

# *Benecare Children's Services*

*Providing care without compromise*



**Roseland House Young Persons Guide**  
**URN:1225887 Updated: MH 21.06.2024**

# Welcome to Roseland House

Roseland House is a two bedded home which is located in a quiet countryside residential street in Tonge, near Sittingbourne. We are surrounded by fields and wildlife, some of the animals we've seen in our garden are:



The home has WIFI, which you may have access to with agreement from your Social Worker.



# Home Manager

Hi my name is Mark, I recently joined Roseland House in February 2024 after working across the different homes within Benecare.

I enjoy working with the young people in our homes and supporting them within the home. I feel that I have a good sense of humor, you can be the judge of that...

Likes: Going out socializing

Dislikes: Early mornings



## Deputy Manager

Hi, my name is Janice. I've worked in Roseland House for a few years and I am homes deputy manager. I support Mark in the home and enjoy taking the young people out for woodland walks.

Likes: Holidays

Dislikes:

# Your Key Workers

While you are at Roseland House you will have two key Workers, they will help you settle into Roseland house and really want to find out what activities you like and what your favourite foods are.

To start with Key workers will be:

This can be changed once you have had time to settle in and get to know people.



## **Other Adults in the home**

Senior Residential  
Support Worker:  
Michelle



Senior residential  
support worker:  
Sue

# Other Adults in the home



Sessional Support  
worker Charlie  
Morris



Support worker  
Tony Salter



Support Worker  
Liam Edwards



# Your Arrival to Roseland

- ▶ Hopefully you would have had an opportunity to visit the home before you move in.
- ▶ You'll be welcomed by the Manager, Deputy Manager and a member of the team.
- ▶ You will be shown around the home and to your new bedroom.
- ▶ An adult will help you settle in and unpack.
- ▶ You will then be taken through how to keep yourself safe should you hear a fire alarm.



# The lounge

There is a TV in the lounge, the TV has Netflix, Disney+ and many other streaming services so you can keep up to date with your favourite programs.

The Lounge is also where we eat most of our meals, there is a dinner table with 6 chairs.



# The kitchen

This is the kitchen at Roseland House, we have lots of cooking and baking equipment and the adults love to bake chocolate cakes!!



The garden at Roseland House is very big!! There is a trampoline to bounce on and a slide and swing set!!

