



Welcome

to

B Road

We are here to help

February 2019

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Welcome

This booklet is to help you become familiar with the everyday running of the home.

There is a lot of information here to take in all at once, so keep it safe so that you will be able to read through it again.

If there is anything you do not understand just ask any of the staff who are here to help you.

We will arrange activities and trips for you but if there is anything special you like to do, any sport or hobbies, then please tell staff who will be pleased to help.

The staff will give you the opportunity to live in safety, learn, and have fun. Staff will be there at all times to help you with any problems you may have and to ensure that you are not treated unfairly or badly by anybody.

OUR ADDRESS IS

B Road

OUR TELEPHONE NUMBERS IS:

YOUNG PEOPLES TELEPHONE NUMBER IS:



B. Road Staff

CC – Head of Service.

KS – Service Manager

DL Registered Home Manager

NA Assistant Manager

Children’s Residential Social Care Workers

DM	KW
SW	PS
IA	RW
TW	LS
CM	AA

Night Awake Workers

TB

WHO ARE WE?

B Road is a local authority children's home in the north of Nottingham. The home is based within a residential, multi-cultural community, with easy access to all local amenities.

We are a 'Young Person's short term Home'. This means that there can be people placed here as an emergency. This should be explained to you before anybody arrives if staff have the ability to do so.

Our can have up to 4 young people aged between 12 & 18 who, for various reasons, cannot live with their family and who usually come from the City of Nottingham.

The Home offers a caring, modern and homely setting for young people looked after by the Local Authority Social Services. The staff ensure that care services are individually planned with the full participation of the young persons concerned and with the full support and involvement of their own parents or carers.

OUR AIMS

Our aim is to develop your confidence, self-respect and your ability to make and maintain relationships, which will help you to get back into the community in whatever form that may take.

We offer short-term care, and admissions are on a planned and emergency basis, we try to know a bit about you when you arrive so we can start providing individual support right away.

We aim to treat YOU with respect and protect YOUR rights, regardless of why you have been admitted to the home. No matter what we will treat with you the respect and kindness that YOU deserve.

To help achieve these aims we have:

- Services that can be brought in to meet individual needs.
- Detailed assessments of your needs and wishes, together with opportunities to take part in agreeing personal targets and be involved in preparing and reviewing plans to meet those targets.
- The assurance that each young person gains maximum benefit from their stay at B Road.
- A complaints procedure.
- A commitment to work with your family, social worker and anyone else important in your life

RULES AND BOUNDARIES OF BEHAVIOUR

Whilst you are with us at B Road we expect a certain level of behaviour.

NO drugs or alcohol allowed in the home

NO smoking allowed in the home, it is illegal to smoke on City Council Premises, so should you not abide by this rule, smoking paraphernalia will be removed from you.

NO playing with matches or lighters

RESPECT other people, their property and their space.

You will have a bedroom of your own.

There are rewards for keeping it tidy, but the best reward is that you feel good!

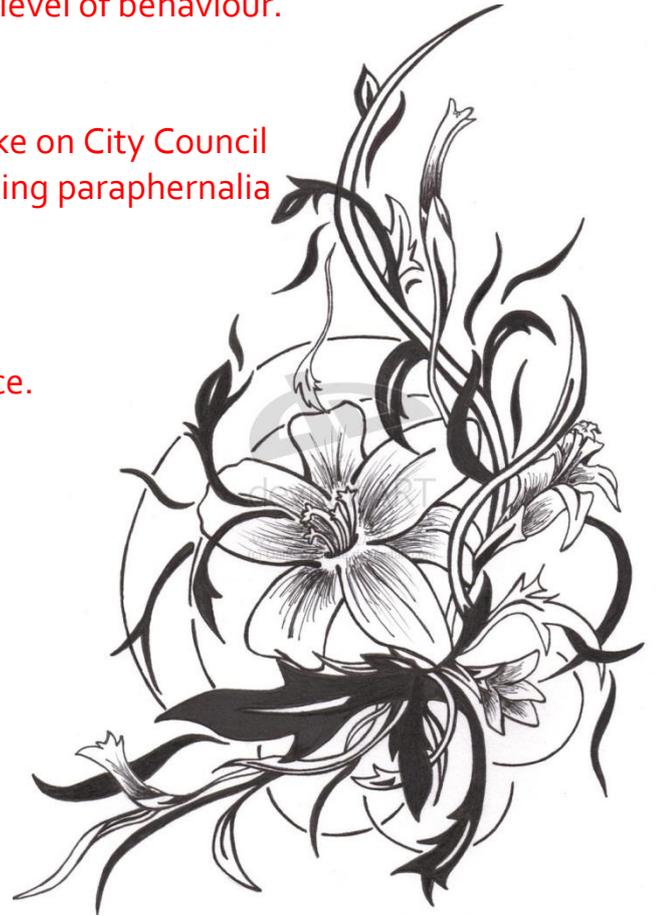
Do not get involved in:

