can be carried out by an individual or by groups, by adults and children. It can happen anywhere; in the home, in clubs/groups, at school or online and can have awful consequences for children and young people. It's upsetting, frightening, confusing and can make you feel really bad about yourself.

It can happen to people for lots of reasons, some of them are:-

because they are seen as being different:- skin colour (racist bullying), have a disability, their age, their religion or their sexuality (sexual harassment) or gender. We have covered this in more detail in the Equal Opportunities section.

To feel powerful and in control

The 'bully' has been bullied themselves by someone else.

To fit in with 'everyone else.'

To blackmail or exploit someone for the bully's own benefit. This could be for money, possessions or sexual

At Heaton House we have an anti-bullying policy in place and we take a zero tolerance to bullying and harassment.

We don't condone bullying in any form, but we do accept that as well as the victims of bullying needing support, the bullies also need help – to understand their behaviour and change it. Your keyworker will spend time with you discussing what bullying looks like and how to get help.

We'll spend time with you talking about how to keep yourself safe online, and how to avoid being a victim of cyberbullies.

We'll show you where you can get help and advice.

The best way to get help if you think you are being bullied – is to tell!

Tell an adult that you trust. Bullies lose their power over you, if you tell someone what they are doing to you.

Remember you don't deserve this, it's not your fault. Walk tall; act like you are confident, even though you might not feel confident. Keep a diary of all events – time, place and what is said - and pass it on to a trusted adult.

We'll talk about healthy relationships – what they look like, how to be a good friend and how to safely end negative relationships.

## Education and Careers

All young people that live at Heaton House will be expected to attend education each day—whether that's school, a PRU (Pupil referral unit) or college. You will be supported by us to remain in your current school/college, if you have one. If you don't – we will prioritise getting a school for you. As adults we know that the best way to access future opportunities is to get your education. It doesn't matter if you don't leave with the best GCSE results, you get more from your education than just exam results – you have chance to make friends, play sports, learn to play instruments, use ICT and gain good life experience.

Nelson Mandela said; 'Education is the most powerful weapon which you can use to change the world.'

You're expected to go to school each morning and afternoon, if you are only on half days then we'll provide something else to fill up your timetable, educational based such, going to the Library, a trip to a museum or it may be a work experience placement.

If you've already left school we'll help you to choose a college and course that you're interested in. We can take you to visit the local colleges so that you find the best one for you.

We'll expect you to wear the correct uniform for your school. We'll make sure that you have the uniform and equipment that you need and will help you to wash and iron it, if you don't already know

We'll make sure that you have dinner money or help you prepare packed lunch, if you prefer.

We'll make arrangements to get you to and from school each day, depending on your age. If you are confident and safe to do so, we'll support you to get the bus to school with your friends.

We'll help you with home-work and revision for exams. If you feel like you're struggling and need extra support with your learning – we can arrange more help from a tutor for you.

We'll also work with you to open a bank account and you can work towards an Independent Living Skills Plan whilst living at the home. This will help to prepare you for Independence and will help you

The Law about school leaving age:- The Law in England says that you can leave school on the last Friday in June, if you'll be 16 by the end of the summer holidays. After that until you are 18, you must either;

- go to college
- do an apprenticeship
- complete 20 hours per week working or volunteering, while in part time education or training.

Always remember: 'The EXPERT in ANYTHING, was once a BEGINNER.'

## Plans and Documents

So earlier we said that there will be documents and plans written about you. This is true and we do have to write about you. Below is a list of some of the records that we keep about you.....

.....**Daily journals** – These include an update of your day, what you've done, what you've eaten and what medication you've taken (if any) and what you're wearing. This document is mainly kept for you, so that if in the future, you want to read about what you did each day whilst living at Heaton House. It also helps the adults in case of an emergency. For example, if you feel sad one day and don't return home, we know what you are wearing when people are looking for you. It also helps us to look back and see if you've eaten well that week and so that we can give you different choices the following week.

..... **Incident Records** – These are records of certain incidents that may occur. We know that living away from home and with other adults is difficult and there may be occasions where you act out in some way. If such an incident occurs then we record it. This is so you have a record of this when you are older and so that the manager can oversee that you have been given the right support at that time as well as the adults being able to look back and see if there is anything that we could do to help you in this situation in future.

.....**Plan and risk management plans** – The 'plans' we keep for you are a record of the care you receive every day. They tell us if you're due an appointment and outline things that social services have put in place such as where, when and how to arrange your contact. They also tell us about some of the things you've done in the past and how best to support you with this. The main aim of these plans is so that all the staff in the home can help you to achieve your goals and so that your social worker, other professionals and Ofsted can see how the home is helping you to do this.

None of the documents held in the home are written for negative reasons. They are all in place to help you and you will be regularly consulted about the important documents which hold information about you. You are also free to view these with your keyworker or a member of staff. At Heaton House we encourage young people to help us with these documents and give us your thoughts and views. If you do want to view these documents and all the paperwork about you in full, your keyworker or staff will go through these with you so please do let them know and give them some notice so they can set an adequate amount of time aside to do this with you.

## Leaving Care

Placements at Heaton House can be either short, medium or long term – of course, we hope that you'll be happy and settled here and stay with us until you're ready to leave Care.

Young people can stay with us until the day before their 18<sup>th</sup> birthday, sometimes it might be possible to extend the placement for a bit longer if that's in your best interests, but this needs special agreements in place.

Leaving care is an exciting time in a young person's life, but can also be stressful if you feel uncertain about where and how you will be living and how you will manage on your own.

That's why from the moment we look at whether we can offer you a placement here, we're constantly assessing your life skills, health, education and social ability. We need to know where you're at, to see exactly what you need from us in order to prepare you for when you leave care.

