

*Benecare Children's Services*  
*Providing care without compromise*

# Mulberry Court

Children and Young People's Guide

Updated 22<sup>nd</sup> May 2024 by Karma Draper - Home Manager  
SC438648



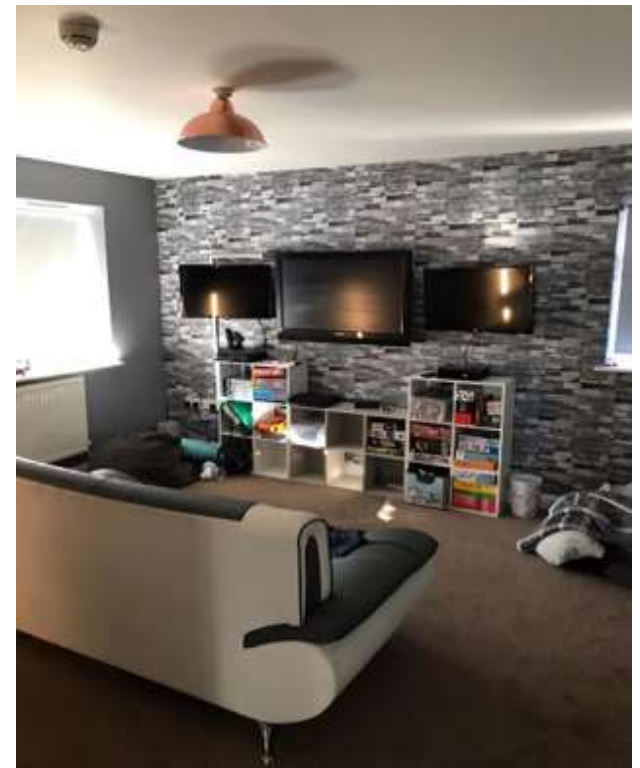


# Welcome

This is Mulberry Court, which has 3 bedrooms for 8-18 year old children and young people. Mulberry Court is situated in a quiet road in Cliffsend a small town by the sea which is a short journey from Ramsgate.

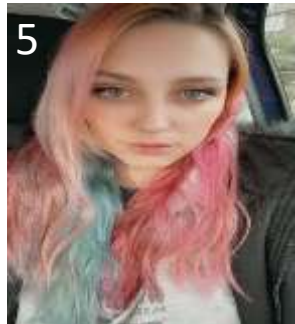






Welcome  
to  
Mulberry  
Court





## Who will I see at Mulberry Court?

1. Karma - Homes Manager
2. Larissa Harrison – Deputy Manager
3. Phoebe – Senior Residential Support Worker
4. Leah – Senior Residential Support Worker
5. Ashley – Residential Support Worker
6. Jade – Residential Support Worker
7. Post Vacant
8. Post Vacant
9. Post Vacant
10. Post Vacant

# On arrival what to expect

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You shall be shown around the home and greeted by the homes manager and another adult to help you unpack.

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You can go out for a drive or a walk with an adult to get to know the area around Mulberry Court