# The Garden





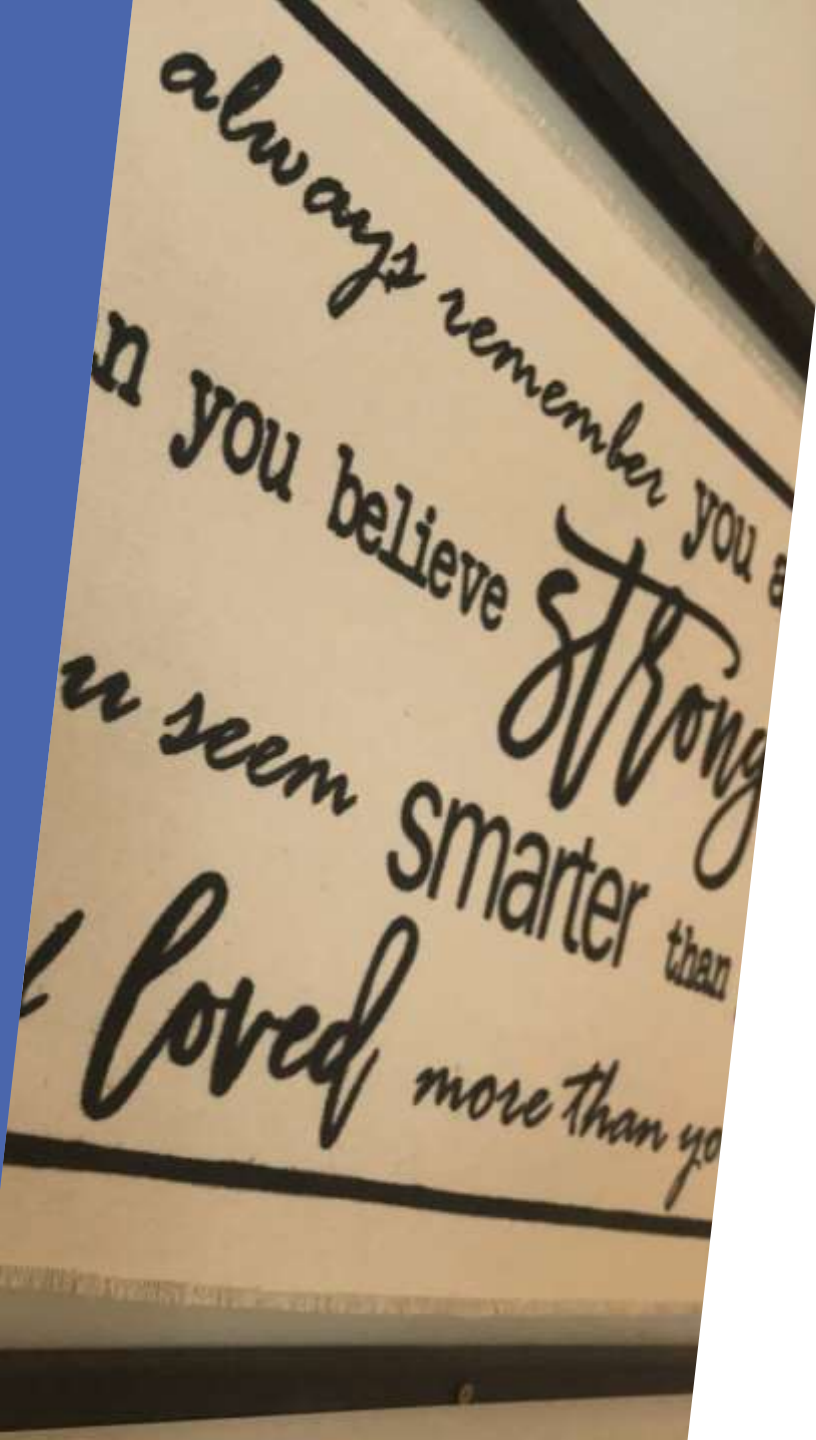
# First Floor

On the top floor of Roseland House there is a bathroom with a toilet, 4 bedrooms, 2 for the young people and 2 for the adults that will be sleeping at Roseland House. There is also a games/education room that you can use.



# Our commitment to you

- ✓ We will ensure that you have safe relationships with adults.
- ✓ Free from discrimination.
- ✓ The adults at Roseland House will do their best to give you opportunities to learn and grow.
- ✓ Roseland House will always be a safe home for you to be yourself.
- ✓ The adults will always listen and respect your views, wishes and feelings
- ✓ Free to have fun!!! (Very Important!!) the adults don't take themselves too seriously and we are all fun loving people!



# Bedtimes

Every young person has a set bed time depending on your age

<u>Age</u>	<u>Time</u>
<input type="checkbox"/> 8 – 10 years old	8:00 pm
<input type="checkbox"/> 11 – 12 years old	8:30 pm
<input type="checkbox"/> 13 – 14 years old	9:00 pm
<input type="checkbox"/> 15 + years old	9:30pm

At weekends and during school holidays you can earn a bedtime extension of 30 minutes for good behaviour, this will be down to the adults.

## FOOD

At Roseland House we actively encourage you to have a healthy and balanced diet. We ensure that, if you have any specific dietary requirements, these are met. We hold Theme/cultural evenings to try and introduce you to new foods from around the world. Adults in the house actively encourage the young people to participate in the cooking and the weekly menus are decided by the young people via a menu key working.

### Theme Nights



You are not allowed to have the other young person in your room at any time.