- 1 Physical or threatening behaviour
- 2 Verbal abuse
- 3 Theft or damage to property
- 4 Bullying behaviour

VISITORS

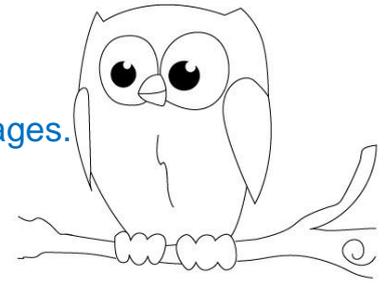
All Visitors to the home will be initially asked for identification unless staff know for sure who they are and that they are safe to be in the home. Visitors must sign in on arrival and departure. We do not expect family members and friends to show I.D every time they visit, once staff have seen their I.D.

The general rule is that young person can only have two visitors at a time unless pre-arranged and agreed by the manager in special circumstances for example family members visiting. Number of visitors is at managers/ staffs discretion. Staff will monitor visitors whilst in the home. If visitors are asked to leave for any reason and they refuse, staff should warn them that failure to leave would invoke a call to the police. Failure to produce I.D will result in no entry to the home.



ROUTINES

We have various rules and routines for young people of different ages.



Mealtimes:-

Breakfast until	9am on school days.
Lunch	12pm to 2pm on school days
Dinner	5pm to 9pm
Snacks til	10pm

If you're out of the home you'll be asked what you would like to eat when you get back
Night Awake staff are around to get you reasonable snacks if you want some

On a School Day

You'll be woken up from 7am or earlier if you want us to. Let us know if there is anything we can do to help you wake up like a cup of tea or some cereal.
Beds to be made and room tidy before breakfast.

Staff will try and eat with you at the dining table so we can have a catch up with you and talk about your day.

You will be expected to have a bath/shower every day. You will also be shown how to wash and iron your own clothes if you're not confident to do this

MUSIC

Music and TV equipment must be switched off in the morning at 9am Monday-Friday. You will be allowed to have your music on if it is your day off from education. Music and TV must be kept at a reasonable level so that it is not disturbing anyone.

EVENINGS

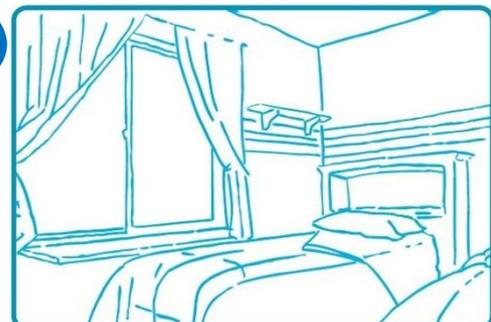
There is usually one staff member sleeping overnight in the home and one night awake who stays up all night from 10pm until 8am

The staff will help you settle to your room and if there's anything we can do to help you sleep better (more pillows or some hot chocolate etc. please let us know).

If you need any clean clothes for the morning for school or anything else let the workers know and this will be ready for you when you wake up.

BEDTIMES (these are important!)

12 YEARS OLD	9.15 PM	13 YEARS OLD	9.30 PM
14 YEARS OLD	9.45 PM	15 YEARS OLD	10.00 PM
16 YEARS OLD	10.30 PM	17 YEARS OLD	11.00 PM



POCKET MONEY

One of the first questions we are asked when young people get to B Road, is how much pocket money do you get!

Well. . . you get it on a Saturday morning AFTER you have tidied your room, completed your laundry and completed a HOME JOB, all the home jobs are on a rota system so you will not be doing the same job every week.

12 years	£4.40	13 years	£4.75
14 years	£5.10	15 years	£5.45
16 years	£5.85	17 years	£5.85
18 years	£5.85		



Enhanced Pocket Money for anyone who if of school leaving age is £16.15 (£5.00 Bond Money will be deducted each week and this gets passed on when you move)

YOUR KEYWORKERS

When you come to live at B Road, you'll find out who your keyworkers are.