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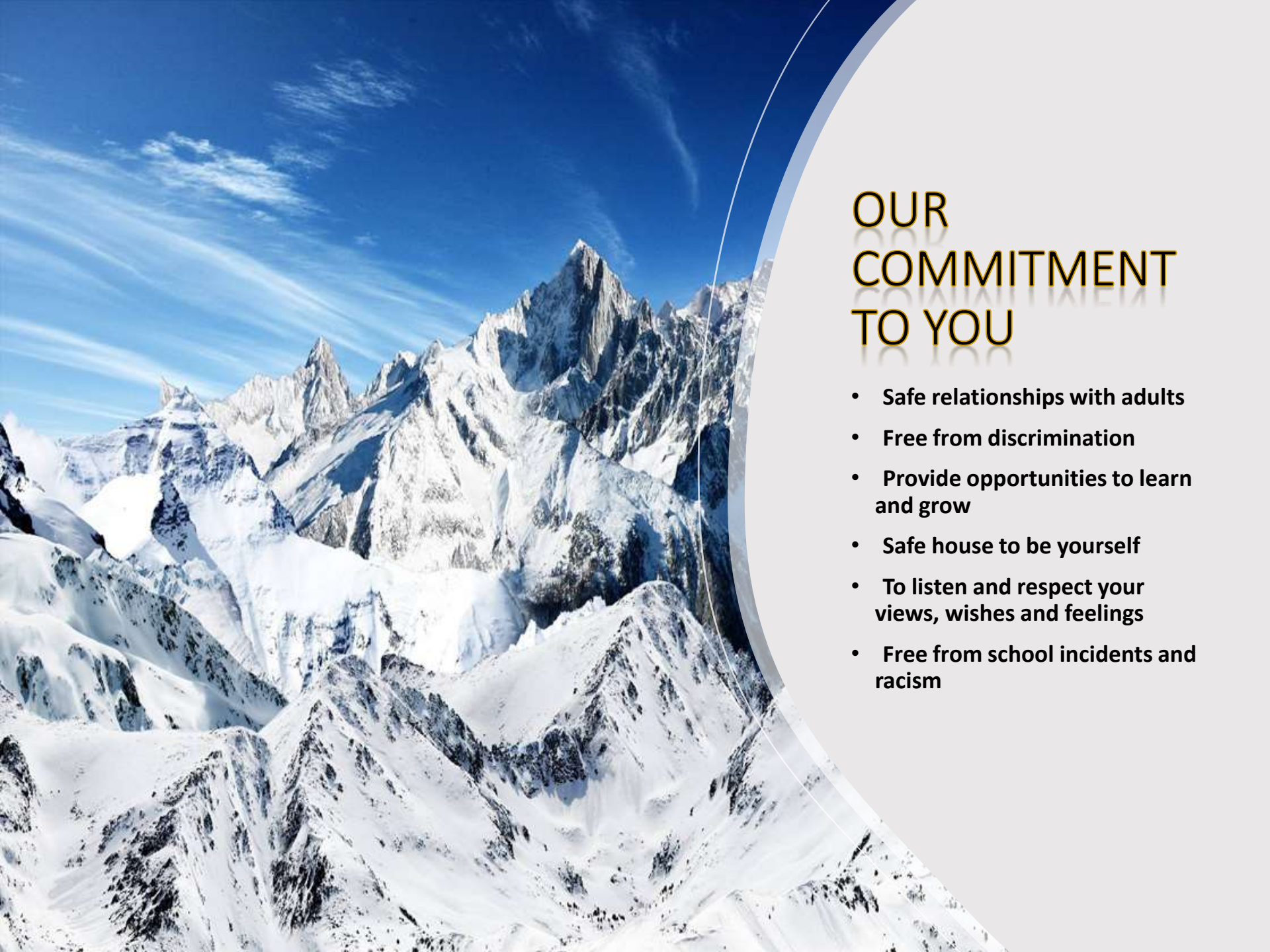
We will let you choose dinner for the first night a takeaway is possible if you would like one

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You will then be taken through how to keep yourself safe, what to do and where to go if the fire alarm sounds







# OUR COMMITMENT TO YOU

- **Safe relationships with adults**
- **Free from discrimination**
- **Provide opportunities to learn and grow**
- **Safe house to be yourself**
- **To listen and respect your views, wishes and feelings**
- **Free from school incidents and racism**

# Keeping you safe and well

Weekly fire and health and safety Checks followed by a monthly fire drill.

