

Ocean Lodge

HERNE BAY

Benecare Children's Services

Providing care without compromise

Welcome to Ocean Lodge

Ocean Lodge is a four bedded town house situated in a seaside town in Herne Bay, Kent. The house is opposite the beautiful beach. The home has four floors but unfortunately, we do not have a lift. We have a games room in the basement with access to Netflix and Disney + and Freeview TV, a gym room, utility room and a small garden. On the first floor is another lounge/dining room and the kitchen.

Upstairs on the second floor there is an education room with access to a computer, two children's bedrooms and a staff sleep in room.

On the top floor we have a large bathroom with a choice of bath or shower, a separate toilet and then two more children's bedrooms and a staff sleep in room.
The home has access to Wi-Fi.

Our Commitments...

- Relationships with adults are based on a caring, honest open and embracing approach, which will lead to mutual trust. We encourage a questioning and open culture.
- Adults in the home will endeavour to create and maintain an environment which is free from discrimination in any form regardless of race, culture, disability, social status, age, sexuality or any other factor, which may expose them to disadvantage or discrimination.
- If you want to read our Statement of Purpose for Ocean Lodge, please ask a member of staff for a copy or use the website below to access this online; <http://www.benecareltd.co.uk>
- We fully recognise that children or young people have their own views, wishes and feelings, and that we must promote each child's right to have a say.
 - Adults will encourage young people to recognise their rights and to value the rights of others.
 - We actively encourage the development, personal growth, maturity and education of young people encouraging self-confidence and independence
- We will work towards young people leaving Ocean Lodge with hope, good memories and the skills that will enable them to take their place in the community as a valuable member of society.

Routines

Your weekly routine will be discussed during key work sessions which will happen each week. The adults and the other young people in the home get together and have a chat about some of the following topics;

What activities you would like to do

Meal planning and food choices

Education

Relationships with peers and adults that support you

How your week has been

Home improvements

Health and Safety

Monthly cultural ideas

Equality and Diversity

These are just some ideas; you can talk about anything that has been on your mind or you would like to see improved in the home. We understand that some young people may not want to talk as part of a group, this is OK and you can talk with an adult on your own about your routine if you want to.



Health & Hygiene

Alcohol and illegal substances
Ocean Lodge takes a very serious view of possession or use of illegal drugs, both of which are absolutely prohibited under any circumstances.

As with smoking, if you have problems in this area, then we will support you through health professionals to refrain from these.

About Smoking

Our home aims to provide a healthy and safe atmosphere for all our young people, adults and visitors. We can't allow for people to smoke in the home. If you are under eighteen and smoke you will be expected to give up, with the support of adults and health services. Support can be gained through the local smoking cessation clinic at your doctors.

Food and Mealtimes

Because it is such an important time we always try and sit down together to eat. We offer a good range of different meals and ask the young people to help plan the menus and help with the shopping.

Not everyone likes the same food and some need particular diets to suit their health or culture. We will make sure food you like is included on the weekly menu.

You are asked to contribute your wishes for certain meals in your young person's meeting. We actively encourage you to help us with preparing meals for the house. We feel it is important that you learn about nutrition and diet and by helping with food preparation and cooking, this will help you with life skills.



The Possible use of Physical Holding
On occasion there may be the need to physically hold you for your own or others safety.

This could be if you become angry and unsettled and hit out at other people, or you are hurting yourself or causing extensive damage.

Holding a young person is always a last resort. Adults have been specially trained to do this safely.

Depending on your experience with animals you can work towards having a pet at Ocean Lodge, but this must be planned with an adult and your social worker. We are also happy to support you to work alongside animals and complete activities such as horse riding, dog walking and volunteering at our local vegan farm.

Fire Alarms

Fire is dangerous and must be treated extremely seriously. Adults supporting you will make sure you understand the fire procedure thoroughly and what to do in case of a fire.

There will be regular fire drills to make sure you know what to do. You will also be required to sign a young person's personal evacuation plan

We cannot stress enough the importance of ensuring you are aware of fire safety at all times.

Room Searches

The adults at the home might search your bedroom for items if we feel that you have anything in your bedroom that you should not have – such as cigarettes or lighters. The adults have the right to do this if they feel there is a legitimate reason. You should be made aware that adults are going to search your rooms and you can also be present.

Staying Safe

Your Bedroom

You will have your own bedroom. This is your own area and can be locked. You have the choice of holding your own bedroom door key, this is a big responsibility and the choice to hold your own room key is yours. However, if you lose the key then you will be expected to replace it out of your own personal monies. We have a rule that we knock before entering other people's rooms; this is respectful. Your room is your own but there is still an expectation for it to be looked after and tidy. The adults will help you to achieve this by encouraging you to personalise it how you wish. As this is your own personal space, we feel that it is better that young people do not spend time in each other's rooms – there is lots of space in the rest of the home to spend time together. Adults will sometimes go into your bedroom – this is not to look through your belongings, but we must check the rooms on a weekly basis for health and safety purposes.

