



ROWAN HOUSE

# YOUNG PERSONS GUIDES



ACORN  
GROUP

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INNOVATION IN CHILDREN'S SERVICES

## WELCOME FROM THE MANAGER OF ROWAN HOUSE

Welcome to Rowan House, my name is Stacey and I am the manager of this home, my job here is to make sure you are well cared for and provide you with a safe and secure home. My team and I want to encourage and inspire you to reach your fullest potential, but most of all we want you to feel happy and enjoy living here with us.

I am part of a team of experienced people who are here to listen, support you and help you to understand how to keep yourself safe. We do this job because we enjoy working with young people like you and hope to be a positive influence in your life. We understand that everyone is different and it can be scary coming to live in a new home but we are here to support you, so give us a chance and get to know us, we are not that bad really!

There may be times we disagree on things but if we work together we will find a way for you to accomplish great things. 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 to reach your goals.

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

### **Welcome and enjoy.**

At Rowan House we promise to help all young people to learn, to enjoy and get the most out of life. Once we get to know you, we will know what you like and do not like, which makes our job to support you a lot easier. If you need help at school we can talk with your teachers, if you like to play football we can look for clubs for you, if it is arts and crafts or cooking then we can buy the things you need and do it with you, if you like. Whatever it is, we can face it together.

This may be the first time you have lived away from your family or you may have moved here from another placement, therefore 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 ROWAN HOUSE.

#### DO I HAVE TO GO TO SCHOOL?

Yes, all young people are expected to complete education or independent work, depending on your age. It is important that you gain all the qualifications and experience that you can, so that you can use them to achieve the best in life.

#### WHAT ABOUT MY BEDROOM?

All young people have their own bedroom, with a key so that your belongings can be kept safe. Each bedroom is provided with all your own furniture and a TV. We will always knock before entering your room unless we think you are in danger or unsafe and have to enter without your permission. Other young people are not allowed in your bedroom, this protects everyone, but do not worry, there are communal rooms to socialise with your friends in.

We want you to feel as much at home as you can, so choose the colour, wallpaper or posters of your choice, which must be age appropriate and we will get the maintenance team to decorate for you. Additional things can also be earned through incentives and rewards.

#### 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 and can go out shopping with staff to choose their duvet cover, lamp, clock and canvas, among other things.

#### CAN I WATCH TELEVISION IN MY ROOM?

Yes, you can have a television, although we would remove this if it helps you get a good night's sleep. We all respect each other here so remember to play your TV, computer or music at reasonable levels.

#### 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

#### MEALTIMES

These tend to be set so that a routine can be kept to and we encourage eating as a group. All young people need 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 do not 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 is invited to choose a meal each week. You are also welcome to help prepare and cook the meals.

#### Meal Times

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

#### CAN I BRING MY MOBILE PHONE?

If your Social Worker agrees that you can have a mobile phone and you can use it sensibly then it is ok to bring one with you. You can leave it in a safe in the office when you are school, college or with your Tutor. We will look after it during the night because we want you to have a good night's sleep. You can make an agreement with your keyworker about how you are going to earn credit.

#### CAN I MAKE TELEPHONE CALLS?

Yes, you have the right to make calls to friends, family and other people involved in your lives, including your Social Worker. You can make these after school in the week and any reasonable time at the weekends.

## KEY WORKING

Each young person will have their own key worker, who will build a positive relationship with you. They will have key working sessions with you each week, where you can discuss your feelings or anything else that you want or need to work on. The key worker will work with all relevant adults in your life to make sure that all your individual needs are met, your care plan is followed and your views are heard.

## 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 the home. 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 help you to give up, together with support from the local GP or Nurse.

## WHAT IF I USE ILLEGAL DRUGS?

Rowan House 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.

## DO I GET POCKET MONEY?

Yes, what you receive is dependent upon your age.

## WILL I GET MONEY FOR CLOTHES?

Yes, everyone receives a weekly allowance for clothing. We will also pay for you to go to the hairdressers or barbers regularly.

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

We also want you to be able to buy nice things. We have an incentive system which enables you to earn extra money over a period of time to buy something special that you have chosen in advance.

## 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 sanctions 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. Sanctions 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.

Remember we would prefer to be rewarding positive behaviour rather than sanctioning unacceptable behaviour.

## CHARTER OF RIGHTS

As a young person at Rowan House 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 Rowan House, 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 and to make 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:** 01227 250310 **Email:** rowan@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

**Kent Safeguarding Children Board:** 03000 421126

**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:** Stacey Christian

**Direct Dial:** 01227 250310

### **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

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