



JUNIPER LODGE

YOUNG PERSONS GUIDES



ACORN
GROUP

INNOVATION IN CHILDREN'S SERVICES

WELCOME FROM
THE MANAGER
OF JUNIPER LODGE

Hi! - My name is Sally and I am the Manager of Juniper Lodge. I have been working in care now for over 15 years with both adults and young people of all ages with different backgrounds and reasons for being in care, helping them to achieve their goals and ambitions. I have a wide range of experience from working in residential care initially before qualifying and becoming a home manager.

Throughout this journey I have supported many people including children and young people and worked with many different types of behaviours, supporting children and young people with complex needs including Asperger's, ADHD, aggression and absconding behaviours.

I have worked with young people and supported them to identify the areas that they wanted to change and I am passionate about ensuring that you have the opportunity to lead a positive and fulfilling life; that you are given the ability to make informed choices, by having a voice and being listened to.

I would like to take this opportunity to welcome you, I look forward to getting to know you and I would like to help you to achieve your goals and ambitions with the help of

my staff team. Here at Juniper Lodge I work with a team of staff who are here to help and support you whilst you are living here. I typically work Monday to Friday however I will be around when I'm needed at other times too, and I will be here to talk to you when you need me. You will also have a keyworker and staff to talk to daily.

This will be your home for a while and I want you to feel comfortable here. I ask that you respect Juniper Lodge as this is also going to be home for you and for other young people. I would like to support you with my team to achieve a good education, to take part in lots of fun activities and to be happy and healthy.

We respect and understand that you are an individual coming to live with a new group of people and this can be difficult. We too are all different and will help you in different ways, but our aims are the same: to support you to overcome problems.

We may not always agree on everything, but together we will find a way for you to achieve good things by working together with you. We have lots of sports and activities to offer you and if we do not have something that you are interested in, we will try to find something you like and arrange it for you.

This will be your home for a short time or maybe a long time but either way all we ask is that you give us a chance to support and help you reach your goals.

Details of how to contact me or David Knowles, the person in charge of Acorn Homes, are on the back page.

Welcome and enjoy.

At Juniper Lodge, we have devised a great way of helping young people to learn to enjoy and get the most from life. We do this through a programme of sports and active pursuits which encourage individual work and teamwork and helps young people feel better about themselves and others.

This booklet is designed to help you settle in and explain some of our expectations of you, as well as some of your rights, as a young person being 'looked after'.

THESE ARE SOME OF THE QUESTIONS WE EXPECT TO BE ASKED BY YOUNG PEOPLE WHEN THEY MOVE TO JUNIPER LODGE.

WHAT POSTERS CAN I PUT UP?

We know that most young people want to put up pictures of their favourite stars, football teams and celebrities. However, we do not allow pictures of a violent or sexual nature in the homes or that promote illegal activities such as drug use in the home.

CAN I WATCH TELEVISION IN MY ROOM?

Yes, you can have a television, although we would remove this if it prevents you getting a good night's sleep.

WHAT TIME DO I HAVE TO GO TO BED?

Depending on your age your bed time is something that is discussed and agreed on.

| Age | Time |
|-----|---------|
| 10 | 8.30pm |
| 11 | 8.45pm |
| 12 | 9.00pm |
| 13 | 9.15pm |
| 14 | 9.30pm |
| 15 | 09.45pm |
| 16+ | 10.00pm |

WILL I HAVE MY OWN BEDROOM?

All young people have their own room and you will have a key. There are also rules about who may come in to your room, but we will always ensure you are aware this is happening. Other young people may only come in your room with staff agreement. You will receive £50.00 to personalise your room and also get to pick a colour to have the walls painted.

CAN I BRING MY PERSONAL BELONGINGS?

Yes, we think it is important that you bring your personal items to the home. Any electrical items have to be tested to make sure they are safe. Most young people like to personalise their room with pictures and books etc. At the point of moving in we even provide you with a special allowance to help with this and a member of the staff team will go shopping with you.