### Door opening indicators

To keep you safe while in bed at night; we have put audible indicators on your bedroom door, this will only be use at night when you are asleep.



# House Rules



## What we would like from you:

- Not to swear.
- Speak to others how you would like to be spoken to.
- Be kind to everyone.
- Tidy up after yourself.
- Be respectful to others and the house.
- No bullying and in return we won't tolerate you being bullied.
- Tidy up after yourself and treat all property in the house with respect.
- Give others a chance to talk – no butting in.
- Respect others' views and opinions, they might be interesting?
- No swearing, but we understand accidents happen!
- If you need space go to a better place maybe your bedroom?
- Listen to adults in the house, they want to help.

Roseland House is a no-smoking environment and no-one is allowed to smoke in the house. If you need help quitting the adults can support you with this



## WHAT TO EXPECT

- ▶ Roseland House has a daily routine to help you and the adults. You will also have a weekly activity planner to set activities for you throughout the week. We will discuss with you, what you would like to have added onto this, i.e. where to visit.
- ▶ You will be allocated a 2 key workers who will make sure your views, wishes and feelings are being heard. You can however talk to any of the homes adults to share our views, wishes and feelings.
- ▶ Adults will always support you with appointments and meetings and anything else you feel you need help with.
- ▶ We have monthly meetings to discuss how you are and plan the coming month, your views and feelings are important to us and we want to make sure you feel safe sharing them.

# Roseland House daily routine

- ▶ You will have an activity planner which will allow you to see what you have planned for each day of the week.
- ▶ The staff will wake you up by gently knocking on your bedroom door.
- ▶ The adults will ask you what you would like for breakfast and will eat with you.
- ▶ On a school day the staff will help you to get ready so that you can leave or start on time.

xxxx's Weekly Activity Planner  
W/C 18.03.24

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
06:45 wakeup call	06:45 wakeup call	06:45 wakeup call	06:45 wakeup call	06:45 wakeup call	10:30 wakeup call	10:30 wakeup call
Have Breakfast	Have Breakfast	Have Breakfast	Have Breakfast	Have Breakfast	Have Breakfast	Have Breakfast
Leave to take River to school at 08:00	Leave to take River to school at 08:00	Leave to take River to school at 08:00	Leave to take River to school at 08:00	Leave to take River to school at 08:00	Check bedroom, dust, hoover, tidy drawers, tidy wardrobe, change sheets	River choice of activity
Confirm pick up time with River	Confirm pick up time with River	Confirm pick up time with River	Collect River from school at 13:30  14:30 - 15:30 Therapy	Confirm pick up time with River	River choice of activity	Ensure uniform is washed and ready for school
17:30 dinner time	Laundry 17:30 dinner time	17:30 dinner time	Laundry 17:30 dinner time	17:30 dinner time	17:30 dinner time	17:30 dinner time
Baking	Evening walk	Board games	Movie evening	Evening walk	Baking	Movie evening
21:00 bedtime routine Settled at 21:30	21:00 bedtime routine Settled at 21:30	21:00 bedtime routine Settled at 21:30	21:00 bedtime routine Settled at 21:30	21:30 bedtime routine Settled at 22:00	21:30 bedtime routine Settled at 22:00	21:00 bedtime routine Settled at 21:30





