

Chelmaren

Your Guide to

CHELMAREN

June 2020

A Message from the Homes Manager

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

We hope this book helps to answer any questions that you might have about living at Chelmaren. If we have missed anything out or something you are not sure about please ask any of the staff 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 Chelmaren 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”

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**About the Home**

Chelmaren is a 7 bedroomed, detached house located in a small village on the outskirts of Shrewsbury called Bomere Heath. The village has local facilities which you can use including a convenience store, post office, hairdressers and a play park. There is also a Bus Service to Shrewsbury.

At any one time there can be 5 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, a dining room and a big conservatory that can be used as a games area.

Downstairs also has the staff office, 3 young person’s bedrooms, 2 bathrooms and 1 staff sleep-in room. Upstairs is 2 young person’s bedrooms, 1 bathroom and 1 staff sleep-in room – don’t worry, staff sleep-in rooms have an en-suite so you don’t have to share a bathroom with them!

Outside is the Managers Office, Team Meeting Room and the Garage has been converted to an office, which you can use at times to do crafts and homework 😊

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:**

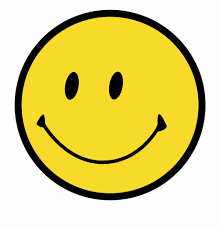
* Be treated as an individual
* Live in a safe environment and be treated with respect and dignity
* Get the highest quality of care, regardless of your age or background.
* Be encouraged and enabled to share responsibility for your life and be involved in any decisions affecting you.
* Be listened to 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 Chelmaren?**

* 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 residents or staff
* 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**

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**The Team**

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| --- | --- |
| **Jo Rocke**  Registered Manager | **Calum Yorke**  Deputy Manager |
| **Hervin Francis**  Shift Leader | **Colin Smith**  Shift Leader |
| **Adam Walder**  Shift Leader | **Adam Young**  Residential Care Worker (RCW) |
| **Alan Bray**  Residential Care Worker (RCW) | C:\Users\cc131580\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\B6IYBV9B\prem.jpg  **Prem Anandh**  Residential Care Worker (RCW) |
| **Jayne Ryan**  Residential Care Worker (RCW) | C:\Users\cc131580\Desktop\IMG_8034.jpg  **Lisa Lewis**  Residential Care Worker (RCW) |

**The Team**

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| --- | --- |
| **Martha Draycott**  Residential Care Worker (RCW) | **Amman Gidda**  Residential Care Worker (RCW) |
| **Lisa Hall**  Residential Care Worker (RCW) | **Jo Berrow**  Residential Care Worker (RCW) |
| **Jenny Hone**  House Keeper |  |
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**Keyworker**

When you arrive at Chelmaren you will be given a key worker, they will help you to settle in and explain how things work here.

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

Your Keyworker will:-

* Take you out every week for a keyworker session, this will be time where you can address any problems or worries 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, if you want to.
* 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, whether great, good or bad. 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 of 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 Chelmaren is aimed at getting 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 to keep yourself clean, 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 at Chelmaren for whatever reason then there are some helpful phone numbers at the back of this book.

**Bedrooms & Bedtimes**

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You will have your own bedroom with your own

key. This is your “private space” and other

residents 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 nights sleep to be healthy and prepared to enjoy and achieve. We will support and encourage you to do this. You are required to hand in your mobile phone every evening to ensure you can switch off and get a good rest – this for your well being.

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 school; if you are not in school, you still have to be up by 9.00 am. At weekends, you can have a bit of a lie in.

If any young person refuses to attend school, staff will request their tv power lead during the hours 11pm-7am. If you hide or refuse to hand it in and as a last resort , power to your room will be switched off in order to maintain routine, structure and promote a good nights sleep

**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.

Chelmaren is a non-smoking premises.  The minimum

age is **18** to buy cigarettes, rolling tobacco, cigarette

papers and other smoking products.

**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.

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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.

To promote fire safety, we may turn off power supplies at night to ensure everyone is safe whilst sleeping.

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 your-

self enough time to have breakfast in the morning. This should be 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 Housekeeper will prepare your meals Monday to Friday and young people and staff will prepare meals over the weekends and Bank Holidays. Dinner is normally between 5.30pm and 6.30pm. You will find the weekly dinner menu on the black-

board in the Dining Room.

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 meal times and clearing up afterwards! Wherever possible, everyone is encouraged to eat together at meal times, this provides the opportunity to talk about our day.

Occasionally, you will be taken out for a meal with staff.



