

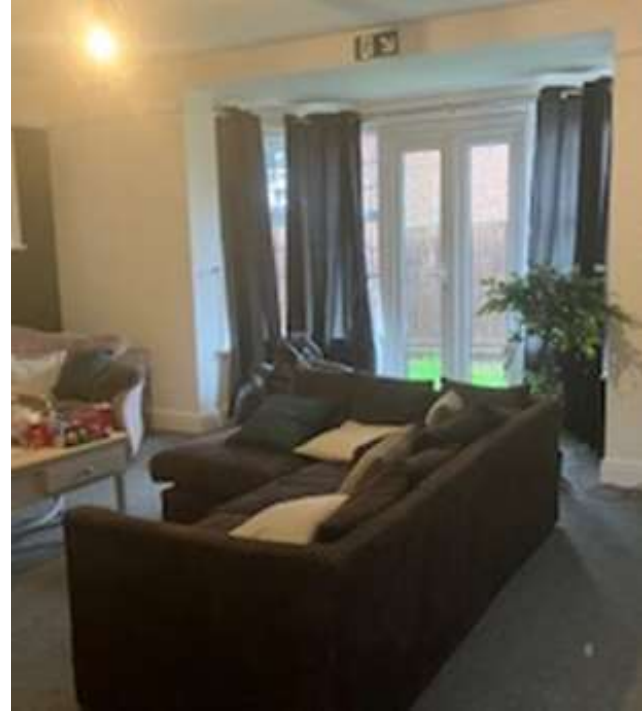
# Woodbridge House



# Welcome to :

**Woodbridge House we are a 4 bedded home in Whitstable Kent looking after children and young people aged 8 to 18.**





# Who will I see at Woodbridge House?

Karen- Homes Manager

Janice – Deputy Manager

Michelle ASRSW

Libby ASRSW

Els ~ RSW

# On arrival what to expect

You will be welcomed by the Staff and your key workers from the home.

You will be shown around the home and your bedroom.

An adult will help you to settle in and unpack and write a list of items you bring in in case anything gets lost.

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

You will be introduced to other young people living in the home.

You will get a run through our lifestyle and how we do things in the home.





## 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

## Our Values

- We Strive To Reach Our Full Potential.
- We Take Responsibility For Our Actions.
- We Respect Our Home And Environment.
- We Support And Trust Each Other.
- We Have Fun And Laughter.
- We Respect Each Other.

Weekly fire, health and safety checks followed by a monthly fire drill takes place, so you know what to do in an emergency.

Any concerns that you have WILL be dealt with. You WILL be heard and listened to.

Regular room checks is necessary to ensure you and everyone in the house is safe.

We offer support from all adults in the home including taking you to checkups, appointments, school, contact etc...

Regular visits from your social worker, guardian, solicitor etc, to see how you are.

**Keeping  
you  
safe  
And  
well**

# Antibullying

- Be kind to others
- Be respectful of others views and wishes
- Do not swear at staff or other young people
- No bullying
- Treat people how you would like to be treated
- Tidy up after yourself
- Don't bring it don't if you don't want to share it
- Respect others privacy
- Support each other
- Speak to your keyworkers, they can help you
- Share hotspot





# House Rules

1. Dinner is to be eaten at the table.
2. Wash up after yourself.
3. Pick up all rubbish.
4. No eating in the car.
5. No swearing in communal areas.
6. Treat people the way you want to be treated.
7. No entering other YP bedrooms.
8. If you bring it down take it back up.
9. Bedrooms to be cleaned on a Saturday. And tidied every morning before going out.  
(clothes picked up, beds made and curtains pulled)
10. No smoking or Vaping in the home/ car. If you Vape or smoke this is off the property and we will try and support you to quit this habit as its bad for your health.

# Keyworkers 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.

# ROUTINES

At Woodbridge House each week all children and young people to join in with a children and young peoples meeting. This can be altogether or if you wish separately. A key working will be completed with your wishes and feelings. During this meeting we discuss living together, menus and activities for the following week and other important subjects

Day	Morning	Afternoon	Evening	Key work session	Appointments and Meetings	Cost	Comments (adults to note any behaviours displayed and other information)
Monday	College	College	Movie night				
Tuesday	College	College	Young people meeting Independent cook		Children and young person's meeting		
Wednesday	College	College	Ps4 evening				
Thursday	College	College	KR hospital? Independent evening walk				
Friday	College	College	Out for a drive				
Saturday	Lay in	Pitch and Putt	Relaxed evening				
Sunday	Lay in	Canterbury Shopping	Movie night				

## BEDTIMES

- 8-10 years - 8pm
- 11-12 years - 8:30pm
- 13-14 years- 9pm
- 15+ years - 10pm

There may be times that you can stay up later like new years eve, school holidays when watching a movie, this will be discussed and decided with adults in the home.



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.

# 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, swimming and much more. We are not too far away from Margate which has lots of attractions. You can also go on special trips and activities that can be organised such as going to 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 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 a week	x
12-15	£10	£10	£10	Up to £3.50	Up to £7 a week	x
16-18	£15	£10	£10	Up to £3.50	Up to £7 a week	£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.



# Friends and family

- We encourage making new friends whether this is through school, clubs or meeting on activities.
- Family and friends' visits are encouraged where possible and your social worker will inform us of any plans for visits and telephone calls.



## Everyone has a right to..

Be listened to

Feel safe

Be respected

To be included

Equal opportunities

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.gov.uk](mailto:info.request@childrenscommissioner.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 Woodbridge house 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 - Lauren ☺  
Your Social Worker  
Your Independent Reviewing Officer  
Your Advocate  
Ofsted  
The Regulation 44 Visitor

## How to make a Complaint:

Adults at Woodbridge 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 in the small lounge.

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.

Management will talk to you to 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.





Every child and young person at Woodbridge House will receive support and guidance - this may be through an 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.
  - give you information to help you make 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.

# Useful Numbers



08088081001  
help@nyas.net.

Responsible Individual  
Claire 07934358700

Woodbridge  
house  
01227711115



The  
Children's  
Society

0300 303 7000

In an Emergency:

999

Barnardo's  
02085  
508822

Ofsted  
raising standards  
improving lives

0300 123 1231

NHS  
Direct 111

the young  
lives  
foundation  
01622 693459



This is Ozzie the Homes managers' dog. Karen's dog is 8 years old and she sometimes brings Ozzie into the home he is like a therapy dog and if you are feeling down, he may make you feel better. He is a medium sized dog and he like cuddles and walks and to be looked after like we do. You need to treat Ozzie kindly as he will treat you kindly. There is a risk assessment in place for him and if you mistreat him, there is a chance that he won't be allowed back in. He will never bark or growl (unless, obviously you are playing with him), otherwise if he barks it will only be because of loud noises or because he is chasing the Hoover..

**This Handbook was created by the homes manager and the young people**