



Benecare Children's Services
Providing care without compromise

Madison House
Children and Young People's Guide

Updated April 2024 by Diane Davies homes manager

SC 465579



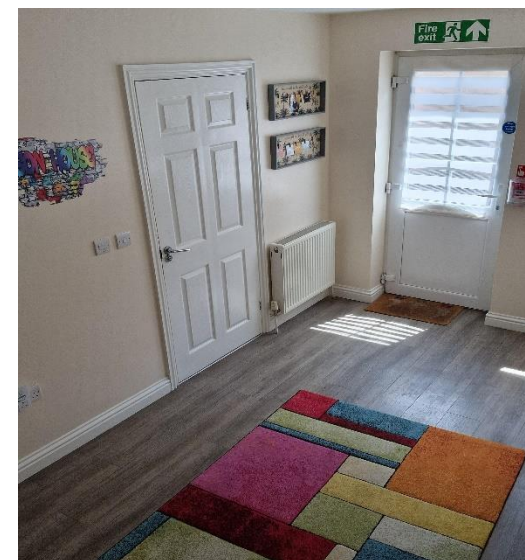
Welcome

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



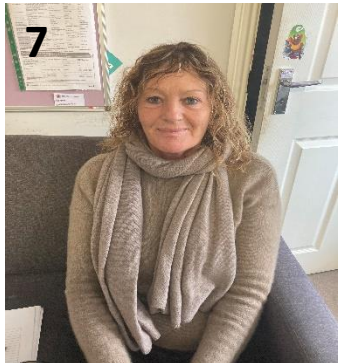
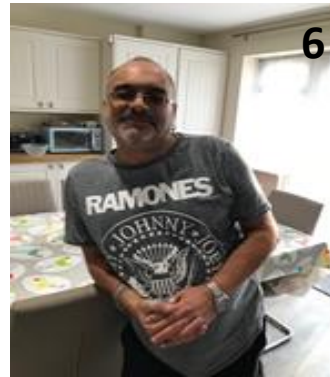


Madison House





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Who will
I see at
Madison
House?

1. Diane - RM
- 2.
3. Fauzya SRSW
4. Amber RSW
5. Stefan RSW
6. Ian - RSW
7. Jacqui – RSW
- 8.

On arrival what to expect

You will be welcomed by a manager
and another adult from the home

You will be shown around the home
and your bedroom

An adult will help you to settle in and
unpack

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

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 others 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.

ROUTINES

At Madison House each week all children and young people join in with a children and young peoples meeting / Consultation book. 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

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				

B E D D T I M E S

8-10 years – 8pm
 11-12 years – 8.30pm
 13-14 years- 9.15pm
 15 + - 10pm

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.



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.

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 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	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.





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

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

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 Madison 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 Reg 44 Visitor

How to make a Complaint:

Adults at Madison 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 Madison House will receive support and guidance this may be through an Advocate

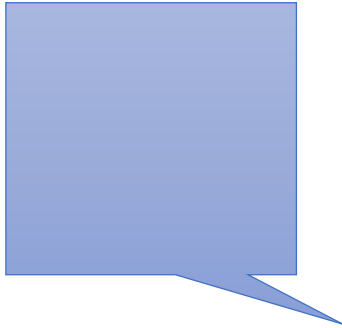


A d v o c a c y

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 (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.

Useful Numbers



Responsible Individual
Luaren
07951 720032

Madison House
01843 581188

Diane Davies
Manager
07483909608

In an Emergency:
999


08088081001
help@nyas.net.

The Children's Society
0300 303 7000

Barnardo's
02085 508822


0300 123 1231

 111


01622 693459