# Activity Planners

If you need your day broken down further to better support you then this is something we can do.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
7am wake call, dress for school and brush teeth before going downstairs	7am wake call, dress for school and brush teeth before going downstairs	7am wake call, dress for school and brush teeth before going downstairs	7am wake call, dress for school and brush teeth before going downstairs	7am wake call, dress for school and brush teeth before going downstairs	9am wake call	9am wake call, TV
Have Breakfast	Have Breakfast	Have Breakfast	Have Breakfast	Have Breakfast	9-10 Have breakfast	9-10 Have breakfast
8.15: Leave for school	8.15: Leave for school	8.15: Leave for school	8.15: Leave for school	8.15: Leave for school	10.AM Get dressed for the day	10.AM Get dressed for the day
15.00: Pick up from school	15.00: Pick up from school	15.00: Pick up from school	15.00: Pick up from school	15.00: Pick up from school	Brunch between 11-12	12-1 Have lunch
Change out of school uniform In house activities of ??????? choice	Change out of school uniform In house activities of ??????? choice	Change out of school uniform In house activities of ??????? choice	Change out of school uniform In house activities of ??????? choice	Change out of school uniform In house activities of ??????? choice	Gravity (maidstone)	In house activity/Garden
17.00 Dinner time	17.00 Dinner time	17.00 Dinner time	17.00 Dinner time	17.00 Dinner time	17.00 Dinner time	17.00 Dinner time
X-Box until 6pm 6pm 20minutes of reading or exercise books.	X-Box until 6pm 6pm 20minutes of reading or exercise books.	X-Box until 6pm 6pm 20minutes of reading or exercise books.	X-Box until 6pm 6pm 20minutes of reading or exercise books.	X-Box until 6pm 6pm 20minutes of reading or exercise books.	X-Box until 6pm 6pm-7pm Movie	X-Box until 6pm 6pm-7pm Movie
19.00 Bedtime routine	19.00 Bedtime routine	19.00 Bedtime routine	19.00 Bedtime routine	19.30 Bedtime routine	19.30 Bedtime routine	19.00 Bedtime routine



# Keeping you safe

To make sure we keep you safe we will do the following;

- ▶ Support you throughout the day to ensure your safety.
- ▶ The adults will do regular room and house checks and to make sure that your room and the house remains a safe place for all. This includes checking fire alarms and other things like that.
- ▶ Testing of all electrical appliances once a year, even your items.
- ▶ Monthly fire drills to make sure that you know what to do if there is a fire – some of these might be done during the night but NOT after you go to bed.
- ▶ Regular talks and key working with adults so that we know how you are feeling.
- ▶ Regular visits from your Social Worker and Independent visitor, if you would like one? This is something that your key workers will discuss with you.

# Fire Escape Plan

Fire can be very frightening, but don't worry, the adults are going to help you make your own **Fire Escape Plan**.

If a fire starts in the home you might be scared, but try very hard to stay calm. Having a **Fire Escape Plan**, so you know what to do if there is a fire, could save your life.

## Fire Plan part 1

If you are woken up by the sound of your smoke alarm or by the sound of what you think is a fire, remember:

### **STOP - THINK - ACT**

- ▶ Stay calm.
- ▶ Make your way out together, through the nearest exit.
- ▶ Do not open any doors other than the ones you need to escape through.
- ▶ If a door feels hot DO NOT open it.
- ▶ When everyone is safely outside call 999
- ▶ DO NOT GO BACK TO THE HOUSE for any reason

If the fire is blocking your way or you cannot use the stairs for any reason, you must use the second part of your **Fire Escape Plan**.

## Fire Plan part 2

In fires there is sometimes a lot of smoke. This can kill you. If you have to go through a smoke filled hallway or room, get down on your hands and knees and crawl under it. If you are trapped in a room by smoke or fire, you need to try to stop smoke getting into the room.

- ▶ Close the door.
- ▶ Block any gaps into the room. Use towels, blankets or spare clothes.
- ▶ If there is a telephone in the room dial 999.
- ▶ If there is no telephone, go to the window and shout for help.
- ▶ Once you know you have been heard and help is on the way, stay near to the floor by the window. Smoke and heat rise so you are safer near to the ground.

**The Fire Assembly point is at the (The walnut Tree). The BIG TREE at the front of the house.**

**NEVER HIDE IN YOUR WARDOBE OR A CUPBOARD!!**



# Seeing family and friends

*I love my  
Family!*

- ▶ At Roseland House we understand that your family is important to you.
- ▶ Your social worker will make us aware of any plans that are in place for telephone calls and visits to any family member.
- ▶ We will support you with any feelings around upcoming telephone calls or visits.
- ▶ We want to help you keep good relationships in your life and all the adults at Roseland understand how important family is.

