

Welcome to Devon



Devonia

Hello and welcome to Devonia

Our home is a house where young people who are not able to live with their families are looked after by carers who will keep you safe.

We have made this book for you to explain about Devonia. We hope you like it and get to know more about us.

A bit about Devonian .

Your new home, Devonian is just outside a small countryside town called Montford Bridge. It is close to a larger town called Shrewsbury.

Devonian is a 4 bedroom house with a large garden and plenty of space for everyone to enjoy.

We look after two young people at Devonian, you and one other. You and the other young person will each have your own private bedroom in the house and the other two bedrooms are for carers to sleepover in.

We also have a lounge with a large TV and comfy furniture to relax on . There is a dining room where you can eat your tea or do crafts and hobbies.

Our values

Passion- We want the best for the children and young people living at Devonian.

Regard- We care for and respect one another. We tell people when they have done something good.

Acceptance- We try to be accepting and understanding of each other's feelings and beliefs even when they are not our own. We accept the feelings of others even when we don't like the behaviour the feeling caused.

Integrity- We are open and honest with each other. We aim to meet our values and principles in as much as we can at all times.

Support- We support each other as much as we can; giving our best in all situations to work together to do good things.

Empathy- We try to understand feelings as best we can.

Activities

There are lots of things to do and see in the area:

- ▶ Bowling Alley's
- ▶ Multi-Screen Cinema
- ▶ Shrewsbury Town Park
- ▶ Swimming Pool
- ▶ Gymnasiums
- ▶ Youth Clubs
- ▶ Country Walks
- ▶ Shrewsbury College
- ▶ Local Schools
- ▶ Places of Worship to meet all Religious Persuasions

If there is something that you really enjoy doing then please tell one of the carers at the home, we will do our very best to ensure that you can do the things that make you happy.



Hi, my name is Dan and I am the manager at Devon.

The carers at Devon are all here to help you feel safe as well as to make sure that you are looked after properly. You can talk to any of the carers in the house whenever you want to and they will be as helpful as they can. You will have a key worker, your key worker will try and help to make sure you have all the things you need.

Meet the team.

Chloe, Deputy
Manager.
Chloe likes
dancing and
Disney



Ian
Ian likes to
spend his
spare time
reading,
and going
for long
walks with
his dogs.



James
James loves to
swim, explore
new places
and spend
time with his
friends.



Jess

Jess enjoys rock music and motorbikes.



Kim

Kim likes football and supports Shrewsbury and Chelsea. Kim also enjoys days out at the seaside and walking her dogs.



Paige

Paige enjoys learning, shopping and Netflix.



Sarah

Sarah enjoys cycling and swimming, as well as art and playing the keyboard.



John

John's hobbies include gardening, looking after his animals and playing his guitar.



Sophie

Sophie loves to read and taking her dogs out on long walks.



Sarah

Sarah loves
walking her dog,
weightlifting and
Zumba!



We have a Garden where you can relax or have fun.



There is a kitchen, dining room, and lounge. We have two bathrooms; one upstairs and one downstairs.

We encourage you to personalise your bedroom, we will help you do this if you wish for us to do so.



Feel free to start thinking about idea's about how you would like your bedroom to look so we can start shopping.

Fire precautions:

There are fire notices around the building for your attention, please read them; they are for your safety. If you can't read or don't understand them carer will explain them to you.

A carer will explain the safest route to leave the building from your bedroom.

If the fire alarm sounds you must leave the building immediately by the nearest exit and meet at the end of the drive by the gate. 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 evening**; knowing and doing the drill could save your life.

Smoking:

You are **NOT** allowed to smoke anywhere in the building. Devonian is a non-smoking building.

If you smoke the carers in the home will try to discourage you from smoking and we will make sure you are able get help to give up.

Daily Routine

The daily routine of Devonian 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 dependant 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, the carers will show or help you.

Lets talk food!!!

You can help to choose the meals for the home and your suggestions are always welcome.

Different dietary needs will be catered for, for example to meet religious beliefs and requirements, or if you are, for example vegetarian.

Meal times are within your personal rules, structure and boundaries sheet. We also have snacks.

Education:

The law says you must go to education or training if you are of school age.

Your education is very important.

Carers at the home are committed to making sure that your educational needs are met.

Carers 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.

Religious and Cultural Needs:

At Devonian 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 with this.

Bedrooms, routines and rules

You will have your own bedroom . This is your “private space”.

You are expected to keep your own room tidy and this will be checked daily. Young people are not allowed in each others bedroom.

We feel it is very important for you to have a good nights sleep and we will support and help you do this.

The time you will be expected to go to bed will be dependent on your age but at weekends bedtimes may vary depending on what you are doing and your plans.

Your bedroom is yours whilst you are here, however, if we are worried you are not safe we will complete a room search. This is because we want you to be safe. We will tell you if we do a room search as we are aware it is upsetting if we are in your private space.

We may use something that alerts us if your door opens at night time after you have settled to bed. We will only use this if we think it is something that will help keep you safe. We will ask your Social Worker first and this will be something that is in your Care Plan if we use it.

Your Behaviour:

People respond to you better if you are polite and respect others. We will reward you for achievements and when you doing well.