Your keyworkers will look after your interests and your everyday needs. Your keyworkers will talk to schools, parents and other people for you. They will attend meetings for you and if you are not there yourself, they will tell you exactly what happened at the meeting.

Your keyworkers will spend regular time with you and do 'key work sessions' which should help you learn and grow while you're here. You can talk to your keyworkers (or any staff!) about any problems you have or anything you want to be done differently.

Your keyworkers will discuss what hobbies you enjoy and how we can help you do them and your life plans and how you can achieve them.

Your key team will help you with personal needs you have for things like clothes, shower gel etc.

RESIDENTIAL ACTION PLANS

When you come to live with us, your key workers will write a plan to make sure that all the things you need are being provided.

This plan will ensure that you keep up with your health appointments, and that you get activities and stay involved with outside interests and clubs you may be part of.

You can always talk to your keyworker about any part of your plan and you will have ample opportunity to discuss this and any other matters in 'key work sessions' as mentioned before.

You have the right to see your RAP file. If you want to see your file ask your keyworker.

HEALTH

You will be given a full health check soon after living here and staff will help you organise visits to doctors, dentists and opticians.

Our staff will always be available to take you to see a doctor, optician, and dentist or to attend hospital appointments.



You'll be asked whether you want to stay at your current doctors. Sometimes this cannot be done because you may be out of the catchment area for your doctor, but we will try to keep this for you if you want.

There is also a service called CAMHS. CAMHS work with young people who have difficulties with their emotional or behavioural well-being. CAMHS offer consultations to young people who need support and offer resources to services. CAMHS can help young people;

- Develop problem solving skills and coping strategies;
- Encourage useful skills and good relationships;
- Build on strengths and resources.

Should you require help to stop smoking you can discuss this with your key team; also there is support from an organisation called CGL Journey, who assist young people to stop smoking as well as supporting with drug and alcohol misuse.

CGL Journey - 0115 8960798

RESTRAINT

Staff at B Road will always be kind, considerate ' and give you every courtesy and respect. Sometimes, there may be occasions when staff have to take certain actions to stop you harming yourself or others and this means they may have to restrain you.

Staff do not like doing this. It's stressful for both **YOU** and to **THEM**. All our staff are fully trained in safe restraint procedures and we hope it does not need to happen. Our Restraint Policy follows strict guidelines and is acceptable under current Nottingham City Council Policy and Procedures. The use of restraint is legal in order to help protect yourself or others.

FIRE ALARM PROCEDURE

We will do a fire evacuation with you within 5 days of you living here. Fire alarms are tested each week and you will be told when this is going to happen.

If you hear the alarm **and it is not a test** you MUST: -

1. Leave the building by the nearest available route
2. Report to the ASSEMBLY POINT at **the front of the building furthest to the gate.**
3. Do not collect personal belongings
4. Do not go back into the building until staff say it is safe to do so.

Occasionally a resident will set off an alarm on purpose. This is seen as a criminal offence and may lead to police/court proceedings. **Malicious and hoax calls cost money and may cost lives whilst help is coming to us instead of a genuine fire or accident.**



COMPLAINTS PROCEDURE

If you have any complaints because we have not done something very well OR someone has done something you feel is out of order, tell us so we can put it right. There are steps you should take: -

1. Talk to your keyworker or any member of staff.
2. If you do not get satisfaction speak to the homes manager or a senior duty officer.
3. If you feel the managers of the home cannot resolve your complaint you can ask staff to support you to make a complaint to the National Care Commission who have a complaints officer.
4. Staff can also help you to contact other agencies such as **The Children's Society**. Your Advocacy worker is **Mary Lewis** and she works for **The Children's Society**. If you have any worries or problems that we can't help you with, you can talk to **Mary** in complete confidence or you can call **The Children's Society** on the following numbers:

The Children's Society – Nottingham (shire) 0115 900 3106

Notts. Advocacy -0115 900 3104

5. If you need help from someone outside the home for something special or serious you can call **CHILDLINE** on **0800 1111**.

6. APPEALS OR REVIEWS

Still not happy? Time to contact Ofsted. . .

You can phone Ofsted on **08456 40 40 40** and then:

You can ask them for an independent reviewer to look at your complaint.

After that, the director of Children's Services will be asked to decide what should be done.

Remember – any complaint you have will be taken seriously. This is **YOUR** service so staff will do everything in their power to make sure you are listened to and that you are happy with the service you get at B Road.