MEALTIMES

These tend to be set so a routine can be kept to and we encourage eating together. Everybody needs a healthy, balanced diet.

We like young people to try new food, as well as enjoy the foods that they are used to. If there are certain foods you don't like or are allergic to, tell the adults who look after you and they will work with you to find the foods you do like. Everyone has a say in weekly menus.

Meal Times

Breakfast: 07.00 - 09.30am
Lunch: 12.00 - 13.30pm
Dinner: 17.00 - 19.30pm

CAN I BRING MY MOBILE PHONE?

Phones are allowed, but you will be expected to hand it in during school time and before you go to bed. If you are not able to manage a phone the adults will help you manage this.

KEY WORKING

Each young person is allocated a key worker and a co-key worker. These adults will make sure that all your day-to-day needs are met, for example: you receive the appropriate health and medical care, talk to your social worker and youth-worker if you have one and arrange home-visits when needed. They will also help you develop your living skills and prepare you for leaving care, but most of all they are there for you to talk to and confide in if needed

AM I ALLOWED TO SMOKE?

For the benefit of your own health and in line with the law you will not be allowed to smoke inside Juniper Lodge or anywhere within the grounds. If you have permission from your social worker or parent then you may, at certain times smoke outside the building in an agreed area, however, if you are a smoker then staff will encourage you to give up, together with support from the local GP or Nurse.

WHAT IF I USE ILLEGAL DRUGS?

Juniper Lodge are committed to providing a healthy and safe place for all the children and young people who live there. Therefore, the use or storage of illegal drugs in the home is not allowed.

Juniper Lodge has a zero tolerance policy towards illegal drugs. You have the right to privacy for yourself and your property, however, if staff believe you are carrying drugs they will ask you to turn out your pockets. If they believe you have drugs in your room they will search this. Two members of staff will carry out any searches. You will be made aware of any items removed.

DO I GET POCKET MONEY?

What you receive is dependent upon your age. We also provide you with the opportunity to earn more money by completing extra chores or tasks around the house.

| Age | Pocket | Clothing |
|-----|--------|----------|
| 10 | £5.00 | £10.00 |
| 11 | £5.00 | £11.00 |
| 12 | £6.00 | £12.00 |
| 13 | £7.00 | £13.00 |
| 14 | £8.00 | £14.00 |
| 15 | £9.00 | £15.00 |
| 16 | £10.00 | £18.00 |
| 17 | £12.00 | £20.00 |

WILL I GET MONEY FOR CLOTHES?

Everyone receives a monthly allowance for clothing to have more to spend. There is also an allowance for toiletries and hair care.

CAN I MAKE TELEPHONE CALLS?

Yes, you have the right to make calls to friends, family and other people involved in your lives, at reasonable times.

DO I HAVE TO WEAR A SCHOOL UNIFORM?

If you attend a school where uniforms are worn, then you will have to wear one along with everybody else.

WHAT HAPPENS IF I BREAK THE RULES OR MESS UP?

Staff will discuss these with you and listen to you before making a decision about any consequences. Behaving poorly or breaking rules can result in the consequences below.

Staying in the house (grounding), loss of free/trust time, early bedtime, loss of privileges e.g. not allowed to go on a trip or out for a treat, loss of electrical items from your room, e.g. removal of your television or game console etc.

Consequences are not intended to be a punishment, they are put into place to encourage young people to behave positively and succeed.

We want to provide a homely and welcoming place for you to live in and we think it is important for everyone to respect the home furnishings inside it. If you intentionally damage or break something in the home, you will be expected to pay for or help repair it.

CHARTER OF RIGHTS

As a young person at Juniper Lodge you have the following right to:

- Have your personal dignity respected.
- Be treated as an individual.
- Have personal independence, personal choice and responsibility for your actions.
- Have your religious, cultural and emotional needs promoted and respected.
- Be treated fairly by those around you.
- Have an advocate or advisor present when your care is planned or reviewed in meetings.
- Be spoken to when changes are to take place and have your say.
- Be supported to complain when you need to.
- Be involved as fully as possible in the writing of your own care plan before and during your stay.
- Stay in touch with people that are important to you and hobbies you enjoy.
- Be able to request to look at your file and what has been said about you.
- Always be valued and listened to.