There are consequences to every action. Sometimes the carers in the home will need to put a consequence in place if you have done something unsafe or something that upsets somebody else. These might be you cleaning parts of the home if you have made a mess, repairing something that you have broken, loss of an activity or payment from pocket money for deliberate damage of items or the building. If someone is upset about something that has happened we will have a meeting to try and make things right.

There may be other consequences to actions but we will never deliberately hurt you physically or emotionally.

If you leave the home without permission and carers can't find you or get you to come back, you will be reported to the Police. You may be returned to the home by the Police. Back in the home, an independent visitor (usually your Social Worker) will come and talk to you about going missing and what we can do to help. There might be a consequence to going missing in order to make sure you are safe.

You will have an opportunity to discuss consequences with carers before and after they have happened. All consequences, positive and negative, are recorded in a book. You can look at this book with a carer.

Meetings:

Whilst living at Devonian there will be meetings held with you to help make plans to help you achieve positive things. There will be Care planning meeting's 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 will be invited to take part in these meetings. These meetings are very important so make sure you are there to have your say about your future. You can speak to the independent chair person before a review meeting, on your own, to say how you feel about being looked after.

In some meetings, especially at your review, there may be quite a few people present. carers from the home will be able to explain to you the different people that may be invited to your meetings.

Time with family:

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

There is a telephone provided for you to contact your family and social workers.

You will be allowed to use Devonian's house phone to ring people, there may be rules and boundaries about this as part of your care plan.

Friends/Visitors

We love it when your friends and family come to visit.

This is your home but you must always check with the adults and get agreement before inviting anyone to the home. This is to keep everyone safe.

Health:

Your health is very important.

You will be offered a medical assessment soon after you get here.

Carers will help you with appointments to see your doctor, dentist, optician or anyone else concerned with meeting your health needs.

You can make your own appointments or ask a carer to do this for you.

You can see your own Doctor at anytime on your own or with a carer.

Helping you to be healthy:

We want to support you to be healthy and feel good.

Carers will help you to choose healthy meal options for the week on a menu planner. The house will always have fruit and other healthy snacks.

We would like to help you to do some healthy activities in the week like swimming, trampolining, football or netball, carers will discuss this with you and help you to decide what you want to do on your activity planner that gets filled in every week.

There could be things that might help you with your emotional health like meditation or mindfulness. There is so much to try out so carers will go through the options with you.

Peer on peer abuse:

What is Peer on peer abuse?

Peer on peer abuse 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 or hurt you must tell someone!

Talk to someone. This can be carers in the home, your social worker or someone else like Childline. The carers 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 help you to get help.

It is **ALWAYS** important to report bullying and abuse. It is not telling tales, it is about keeping safe.

Peer on peer abuse:

We encourage residents to respect each other and treat others, as they would like to be treated. Abuse and or Bullying is not acceptable and will be treated very seriously.

What if an adult is being abusive or bullying you?

You should tell a carer straight away. You could tell another carer, the home manager, a teacher or your social worker.

Or you could phone one of the numbers in the back of this booklet.

Sharing information:

We will only share information about you with agreed people who need to know it.

You may want to have a private conversation with a carer. This is ok but it may need to be shared with another person if what you have said means that you or someone else is not safe or it helps us to look after you.

Complaints:

If you or your family are unhappy about anything whilst you are here, there is something you can do about it.

Lots of things can be sorted out if you talk to the people around you. For example: an carer in the home that you feel comfortable with, or your social worker.

If talking to an carer in the home or your social worker does not help, then you can make a formal complaint, you will have the Complaints Procedure explained to you in full on when you come to live at 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. The carers in the house can help you contact Coram Voice arrange a meeting with them.

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

Check out the next page which makes this more simple.

**I AM NOT HAPPY
ABOUT SOMETHING**

**Carers will talk to you
in private and write
down with you the
reasons**

**I am happy
my complaint
is resolved**

**The carer might
not be able to
give you
answers, but will
keep you
informed what is
happening**

**The carer will
come and talk to
you in private to
tell you the result
of your complaint**

**I am happy
my
complaint
is resolved**

**I am not happy
with the result**

Ofsted Tel: 08456 404040
Childline: 0800 1111
NSPCC: 0808 800 5000

**This is ok you
can talk to:
another home
manager, area
manager, your
social worker,
Ofsted, Childline
or anyone else
you feel
comfortable
talking with.**

Inspection and Official Visitors:

The Guide to Children's Homes Regulations 2015 asks for us to have Independent Visitors to inspect the home every month.

These visitors are from Action for Children and they may wish to talk with you about how you feel life at Devonian is going. 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 Action for Children or Ofsted:

Action for Children: Valerie Tulloch 07720431298

Ofsted: 0300 1231231

Useful details-

The Home phone number is:

01691 772993

The Registered manager is called Dan Old, you can ask a carer in the home if you want to speak to him or wait until he comes into the home.

Helpful numbers:

Agency	Number
Ofsted	0300 1231231
Children's Commissioner	02077838330
NSPCC	0800 800500
Police	101
Complaints	01743 253991
Child line	0800 1111
Coram Advocacy	0202 78335792
Action for Children	0300 1232112

Thank you for taking time to read your Welcome Book.

Please remember that you can speak to a carer in
the home at any time if you have any questions.

Young Person Signature:

Carer Signature: