



Your Guide to
Berwyn Cottage
3 Wilcott

25th August 2020

A Message from the Homes Manager



Hello, my name is Jo and I am the Registered Manager of the home.
I would like to welcome you to the home and really hope you enjoy
your journey with us.

We hope this book helps to answer any questions that you might have
about living at Berwyn Cottage in Wilcott. If we have missed anything out
or something you are not sure about, please ask any of the team.

I realise it can be scary moving into a new home and we all understand
the mix of emotions you may be feeling so I assure you, we are all here to
help and you will have people around you that will always be there to
listen and support you through any problems or issues you may be
having.

“Our goals for children and young people living at Berwyn Cottage
reflect those we would have for our own children. We aim to create
a homely environment that provides every child with a safe, happy,
healthy, secure and loving childhood, nurturing their aspirations and
enabling them to meet their full potential”



About the Home

Berwyn is a four-bedroom detached Cottage located in a small village on the outskirts of Shrewsbury called Wilcott which is near to Nescliffe.

The village has local facilities which you can use including a convenience store, post office, café and play park. There is also a Bus Service to Shrewsbury.

At any one time there can be two young people living at the home, so it is very spacious. It has a lovely lounge, that you can chill out in, a large kitchen, where you can help to prepare meals and a conservatory that can be used as a games area. We have a downstairs toilet and the staff have an office area.

Upstairs is four bedrooms and two bathrooms, one for the staff and one for young people.

The home has a lovely and very large garden and we like to ensure you have plenty of games to keep you fit and busy.



Your Rights and Responsibilities

You have rights and choices and you're entitled to:

- ✚ Be treated as an individual
- ✚ Live in a safe environment and be treated with respect and dignity
- ✚ Get the highest quality of care, regardless of your age or background.
- ✚ Be encouraged and enabled to share responsibility for your life and be involved in any decisions affecting you.
- ✚ Be listened to and given appropriate advice
- ✚ Make mistakes but always learn from them
- ✚ Develop confidence and self-awareness.

What we expect from Young People coming in to Berwyn?

- ✚ To treat others with respect and understand we all have different views and opinions.
- ✚ Avoid behaviour which may offend others, do not be aggressive or rude to other young people, staff, neighbours or visitors to the home.
- ✚ Look after your property and respect the property of others
- ✚ Respect other people's space and privacy
- ✚ Keep your bedroom clean and tidy
- ✚ If you make a mess, clean it up yourself
- ✚ Keep yourself safe at all times
- ✚ Try not to get involved in situations that do not concern you
- ✚ Do not swap or sell any of your belongings to others

**Treat people how you wish to be treated,
it ALWAYS makes a happier home**



The Team



Sarah Wigley
Shift Leader



Lee Perry
Deputy Manager



James Harding
Shift leader



Martha Draycott
Residential Care Worker (RCW)
Acting Shift Leader



Angela Provost
Shift leader



Julie Austin
Residential Care Worker (RCW)



Lisa Lewis
Residential Care Worker (RCW)



Cheryl Crow
Residential Care Worker (RCW)



Ewan Evans
Residential Care Worker (RCW)



Kieran Morris

Residential Care Worker (RCW)



Catherine Stevens

Residential Care Worker (RCW)



Lee Pugh

Residential Care Worker (RCW)



Katie Dowgill

Residential Care Worker (RCW)



Curtis Leighton

Residential Care Worker (RCW)

Aaron Wycherley

Residential Care Worker (RCW)

Keyworker

When you arrive at Berwyn Cottage you will be allocated a key worker. A keyworker will help you to settle in and explain how things work. A keyworker is someone that will ensure your wishes and feelings will be communicated to the team. A keyworker will ensure you have fortnightly keyworker sessions, where you have quality time to chat about your journey, worries and plans.

We hope over time you can build a great relationship with all the team but especially your keyworker.

Your Keyworker duties to you are: -

- ✚ Ensure you have planned keyworker sessions, this will be time where you can discuss any worries, wishes and plans that you may have, they will help and guide you with things such as your identity and life skills and any plans you need to make - you can also talk to

any other member of the team at any time.

- ✚ Your key worker will help you with appointments to see your doctor, dentist, optician or anyone else concerned with meeting your health needs.
- ✚ There will be records kept about you during your stay with us and we ask you to contribute to your Daily Journey Book to ensure you are given the chance to let us know how your day is going.
- ✚ To see the rest of your file, you will have to talk to your social worker to arrange this.
- ✚ Help you by making suggestions of activities that you may be interested in and advise you of the choices available to you.
- ✚ Your key worker and all the staff are here to listen to your wishes and feelings. Sometimes decisions can be made that you disagree with and we will support you through making your voice heard. It is not always possible to change certain things that have been put into place to protect you, but we ensure you are heard, and everything is explained to you at a pace and level you understand.
- ✚ All staff will promote your well-being in a restorative way and your Key worker will discuss this with you.
- ✚ You will be encouraged by your key worker to participate in any necessary reports prepared for you. This will be your opportunity to be heard, it is important you have your say.

Daily Routine

The daily routine at Berwyn Cottage is aimed to support you to become more independent and learn new skills.

We will try to encourage you to take responsibility for yourself, this is dependent on your age, so the older you are, the more will be expected of you.

You will be encouraged with your personal hygiene, do your own washing, go to school, college or work.

As you get older, you will be encouraged to do your own shopping and cooking.

If you are not sure or not able to do things for yourself, staff will help and support you.

Every day staff will go through you Daily Journal with you. This includes

checking your pocket money jobs have been completed, ensuring you have had healthy balanced meals and you are offered appropriate activities.

CONFIDENTIALITY

What is confidential information? Confidential information is personal details from our lives which we may not want to share with others. It can include our address, phone number, birth date, family history or other personal information. It may also include information about your past or present health and development.

It is our responsibility to keep this information private. We understand if you feel uncomfortable about staff knowing personal details about you. We promise that we will only ever use information we hold or that you tell us to help you to try and enjoy your time with us and keep you safe.

If you feel that you cannot talk to any of us in the home for then there are some helpful phone numbers at the back of this book, including your social worker contact details.

Bedrooms & Bedtimes

You will have your own bedroom with your own key. This is your “space” and other young people are not allowed in your room, there is plenty of room in the rest of the home to spend time together.



You can help to protect your belongings by locking your bedroom door when you are not in. If you lose your key, you will have to pay for a new one out of your pocket money - so if you prefer staff to look after it, that's fine too.

Your room is your own but there is still an expectation for it to be looked after and kept clean and tidy.

We feel it is very important for you to have a good night's sleep to be healthy and prepared to enjoy and achieve. We will support and encourage you to do this.

You are expected to turn off your mobile phone, and any other devices each night and give to the staff for safe keeping – this for your wellbeing, good rest and for fire safety for the home.

The time you will be expected to go to bed will be dependent on your age but at weekends and school holidays bedtimes may vary depending on what you

are doing and your behaviour.

You will be expected to be up and dressed in time for Education.



At weekends, you can have a lie in.



Room Searches

Your bedroom is yours whilst you are here, however, if there are any concerns of risky behaviours including damage to yourself or others or if we feel that you have anything in your bedroom that you should not have – such as cigarettes or lighters, staff have the right to carry out a room search.

This is not to look through your belonging's, but we have to check the rooms for health and safety purposes. You will be made aware that staff are going to search your room and you can also be present.

Door Alarms

The main access doors to the home have alarms on them, this is so staff can keep young people and the home safe by knowing if anyone leaves or enters the home.

This alarm is used only for this purpose and you can discuss this with your key worker.

Smoking

You are NOT allowed to smoke anywhere in the building Berwyn is a non-smoking premise. The minimum age is **18** to buy cigarettes, rolling tobacco, cigarette papers and other smoking products.

If you do smoke, then we will actively discourage this and encourage healthier choices.

In agreement with you, your social worker and family, then we can have a contract in place to allow you to smoke, with a set amount each day given. All lighters will need to be handed in also



Fire Precautions

There are fire notices around the home, please read them; they are for your safety. If the fire alarm sounds, you must leave the building immediately by the nearest exit and meet by the garage.



Do not go back into the building until you are told it's OK to do so.

The fire bell is tested weekly and there is a full fire drill every month. **Sometimes the drill will be in the night.** Knowing and doing the drill could save your life, so it is important that you comply with drills when they take place.

We will demonstrate this to you when you arrive at the home.

Staff will continuously educate and inform you of the importance of Fire Safety.

Meal Times

Breakfast – This is the most important meal of the day, dependent on your age, it is your responsibility to ensure that you leave yourself-enough time to have breakfast in the morning part of your morning routine.



Lunch – Hopefully you will be in education during lunch time. You will either be provided with a packed lunch or money to buy dinner whilst at school. If you are at home, you will be encouraged to prepare your own lunch or help staff prepare lunch.

Dinner – The staff and you will plan, prepare and cook the meals together.

Dinner is normally between 4.30pm and 6.30pm. You will find the

Meal times may vary occasionally because of things such as activities.

You can help to choose the meals for the home, this is discussed at the weekly Young Persons meeting and different dietary needs will be catered for, for example to meet religious beliefs and requirements or if you are vegetarian etc. You will also be given the opportunity to cook your own

choice of meal for everyone.

Everyone participates in laying the table before mealtimes and clearing up afterwards! Wherever possible, everyone is encouraged to eat together at mealtimes, this provides the opportunity to talk about our day.

We like to go out and eat too.



Health Care

Your health and well-being is extremely important. We will register you with a local doctor or, if you prefer and it is practical to do so, you can stay with your own doctor. You can make your own appointments or ask a member of staff to do this for you. You can see your own Doctor at any time on your own or with a member of staff.

When you arrive at Wilcott you will be offered a Health Assessment through our GP Surgery/LAC Nurse. This is an examination just to make sure that you are in good health and to offer advice on any treatment or medication you may need. This annual health check does not take away your right to see a doctor when you feel you need to.

Sarah Wigley & Laura Cadwalder are our LAC Designated Nurses

If you think that you would like to talk to somebody about your thoughts or feelings, then you can contact BeeU. Staff will support you to do this and the contact number is at the back of the book.

There are lots of opportunities to take part in sport and exercise. We have staff in the home that are always willing to support different sports.

If you want to go along to a local leisure centre, staff will support you and help you to find out about the activities which take place there. If you have any worries about your health, please speak to your key worker, social worker or another adult.



Education

The law states you must go to school if you are of school age.



Your education is very important. Staff at the home are committed to making sure that your educational needs are met. Your key worker will maintain regular contact with your school or education provider. This is to make sure that any good work is recognised and any problems you may have with your education are sorted out quickly. We will do our very best to keep you in your current school.

The expectation is that you attend your education provision on all the days that you are required to do so. This includes getting up on time, taking the right transport (whether that's the school bus, homes car or going in a taxi). You should attend all lessons and please do not get into any trouble at school.

You will **NOT** be entertained in the home if you do not go to school when you are supposed to.



Meetings

There may be regular meetings to discuss you and your life, several different people may attend. Your key worker will explain who they are and why they have been invited. You will be supported to attend and have your voice.

Placement Meetings

Once you have settled in, we will have a placement meeting. This is a meeting with your social worker and is an opportunity for you to tell us how you feel and what you want to gain from your time here. This meeting will happen within 3 days of you moving in with us. These meetings are all about your care and what plans you have for the future so it's important that you come to these and have your say.

Core Group and Review Meetings.

These meetings plan for your future and will include health, education, religious needs and contact with people who are important to you. You and your family will be invited to take part in these meetings. It is important you are there to have your say about YOUR future! If you want to, before these meetings you can speak to the Independent Chairperson, who is there to ensure your best interests are being met and tell them how you feel and what you would like to happen.

Young People Meetings

Every week you will be encouraged to take part in the "young people's meeting"

This is your opportunity to have your say about the home, about meals, activities you would like to participate in, any news you would like to share.

Staff will be there to guide you as to what is appropriate to discuss at these meetings as some issues may be better discussed privately.



Always Remember You are entitled to privacy and you don't have to share your thoughts and feelings with us until you are ready.

Your Behaviour

**Everyone likes to see good,
people respond better to politeness and respect.**

Staff at Berwyn in Wilcott aim to be open and honest with you, show you positive role modelling, using our experience and training to support you and challenge you to be the best you can be.

Positive and kind behaviour is recognised and celebrated.



There may be times when we have to put a consequence in place for undesired behaviour, If there is ever a need for a consequence, we will explain the reasons to you and you will be able to have your say, we can then discuss how we can move forward in a positive way. This is called a making it right meeting.



Positive Behaviour = Reward

Negative Behaviour = Consequence

There are more reasons for you to be well behaved, well mannered, polite and help around the home than there are for you to be rude, abusive, aggressive and misbehave.



Bullying Hurts!

What is Bullying?

Bullying is a way of being cruel and unkind to another person. These are just some of the ways it can happen:

- Hurting others: slapping, hitting, punching, pinching, kicking, biting, pushing, hair pulling, scratching.
- Frightening others: telling them you will get them later or something horrible will happen.
- Making people feel that no one likes them.
- Name calling, making people feel they are ugly or stupid because they may be different from you.
- Touching people when they do not want not be touched.

If you are bullied, you must get help!

Talk to someone. This can be your key worker, social worker or an advocate. Staff should make sure you are protected from harm. If you feel shy about asking for help, ring one of the numbers in the back of this booklet. If you have a friend to support you, you could ask them to come with you to ask for help.

It is **ALWAYS** important to report bullying. It is not telling tales, or “grassing”, it is keeping safe!

What if an adult is bullying you?

You should tell another adult straight away. You could tell another member of staff, a carer, a teacher or your social worker. You could phone one of the numbers listed in the back of this booklet.

Bullying is not acceptable , will NOT be tolerated
and will be treated very seriously.

Social Time

When you move to Berwyn in Wilcott, staff will show you the local community.



Once you know the area a risk assessment will be completed and dependent on your age and personal circumstances we will assess if you are safe and responsible enough to go out and about on your own. During social time you will be expected to keep in touch and let staff always know your plans .

If staff feel that you are not keeping yourself safe and that you could endanger yourself in any way then your key worker will discuss this with you and there may be a need over a period of agreed time, for you to have staff supervision/presence when accessing the community.

Missing from the Home

Being SAFE is the most important thing to us.

We want you to have fun and see your friends, but we need to ensure you are safe and sensible.

Should you leave Berwyn without being given permission to do so, if staff are unable to find you or if you refuse to return to the home, you will be reported to the Police.

When you do return to the home, an independent visitor (usually your Social Worker) will come and talk to you about the reasons why you left and support you to resolve any worries or concerns that you may have.

The Police may also be called if you cause deliberate damage to the home or cause problems in the local community.

MISSING

Internet Use

You will have access to the homes iPad. that can be used for education purposes and family contact.



Staff will monitor use, and an agreement with your family and social worker will be agreed, on what is acceptable for you.

The wi-fi is has parental access.

Contact & Mobile Phones



Contact with your friends and family is strongly encouraged in agreement with your placement plans.

All young people have access to the landline telephone that is located within the dining room. This phone is not to be used inappropriately.

If you have a mobile phone, an agreement of expectation will be agreed with your family and social worker.

All electronic devices need to be switched off and encouraged to be handed in to staff each night for safety and your well-being.

Friends/Visitors

This is your home and you can invite friends here but check with staff first.

Because you live with someone else, we need to ensure arrangements involve you both.

Inspections and Official Visitors

Regulation 44 & Ofsted

The Children's Act 1989 and the Guide to Children's Homes Regulations call for Independent Visitors to inspect the home every month.

The visitor is Angela Griffiths from an organisation called Children's Home Improvements (CHI) and they may wish to talk with you about how you feel life at Wilcott is. This helps us to care for you the best that we can.

The National Care Standards Act 2000 also requires the home to be inspected up to twice yearly by OFSTED. These inspectors spend one or two days looking at the home, checking paperwork and seeing how the staff look after you. They may also talk with you about how your stay is progressing.

Should you wish to, you can contact the Independent Visitor or Ofsted on:

- CHI: angela.griffiths@childrenshomesimprovement.co.uk
- Ofsted: 0300 1231231



Important Personal Contacts for you to remember are:

Your Social Worker is:

Your IRO (Independent Reviewing officer) is:

Your Advocate is:

We have a file with Advocacy Information. Advocates are Independent people that can support you in addition to your social care team. We have lots of details so please ask if you are interested in seeing how an advocate can help.

Complaints

If you or your family are unhappy about anything whilst you are here, we have a Complaints Policy. Lots of things can be sorted out if you talk to the people around you. For example, your key worker, a member of staff you feel comfortable with or your social worker.

If talking to a member of staff or your social worker does not help, then you can make a formal complaint, you will have the Department Complaints Procedure explained to you in full on admission to the home.

Shropshire Council has an agreement with Coram Voice. Coram Voice is an independent service for young people which provides advocacy, independent representatives and independent persons for complaints investigations.

Alternatively, young people can contact Ofsted, Childline or a number of other independent agencies.

<p>Complaints Officer: 01743 253991 Ofsted: 0300 1231231 Childline: 0800 1111 Coram Voice: 0202 78335792</p>	<p>Children's Commissioner: 0800 5280731 NSPCC: 0800 8005000 Police: 0300 3333000 Children's Home Improvements: Angela on 07720 431298</p>
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It is important that you know that you can contact Ofsted at any time

Ofsted National Business Unit
Piccadilly Gate, Store Street
Manchester M1 2WD
Tel: 03001231231

The Children's Commissioner for England
Sanctuary Buildings
20 Great Smith Street
London SW1P 3BT
Tel: 020 7783 8330

Care Leavers Association
40 Fountain Street
4th Floor Manchester
M2 2BE

Now for the Good Stuff

Pocket Money

All young people will be set up with a bank account and staff will pay your pocket money into your account on a weekly basis. The amount you get is set by the Local Authority, reviewed annually and will depend on your age.

The rates are:

Age 11 – 13	£ 8.39
Age 14 –15	£10.18
Age 16	£11.65

To receive your pocket money, you need to keep your bedroom and bathroom clean and tidy. You may be asked to complete some chores around the house.

We encourage you to save some of your pocket money.

If it's acceptable to do, then we will encourage and support you to look for a part-time job to help with your life skills.

Clothing and Personal Needs

Clothing and personal needs (toiletries etc) will be provided when you need them after consultation with your family if appropriate.

Birthdays, Christmas and Festivals

We want to help you celebrate your Birthday, Christmas or festivals. Your keyworker will help you plan for these special occasions and will help you to spend your Festival / Birthday allowance that you get from the home wisely. The amount you get is set by the Local Authority and will depend on your age.



Current Birthday rates are:

Age 11—13	£62.00
Age 14—15	£68.00
Age 16+	£74.00



Current Festival rates are:

Age 11—13	£64.00
Age 14—15	£66.00
Age 16+	£68.00

Religious and Cultural Needs

At Berwyn we value the multi-cultural nature of society and we aim to provide a living environment which reflects these values.

When you come to stay, we will ask about your religion and cultural needs so we can support you where this is appropriate.

We also support you to understand your background and develop a positive identity/ personality.

Equality & Diversity

The staff at Berwyn respect your values and beliefs and we will support you to meet your potential. However, your values and beliefs should not affect others.



We all come from different backgrounds, when you live with others you need to learn to compromise and accept each other's values, opinions, personality and background.

Activities & Leisure

Activities will be offered and suggested, but they will be dependent on school attendance and positive behaviours!



You will be actively encouraged to pursue your hobbies and leisure interests - where appropriate. You will also be supported to try something new and join clubs outside of the home; this will enable you to make new friends, as well as socialise with your existing friends 😊

In Shropshire, there are lots of things to do, so you should never be bored. The Sports Village and other leisure centres offer various activities such as: football; keep-fit; swimming and trampolining. There is a local bowling alley, a cinema, ice skating rink, horse riding, the library and of course there is shopping and the great outdoors. The list is endless!

Don't worry if you are not the outdoor type because there are other pastimes you can do within the home such as: listening to music, watching TV, completing puzzles, reading books, making crafts or using the games consoles that we have for all to enjoy.

Thank You for taking time to read this Guide!

We really hope it has helped you to understand a little more about Berwyn Cottage

Remember if you have any questions, whatever it may be... you only need to ask, there are always plenty of people always and we are all here to help you 😊



Berwyn Cottage telephone number is 01743 741625

On call is 07458054147

Your Social Worker is

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Their contact number is