**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 anytime on your own or with a member of staff.

When you arrive at Chelmaren 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.

Maggie Braun is our LAC Designated Nurse

If you think that you would like to talk to somebody about your thoughts or feelings, Patrick Ellis from CAMHS may be able to help.

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 made comfortable or be entertained in the home if you do not go to school when you are supposed to and you will not be offered any activities that day / evening.



**Meetings**

During your stay at Chelmaren there will be meetings held with you. There may be several different people at some meetings. Your key worker will explain who they are and why they have been invited.

**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 really important that you come to these and have your say.

**Core Group and Review Meetings.**

These meetings plan ahead 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 take part in the “young people’s meeting” with all the other young people living at Chelmaren.

During this meeting you will have discussions about what works well and what doesn’t work well within the home and discuss any issues or ideas you may have. These meetings give you a regular chance to have a say in how your home is run It is also a chance for staff to pass on information to you so its really important you take part and attend.

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.**

One of the things we like to do at Chelmaren is to try and keep everything as **positive** as possible.

Rewards can be given for positive behaviour such as doing well in Education, helping around the home with house chores and consistently sticking to house rules.

There may also be times when we have to put a consequence in place, these will always be appropriate to whatever behaviour you have shown i.e. cleaning parts of the home if you have made a mess, repairing something that you have broken, transport bans if you have misbehaved whilst in the homes car or payment from your pocket money for any deliberate damage you cause.

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.

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.**

Anti Bullying Campaign: 0207 3781446 www.bullying.co.uk

[Helpline 0808 800 2222](https://familylives.org.uk/how-we-can-help/confidential-helpline/)

**Social Time**



When you arrive at Chelmaren, 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 know your plans at all times.

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 adhere to. We want you to enjoy your time at Chelmaren and to become as Independent as possible.

Should you leave Chelmaren 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 back 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.



**Internet Use**



Chelmaren has an IPad with Wi-Fi access

that can be used for education purposes

and family contact. We have guest WIFI

for the young people.

**IPad use is a privilege and is not to be used inappropriately.**

Wifi within the house will be switched off at 22:00 school days but extended to 22.30. during weekends and school holidays

**Contact & Mobile Phones**

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Contact with your friends and family is encouraged as long as there are no reasons why you should not see a particular person. This would be recorded on your care plan.

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, a contract will need to be signed and mobile phones will need to be handed in to staff every night.**

**Friends/Visitors**

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

Because you are one of five young people here, we try to make it fair for everyone. If the home becomes unsettled whilst friends are visiting, staff may ask them to leave early or to come back another time.

These rules do not apply to your family or Social Worker.

**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 Chelmaren 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](mailto: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](http://trixresources.proceduresonline.com/nat_key/keywords/voice.html). 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.

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| --- | --- |
| Complaints Officer: 01743 253991  Ofsted:0300 1231231  Childline: 0800 1111  Coram Voice: 0202 78335792 | Children’s Commissioner: 0800 5280731  NSPCC: 0800 8005000  Police: 0300 3333000  Childrens Home Improvements: Angela on 07720 431298 |

**It is Important that you know that you can contact Ofsted at anytime** 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

You will get your pocket money after you have been seen to complete your jobs which include tidy your bedroom, changing and making the bed and any washing that may need doing. If you are 16 and not contributing to work or college, then pocket money will be reduced to £7.60

**Your pocket money may go into savings or be reduced if you cause damage or misspend money given to you for something else e.g. bus fare or dinner money**. Any deductions will be recorded on your pocket money sheet.

If appropriate, you will be encouraged and supported to look for a part-time job to supplement your pocket

**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 Chelmaren 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 Chelmaren respect your

values and beliefs and we will support

you to meet your potential. However, your values and beliefs should not effect others.

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

**Activities & Leisure**

Activities will be offered during your time at Chelmaren, but they will be dependent on school attendance and staff seeing desired behaviours!

Every week, usually during the Young Peoples Meeting you will complete a weekly planner with staff which will have any activities you have chosen to do. This is an important weekly task to ensure all young people’s requests for activities are known in advance so they can be planned for BUT … **if you don’t participate then you may find you miss out if it is a last minute request!**



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.

**if you do not go to school when you are supposed to you will not be offered any activities during that day / evening.**

**Thank You for taking time to read this Guide!**

**We really hope it has helped you to understand a little more**

**about life at Chelmaren ….**

**Remember if you have any questions, what ever it may be… you only need to ask, there are always plenty of people always and**

**we are all here to help you 😊**

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