

Welcome to Ifton



Ifton

Hello and welcome to Ifton

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

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

A bit about Ifton.

Your new home, Ifton is just outside a small town called Oswestry. It is close to a city called Wrexham and a large town called Shrewsbury.

Ifton is a three bedroom house with a large garden and a driveway.

You will have your own bedroom with en-suite bathroom and the other two bedrooms are for staff to sleepover in.

We also have a lounge with a large TV and access to Netflix. There is a dining room where you can eat your tea.

Within St Martins there are a number of activities that you can participate in and staff will help you find out about these.



Hi, my name is Matt and
I am the manager at Ifton.

The adults at Ifton 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 adults 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 make sure you have all the things you need.

Meet the team.



Caron ,
Deputy
Manager.



Kirstie,
RCW



Mark,
RCW



Dave,
RCW



Tristian,
RCW

Meet the team

Brenda
RCW



Kev,
RCW



Kath,
RCW



Sophie,
RCW



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

There is a kitchen, dining room, and lounge. Ifton only look after one you person so you have your own bedroom and bathroom.



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 the fire alarm sounds you must leave the building immediately by the nearest exit and meet at the car park down the road. 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.

Smoking:

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

Staff will try to discourage you from smoking and if you want to give up, we will make sure you get help. If you are under 14 years old we will talk to your parents/carers about you smoking.

Daily Routine

The daily routine of Ifton 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, staff 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 flexible and we do allow for snacks..

Education:

The law says you must go to education or training 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.

Staff 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 Ifton 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.

Bedrooms, routines and rules

You will have your own bedroom with your own en-suite. This is your “private space”.

You are expected to keep your own room tidy and this will be checked daily.

We feel it is very important for you to have a good night's 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 this is upsetting we are in your private space.

Your Behaviour:

We like good behaviour and people respond to you better if you are polite and respect others.

If you misbehave, there are sanctions that staff can so you understand the seriousness of certain behaviour. These might be you cleaning parts of the home if you have made a mess, repairing something that you have broken, your TV or console being removed for a period of time, loss of paid activity or payment from pocket money for deliberate damage of items or the building.

There may be other sanctions that are used to challenge unacceptable behaviour.

If you run away (abscond) and staff can't find you or get you to come back, you will be reported to the Police. You may be arrested and returned to the home. Back in the home, an independent visitor (usually your Social Worker) will come and talk to you about absconding and you may receive a sanction.

You will have an opportunity to discuss sanctions with staff before and after they have been applied. All sanctions, positive and negative, are recorded in the book. You can look at this book with a member of staff.

Meetings:

Whilst living at Ifton there will be meetings held with you. 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 and your family 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. Staff 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 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 Ifton's house phone to ring people.

Friends/Visitors

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

This is your home but you must always check with staff before inviting anyone to the home

Health:

Your health is very important.

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

Staff 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 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.

Bullying:

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 staff in the home, your social worker or someone from CARS. 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.

Bullying:

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

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 in the back of this booklet.

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: 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.

Check out the next page which makes this more simple.

**I AM NOT HAPPY
ABOUT SOMETHING**



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



**I am happy
my complaint
is resolved**



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



**The adult 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:
An another
home manager,
area manager,
your social
worker, Ofsted,
Childline or
anyone else you
feel comfortable
talking with.**

Inspection and Official Visitors:

The Children's Act 1989 and the Guide to Children's Homes Regulations call for 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 Ifton 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 Action for Children or Ofsted:

Action for Children: Valerie Tulloch 07720431298

Ofsted: 0300 1231231

Where I live

School house, Ifton Heath school, St Martin's,
Oswestry, SY11 3DH.

Home phone number is:

01691 772993

●Registered manager is call Matt Renshaw

Helpful numbers:

Agency	Number
Ofstead	0300 1231231
NSPCC	0800 800500
Police	101
Complaints	01743 253991
Child line	0800 1111
Corum 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 any member of your care team at any time if you have any questions.

Please sign below:

Young Person.....

Date.....

Carer.....

Date.....