# Your Review Meetings

What is a review meeting?

A review meeting is for young people that are cared for by social services, it is a meeting with all the people involved in your care and it looks at how things are going for you and if there are any changes that need to be made.

Your IRO (Independent reviewing officer) is called \_\_\_\_\_ and you can contact them on the number \_\_\_\_\_



**These reviews are all about you and it important you have your say!**

# Things to do in the local area

- ▶ Cinema
- ▶ Shopping
- ▶ Beaches
- ▶ Leisure centres (swimming, gym)
- ▶ Local youth clubs
- ▶ Bike rides
- ▶ Free time (If agreed with social worker)

The staff will help you find local clubs and activities.....there's too many to list!



# Let's talk about MONEY



## 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. Pocket money is given on Saturday after cleaning your bedroom.

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	Up to £20



The home has Wi-Fi and this can be used by all in the home. As long as your social worker agrees that you can have access to the internet.

You may also be able to have a mobile phone once agreed in your care plan. We do checks on the internet and devices used with in the home to ensure everyone is staying safe.

Every child and young person at Roseland House will receive support and guidance this may be through an Independent Advocate



# A d v o c a c y

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.



# What to do if you are feeling sad or unhappy

We want everyone at Roseland House to feel safe, secure and happy. Sometimes for what every reason there may be times when you may not feel happy or maybe don't understand a decision that has been made.

There may be something from your past, a problem at school or something within the home. We always encourage you to talk with an adult in the home about this first . Who can talk through this with you and help with any worries.

We might need to talk to other people like a teacher or social worker to get the best outcomes for you



A pair of glasses with a black frame and a blue cord is resting on a white document. The document has the word 'Complaint' written in large, bold, black letters. Below it, there is some smaller, blurred text that appears to say '...complaint - so we... any difficulties...'. The background is a light blue gradient with some darker blue geometric shapes.

# How to make a Complaint

Adults at Roseland House 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 or attached to the house notice board in the lounge. Or you can complain to your Social Worker, Independent Reviewing Officer, Registered Manager, Advocate, Independent Visitor or whomever they want to. We ensure that children have access to a phone if they need to make a private phone call (with appropriate numbers of various organisations available (see below).
- ▶ The complaints form will then be given to the Manager, Mark or Janice the deputy Manager to look into.
- ▶ If your complaint is about a manager then the complaint will be dealt with by someone outside of the home.
- ▶ 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.

# What other young people say about Roseland House?

Other young people that have lived at Roseland House have left some comments for to help you feel comfortable with moving in.

JS- I like living at Roseland house the staff are nice.

RJ- Says the adults are lovely and caring. The house is homely and they like living here, (RJ currently lives here).





She speaks up for children and young people so that policymakers and the people who have an impact on their lives take their views and interests into account when making decisions about them.

The Children's Commissioner is called Dame Rachel de Souza and the commissioner's office can be contacted on the details below.

Sanctuary Building  
20 Great Smith Street  
London  
SW1P 3BT  
[020 7783 8330](tel:02077838330)  
[www.childrenscomissioner.gov.uk](http://www.childrenscomissioner.gov.uk)



# Useful numbers

Manager  
Mark  
07729850715

The Children's  
Commissioner  
020 7783 8330

Lauren  
Walczak  
Responsible  
individual  
07951720032

Roseland  
House  
01795 427836

Deputy  
Manager  
Janice  
07852119321

  
08088081001  
help@nyas.net.



In an Emergency:  
999

The  
Children's  
Society

0300 303 7000

**Barnardo's**  
02085 508822

  
Ofsted  
raising standards  
improving lives

0300 123  
1231

  
NHS  
Direct

111

  
the young  
lives  
foundation

01622 693459