Did you know all children have access to the:

Anne Longfield, Children's Commissioner

By Phone: **0800 528 0731**

By Writing: The Office of the Children's Commissioner

Sanctuary Buildings

20 Great Smith Street

London

SW1P 3BT

Official website: www.childrenscommissioner.co.uk

YOUNG PEOPLE'S MEETINGS

There will be meetings with other residents and staff, which take place every week.

This will be your opportunity to discuss anything that is important to you, changes that you would like to see or problems that have occurred.

Notes of the meeting will be kept so that each week a check can be made to ensure that things promised or agreed have actually been done.

CONTACT

Your keyworkers will do everything they can to help you maintain contact with your family members and people who have parental responsibility.

ABSENCE PROCEDURES

If you leave the building without permission or without telling a member of staff, or fail to return at an agreed time, your social worker or person with parental responsibility will be informed.

IF you do not return to the Home when you should and we do not know where you are the police will be informed.

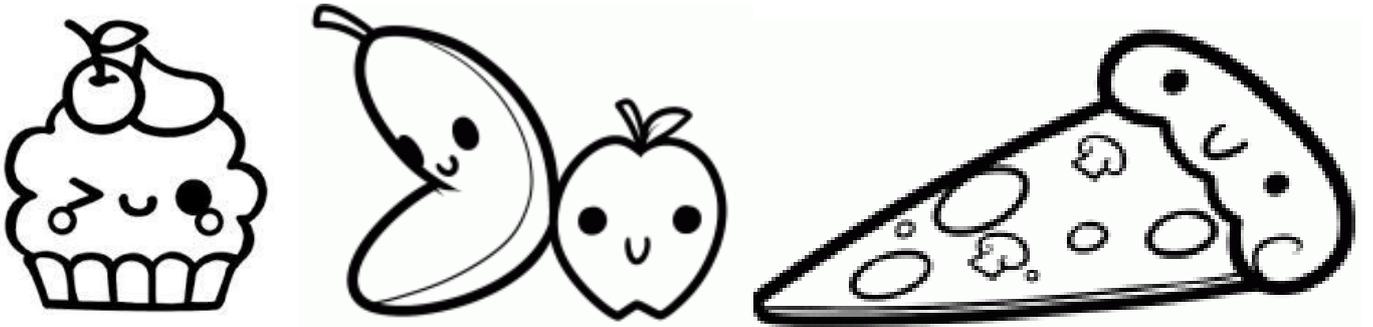
We will always call you to keep in touch when you're out of the home so we know you're happy and safe.

On your return you will be made welcome and staff will talk to you about your whereabouts and why you went missing as will another professional.

FACILITIES

At B Road we have a television in the lounge as well as in all the bedrooms so you can go and watch it in private or at bedtime. We have a DVD player and an Xbox that you can ask to use in the lounge or conservatory outside of school hours.

We've got everything you might need in the kitchen to cook, bake and prepare meals that you might want. Staff will cook for you and make meals, but you can always do this for yourself if you prefer. We'll ask you about what foods you like and dislike and ask for input on our weekly food shopping.



The home has books and games and there is a computer to use for education and schoolwork. Let us know if you have any ideas of other things we can have and we'll let you know if it's possible

We have an Education room which is a quiet space for you to do work. We have school supplies in the room for you to use.

We have Wi-Fi in the home and the rules around this will be explained to you if you want access to it. You'll be asked to sign to say you understand the guidelines for using Wi-Fi.

ROOM SEARCHING

This is guidance on something we hope we never have to do but it is up to you. There are certain times when staff – or police in extreme cases – may be required to search your room or possessions. IT IS ALLOWED in accordance in line with Children's Home Regulations and Nottingham City Council Policy.

Room searches will only be carried out on 'clear grounds' which are as follows –

- ☹ Using or storing drugs (including alcohol) in the home.
- ☹ Have objects hidden in your room that could potentially be used as weapons.
- ☹ Have objects in your room that could present a danger to yourself and others.
- ☹ Are hiding another resident or a member of the public in your room after the agreed time for them to leave, or hiding someone who is banned from the home or may be a danger to residents or staff.
- ☹ If you are missing from the home and we do not know where you are.

FINALLY

All the staff at B Road hope you get the most out of all the support on offer whilst you are living here and you are able to leave with happy memories

If you have any further questions or want to ask us about anything in this booklet, please let us know!

Thank you

B Road Staff 😊