ADVOCACY

Staff can also arrange an independent advocate to come and meet with you.

An advocate ensures that the views, wishes and feelings of young people are heard when decisions are made about their lives. Advocates are independent of the home which means they don't work for us or have to do what we say.

The advocate will ensure that you have a voice in decisions that are made about your life and, they play an important role in helping you access services that you may need, this may be a school, a social worker or somebody else. Remember, it is your right to contact an advocate.



ANTI-BULLYING POLICY

Your safety and protection is the most important thing for us and we will always try and prevent you feeling that you are being treated unfairly. Bullying is unusual in our home, but sometimes young people can feel bullied for a number of different reasons. Staff are quick to respond to any signs that bullying may be taking place and will support you if you feel unhappy about the way other people are treating you.

We will also ask you to think about how you treat other people and it is just as important that other people do not feel that we are bullying or being unfair to them also. If there are occasions when young people fall out, disagree or feel unhappy with one another, staff will work with you to get you through this. Relationships and friendships can be difficult for all of us and all our staff are reminded that they too were once young people and understood how difficult relationships can be at times. At this home, you will be helped to understand how to build and keep relationships with others, the important part you play in these relationships and what you can expect from friendships and relationships.

Finally, remember, you are not alone, we are here to support you and it is our job to make sure we do this properly. We would encourage you to feel that you can come to us for anything and we will always work with you to resolve any difficulties.

UNHAPPY? WANT TO COMPLAIN!

No problem, we have a complaint system. First speak to your key worker, tell them what's up. Normally they will be able to sort things out, but you will be offered the chance to make an entry in the 'grumble book'. If you are still not happy get a complaint form and write your complaint down. I will be able to deal with your complaint quickly, I will investigate your complaint and ensure you are kept up to date with progress and ultimately the outcome. If this still does not satisfy you, you can raise your concerns with your social worker. If your complaint is against me (The Registered Manager), please contact David Knowles, Responsible Individual, on 01843 808454 and he will be able to assist you further. We are very interested in your thoughts and feelings, we want to support you through the good and bad at all times.

Once again, welcome to Juniper Lodge we are really pleased you have come to live with us and we will do our best to make a difference. If we have missed anything in this guide that you think should be included, do let us know. The space below is for you to write down any ideas or notes you may find useful.

Above all, try to remember, the staff are here to help.

YOUR NOTES...

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If English is not your first language or you have different communication needs, we can help you with this. Staff will also be happy to read through this guide with you and answer any of your questions you may have, if you would prefer.

USEFUL NUMBERS/INFORMATION

Home Contact Number: 01342 893842 **Email:** juniper@ahgroup.eu

Your Local Authority Tel No:

Your Local Authority Address:

Your Social Worker Name:

Social Workers Contact No:

Independent Reviewing Officer Name:

Independent Reviewing Officer Contact No:

Child Line: 0800 11 11

NSPCC: 0808 8005 000

Surrey Safeguarding Children Board: 01372 833330

Independent advocate – Coram Voice: 0808 800 5792

Children’s Commissioner: 02077 838330

**Her Majesty’s Chief Inspector of Education, Children’s Services
and Skills:** Amanda Spielman

Ofsted: 0300 1231 231 **Textphone / Minicom Users:** 0161 618 8524

By Post: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Home Managers Name: Sally Knowles

Direct Dial: 01342 893842

Acorn Homes Head Office

Northdown House,
Northdown Park Road
Margate, Kent CT9 3TP

Tel: 01843 808454

Email: info@ahgroup.eu

Web: www.ahgroup.eu

Responsible Individual: David Knowles

Direct Dial: 01843 808454 / 07890 482045

Northdown House
Northdown Park Road
Margate
Kent CT9 3TP