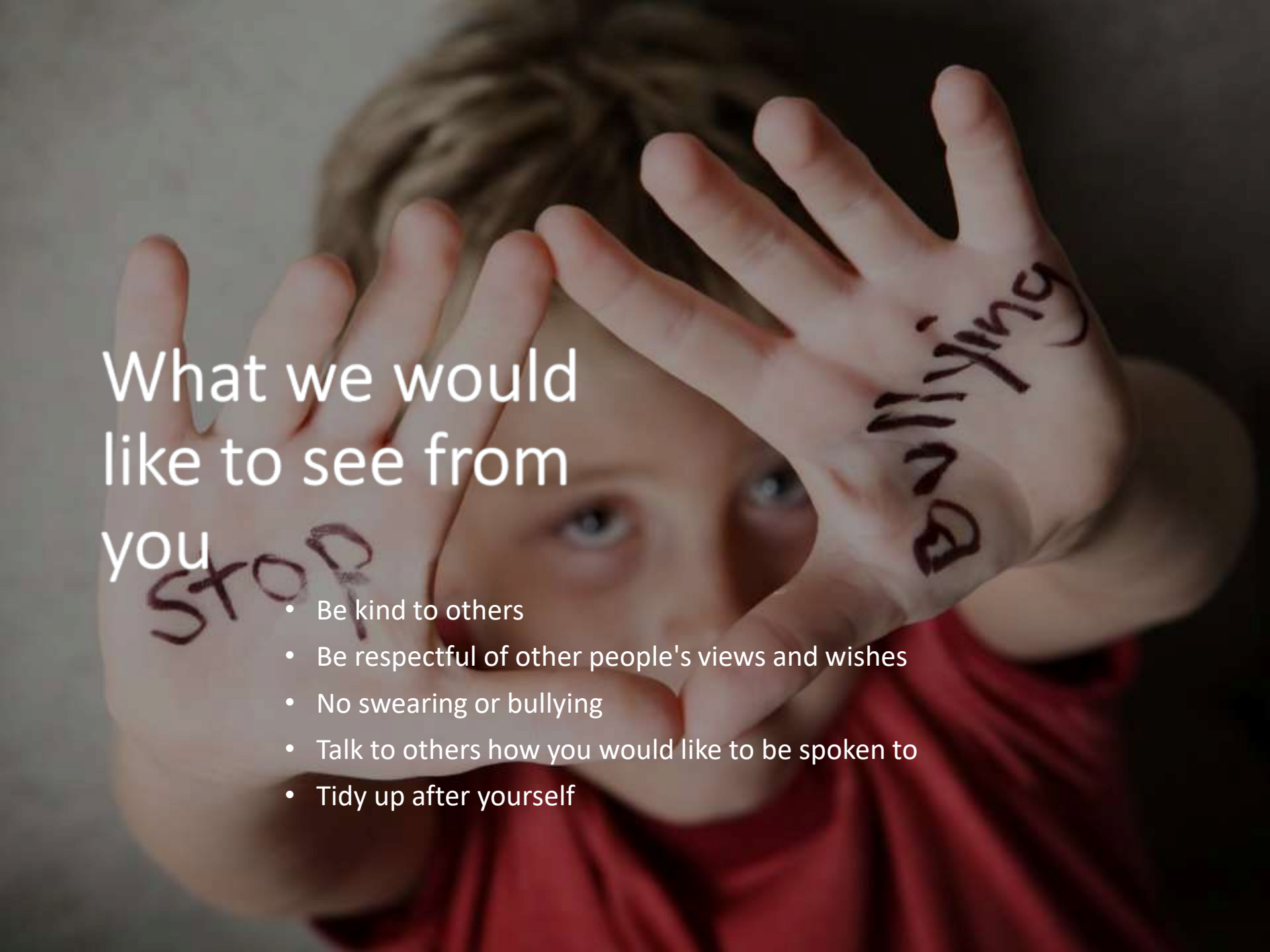
Yearly health and safety audits

Regular room checks to ensure all is safe

Support from all adults in the home including taking you to appointments and check ups

Visits from your social worker





# What we would like to see from you

- Be kind to others
- Be respectful of other people's views and wishes
- No swearing or bullying
- Talk to others how you would like to be spoken to
- Tidy up after yourself



# Key workers and support

(Name) keyworker –

(Name) Co-keyworker –

A key worker is an adult in the home who will help and support you with:

Booking health appointments

Attending meetings with you or for you

Help you learn new life skill's

Talking and supporting you with special subjects like, school, feelings and family

All the adults in the home are here to help you and support you through any problems, worries or if you just want a chat.

At Mulberry Court all children and young people are encouraged to join in with a children and young people consultations. This can be altogether or if you wish separately.

During this meeting we discuss living together, menus and activities for the following week and other important subjects like keeping safe.

## Let's talk room times and day to day living



Each week you will help plan your activities, and you will receive a copy of your activity chart. After education you can choose what you would like to do, spend time in your room, go out , watch TV or play games. Bigger activities like swimming or the cinema will happen at the weekends and school holidays.

### ROOM TIMES

8-10 years – 8pm

11-12 years – 8.30pm

13-14 years- 9.30pm

15+ - 10pm

These are the times we expect you to go to your room, not the times we expect you to go to sleep. There may be times that you can stay up later like new year's eve, school holidays when watching a movie, this will be discussed and decided with adults in the home.

We like to eat dinner together in the evenings at the dining table. Dinner will usually be at around 6pm. Once a month we will have food from a different country and learn about their culture.





# What can I do for fun



On your weekly planner will be your activities for the week, these can vary in choice from walks on the beach to going to the cinema, bowling, swimming and much more.



You can also go on special trips and activities that can be organised such as Go Ape, the zoo and Thorpe Park.



You may also like to join some clubs such as swimming, youth club or horse riding.

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.



# Lets talk money

## How much money will I get?

The amount of pocket money you get will depend on your age. 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. Incentives are given monthly, to help you save up for something that you really want.

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



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 within the home to ensure everyone is staying safe. The Wi-Fi turns off at 11pm every night.





# Friends and family

- We encourage making new friends whether this is through school, clubs or meeting on activities, and staying connected with the friends you already have wherever possible.
- Family and friends' visits are encouraged where possible and your social worker will inform us of any plans for visits and telephone calls.
- You are allowed to have your friends come to the house for dinner or a visit. You will be allowed to use the communal areas of the home, not your bedroom, to have your friends visit you.



# Everyone has a right to..

Be listened to

To be included



Feel safe

Equal opportunities

Be respected

Privacy

Own identity



Dame Rachel De Souza is the Children's Commissioner for England. Rachel has a legal duty to promote and protect the rights of all children in England with a particular focus on children and young people living away from home, in or leaving care, or receiving social care services.

To get in contact with the commissioner you can call her on, 020 7783 8330 or email [info.request@childrenscommissioner.gsi.gov.uk](mailto:info.request@childrenscommissioner.gsi.gov.uk)

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 to do if you are feeling sad or unhappy

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

## Who Can You Complain To?

Any Adult in the Home

The Responsible Individual – Trish ☺

Your Social Worker

Your Independent Reviewing Officer

Your Advocate

Ofsted

The Reg 44 Visitor

## How to make a Complaint:

Adults at Mulberry Court 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 you can ask for a complaints form and one will be given to you. Once this is completed this will then be given to management to be looked into.

All complaints will be taken seriously.

## Complaints Procedure:

You can ask an adult for a complaints form and if you need support with completing it then one of the adults can help you do this.

The complaints form will then be given to a manager to look into.

If your complaint is about a manager then the complaint will be dealt with by someone outside of the home.

The manager will talk to you to investigate your complaint.

The manager will keep you informed while they investigate.

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

Every child and young person at Mulberry Court will receive support and guidance this may be through an Advocate



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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.

If you do not have an advocate and you would like one, we can help you get one.

# Useful Numbers

Karma Draper  
Manager  
07510384221



08088081001  
help@nyas.net.

The  
Children's  
Society

0300 303 7000

Barnardo's  
02085  
508822

Ofsted  
raising standards  
improving lives

0300 123 1231

NHS  
Direct 111

Mulberry Court  
01843 584623

Larissa Harrison  
Deputy  
07934358685

In an Emergency:  
999

the young  
lives  
foundation  
01622 693459



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