While you're with us you'll have an Independence Plan which is an ongoing document that constantly changes as you achieve the steps towards the transition into independence.

Your social worker is also doing the same, so that they can plan the smoothest and most successful pathway for you, into independence.

We are all working together to make sure that you get all of the support that you need at Heaton House and beyond. When you reach 16, you'll get a social worker from the transition to adulthood team – known as a PA (Personal Adviser.) They'll spend time with you considering all your options for living arrangements, give advice on Housing applications, benefits and the monies available to you when accessing any further education.

Do you have a dream job?

Do you want to do an apprenticeship?

What are your hopes and dreams?

What do you need to do to achieve your dreams? Who could help you?

### What do you think that you need to do to prepare yourself for when you leave Care?

Write down your ideas and share them with us in your keyworker sessions, you could list them in order of their priority for you – that way you will feel like you are directing your own pathway, and have some control over your own destiny.....

Where do you want to live?

What would you like to do?

Who do you hope to live with?



## Our Expectations of you:

Below are some of our expectations of you and the other young people living here. These aren't rules, they're more like good values, that will assist you to live alongside each other, and enable you to share a positive relationship with each other, have a positive experience at Heaton House and beyond into your adulthood.

You are expected to respect others, their rights and their individuality. This includes everybody in the home, visitors, neighbours and the community around us.

You're expected to go to your school/college every day

You are expected to treat all others with decency – and speak to them as you wish to be spoken to yourself.

You are expected to behave in a way which will allow you and everybody around you to live in a peaceful and equal way.

You are expected to keep yourself safe

You are expected to keep your bedroom clean and tidy, and to clean up after yourself.

You are expected to take responsibility for your placement and help us to make it work for you.

## What you can expect from US:

We will treat you with respect

We will keep your information confidential and only share it on a need to know basis.

We will listen to you and respect your opinions

We will always behave professionally towards your family, and will encourage contact – where safe to do so.

We will help and support you, however we can

We will follow all the policies and plans in place to keep you safe

We will always encourage you to take responsibility for your own behaviour

We will always be honest with you

We will care for you and do our best to make this placement successful for you

We will always have high expectations for you

## Compliments and Complaints:

If you are unhappy about the way you are being cared for or the service you are receiving from the home, then you have the right to tell us and we have a responsibility to take it seriously.

You have a right to and are able at any time to make a complaint about the home or about any person working within the home or any visitor to the home. There is a specific protocol that the home follows for complaints and we aim to do this quickly, fairly and without judgement. At Heaton

House we understand that not everyone will always be happy all of the time. We welcome complaints and grumbles as much as praise and compliments and we want to hear your views, whatever they are in order to improve. As stated earlier, Heaton House aims to be open and honest with children and young people and those who work closely with the home about any mistakes or short-falling and we recognise that no one is perfect..... but we can aim to be!

Grumbles are less serious than complaints; maybe something that is getting on your nerves, something that doesn't bother you too much but that you think about now and again or something that you'd just like changing but you don't know why. Grumbles can be reported to any staff member who will record it and work with you to come up with a solution to fix it. A grumble can also be raised more 'officially' within a young person's meeting or within a key worker session.

Complaints are a bit more serious. Complaints tend to be about things that have made you unhappy or annoyed and where you feel the situation needs to be changed or is unfair in some way.

Complaints can be discussed with staff verbally or put in writing. All complaints will go to the manager unless they are about the manager and then they will be passed to the regional manager.

Once you have passed on your complaint it is dealt with in the following way –

**INSERT PROCEDURE**

**Attach Complaints form**

## *Numbers that may be useful to you:-*

**42<sup>nd</sup> Street ~ 0161-832-0170**

**Beat Bullying~0845 338 5060**

**Brook Advisory Sexual Health – 0161 237 3001**

**Children's Legal Centre - 01206 873 820**

**Child Line ~ 0800 1111**

**Connexions ~ 080 800 13 2 19**

**Eclipse ~ 0161 273 6686**

**Greater Manchester Police ~ 0161-872-5050**

**Lesbian, Gay Youth Manchester ~ 0161 273 7838**

**Local National Care Standards Commission ~ 0161-214-8120**

**NHS Direct – 0845 4647**

**NSPCC Child Protection - Helpline 0808 800 5000**

**NYAS (National Youth Advocacy Service) - 0151 649 8700**

**Ofsted ~ 0300 1231231**

**Rape Crisis Helpline – 0161-273-4500**

**Safe in the City ~ 0161-275-9083**

**Samaritans ~ 08457 90 90 90**

**Voice for the Child in Care - 020 7833 0991**

**Who Cares? Trust - 020 7251 3123**

**Children's Rights – Manchester – 0800 032 5647;**

**Children in Care Council – 0161 237 5577**

### **Other numbers you might need:-**

**Children's Rights Commissioner- Anne Longfield- 0800 528 0731/020 7783 8330**

- Your Local Authority-
- Your Social Worker-
- Your Independent Reviewing officer (IRO) -
- Ofsted Inspector-
- 

**You can contact the Children's Rights Director for England if you have any queries: –**

**Roger Morgan – OFSTED 08456 404040**

**Office of the Children's Rights Director,**

**OFSTED**

**Aviation House**

**125 Kingsway,**

**London,**

**WC2B 6SE**

**Or alternatively contact:-**

**Ofsted**

**Ofsted Gate, Piccadilly Gate**

**Store Street, Manchester.**

**M1 2WD**

**We really hope that you settle quickly at Heaton House, feel settled, safe and happy here. We'll help in any way to make this a great placement for you.**