Door Alarms

At the home there are door alarms on your bedrooms. We use these at times when there is a need to keep you and other people in the home safe. We will complete a consent form. We will only ever use them for your safety and well-being through the night and never to restrict your liberty or movement around the home

Your Things

We will make sure you have a TV and the ability to also play music. If you have anything valuable, including expensive jewellery please ask an adult and we will ensure it is locked away safe.

The logo consists of the word "STAY" in a bold, dark blue, sans-serif font above the word "SAFE" in a bold, white, sans-serif font. Both words are set against a solid blue rectangular background. A thin red horizontal line is positioned below the word "SAFE".

Activity Planners

EACH WEEK YOU WILL TALK WITH STAFF ABOUT WHAT ACTIVITIES YOU MIGHT LIKE TO DO IN THE UPCOMING WEEK. IF YOU WOULD LIKE THIS TO BE PUT ON A PLANNER STAFF CAN DO THIS AND GIVE YOU A COPY TO KEEP.

Morning & Evening Routines

Meal Times & Cooking

Education

Activities

WEEKLY ACTIVITY PLANNER
18th December – 24th December 2017

	Monday 18 th	Tuesday 19 th	Wednesday 20 th	Thursday 21 st	Friday 22 nd	Saturday 23 rd	Sunday 24 th
07.00	Wake up call, Wake up, Have Breakfast, Go for Shower or Bath	Lay In	Lay In	Lay In	Lay In	Lay In	Lay In
09.00-10.00	COPMHS 09.00hrs	Wake up call, Wake up, Have Breakfast, Go for Shower or Bath	Wake up call, Wake up, Have Breakfast, Go for Shower or Bath	Wake up call, Wake up, Have Breakfast, Go for Shower or Bath	Wake up call, Wake up, Have Breakfast, Go for Shower or Bath	Wake up call, Wake up, Have Breakfast, Go for Shower or Bath	Wake up call, Wake up, Have Breakfast, Go for Shower or Bath
10.00-12.00	Visit Canterbury Cathedral to light Christmas Candle for Dad	Buy ingredients to make cakes for herself and boyfriend	Key working : Sexual Health	COPMHS psychiatrist appt 11.30hrs	Ad Hoc Key working : Plans for Christmas with family and boyfriend	Visit Ed	Key Working : Christmas Day Traditions
12.00	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
13.00-15.00	Visit Canterbury Christmas Market @ Fenwick's. Have a Festive Hot Choc and treat	Make cakes for	Go for a milkshake/hot choc with staff	Ad Hoc key working : Reflection on her appt with the psychiatrist	Free Time with Ed	Visit Ed	Go Shopping for Christmas Eve snacks
15.00-18.00	Food Shopping	Free Time with Ed	Spend time with key worker (Lauren) to write Christmas cards	Cinema with staff	Residents Meeting	Visit Ed	Have a relaxing bath and get into something comfy for Movie night
18.00	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
19.00-21.00	Free Time with Ed	Free Time with Ed	Free Time with Ed	Free Time with Ed	Free Time with Ed	Visit Ed	Watch Christmas Movies with staff and peers
22.00	Setting routine	Setting routine	Setting routine	Setting routine	Setting routine	Setting routine	Setting routine

Health Appointments

Family & Friends Visits

Key Workings & Life Skills

Exercise

General Information



How much money will be allocated to me?
You will be allocated money in accordance with your age on a weekly basis. The table below is a guide to what you will receive weekly. Your savings will be given to you when you are 18. These are saved directly at the Head Office of Benecare.

Age	Pocket Money	Clothing Money	Savings	Chores	Incentives	Independence Money
8-12	£8	£10	£10	Up to £3.50	Up to £7	x
12-14	£9	£10	£10	Up to £3.50	Up to £7	x
15-18	£10	£10	£10	Up to £3.50	Up to £7	£20

Friends and Family Visits

We will support you in any way we can with maintaining relationships with your friends and family. We understand that seeing friends or family are important. Generally, this will be accommodated out of the home, but if it is suitable for your friends or family to visit the home this will be planned and agreed with management and your social worker first.

Free Time

You may be allowed free time depending on your age and what your social worker agrees. We will plan this with you when you move in, so you know what your agreement is.

Mobile Phone, Gaming and Wifi Use

Depending on your care plan you can have use of your mobile phone, a games console and access to wifi but this gets turned off at 11pm. We will support you with E-safety awareness and if you struggle with using your phone or games console appropriately, we will look at extra monitoring of your devices.

You are allowed a games console in your room and there is a Wi-Fi and Xbox in communal areas.

Adults will complete checks on your mobile phone and games console to ensure you are using these safely if needed.

The home's Wi-Fi has internet protection to ensure you are safely using the internet.

Things to do in Herne Bay



Crazy
Golf



Cinema

There is lots to do in Herne Bay including swimming, cinema, arcades, shopping, gym. There are a variety of restaurants and local shops. and we have the pier with lots of stalls. There is also lots of nearby towns with many more activities and fun things to do including horse riding and mountain biking. Paintballing, trampoline parks etc.

Positive Relationships

Bullying can mean many different things. Here are some of the ways children and young people have described bullying:

- Being called names
- Being teased
- Being pushed or pulled about
- Being hit or attacked
- Having personal items taken
- Having rumours spread about you
- Being ignored and left out
- Being forced to hand over money or possessions
- Being attacked because of your religion or colour
- Being threatened and intimidated

Bullying hurts!

Bullying leaves you scared and upset, it can make you feel worried that you are no good and that there is something wrong with you.

Bullies can make you feel that it's your fault... It isn't!

Bullies can come in all shapes and forms. It does not necessarily have to be another child, it could be a grown up, a member of your family, a care worker, a teacher, anyone.

Bullying is not tolerated at Ocean Lodge and if you are being bullied or see someone else being bullied, please TELL someone.

Talk to a member of staff, your key worker, your house manager, a teacher, a social worker, a friend, anyone who you feel you can trust.



What to do if you're feeling unhappy or sad

Sometimes things might happen that you don't like or understand, or that make you worried or unhappy. These kinds of things may have happened in the past or right now at the house where you are living, at the school or somewhere else.

The first and most important thing to do is to talk to an adult and tell them what is bothering you. The person you speak to will listen and try to help you. Depending on what the problem is they may need to talk to other people and possibly your social worker. But we try to help and support you through any difficult times. WE ARE ALWAYS READY TO LISTEN

How to make a Complaint

Ocean Lodge will help you to make a complaint if you feel unhappy about any of the care you have received. If you feel your rights have not been met you have the right to complain.

It may be helpful to try and resolve the matter by talking to your key workers, the management team or an adult you trust to try and solve any issues.

If you are still not happy with the outcome then we can give you a complaints form and this will then be given to management to be looked into.

All complaints will be taken seriously.

Complaints Procedure

You can ask an adult and they will provide you with a complaints form, these are kept in the office or in the complaints folder in the exercise room.

The complaints form will then be given to the management team to look into.

If your complaint is about a manager then the complaint will be dealt with by another manager.

Management will talk to you investigate your complaint.

Management will keep you informed while they investigate.

The management team will discuss ways to make things better for you and will clarify that you are happy with the outcome of the complaint.

Advocacy – An Advocate is there to support your choices. For example, they can:

- listen to your views and concerns
 - help you explore your options and rights (without advising you in any particular direction)
 - give you information to help you make informed decisions
 - help you contact relevant people, or contact them on your behalf
 - accompany and support you in meetings or appointments
- Please speak to an adult about accessing your advocate for support with anything you are unhappy about.



Home Expectations

Don't speak to strangers

No Swearing

Be kind

Tell someone where you are going

Tidy up after yourself

No Bulling

Who works at Ocean Lodge

Home Manager



Tara Gray

Deputy Manager



Rochelle Wiseman

SRSW
Senior Residential
Support Worker



Ron Goldswain



Rosie Elliot

RSW
Residential Support Worker



Trevor Bailey



Kiah Mancini



Kajal Hadi



Shakar Bandyan



Lee Hawkins



Mariaelen Pinkerton

Equality and Diversity

Feel Safe →
Identity →
Feel Safe →



← Equal Opportunities
← Be Respected
← Privacy

It is important that the care you receive links in with our Statement of Purpose and policies and procedures. If you feel that you are not being cared for the way you should be and your rights are not met then you have the right to complain. We want you to have as much input into your care planning and if you feel any of your rights have not been met then please discuss this with an adult you trust.

What is a Keyworker?



When you move into the home you will be allocated two key workers to support you.

Your key workers will be responsible for your care planning, they will consult you about your care regularly.

Your key workers will be responsible for organising your appointments and ensuring your needs are met. If you are not happy with your key workers you have the right to raise this and can talk to one of the managers about this.

Key workers will help you to develop life skills and prepare for adult life. They will give you general help and guidance.

Key workers will help you prepare and attend meetings with your social worker or other professionals.

Your key workers will most likely complete lots of key working sessions with you which means they will talk to you about things like your health, school, family, targets and progress and other topics they feel you may need support with.

Useful Phone Numbers



nyas children & young people
08088081001
help@nyas.net.



coram
Voice getting young voices heard
08088005792



Children's
COMMISSIONER
020 7783 8330.



the young
lives
foundation
01622 693459



Ofsted
raising standards
improving lives
0300 123 1231



The
Children's
Society
0300 303 7000