



CHILDREN'S GUIDE

CONTENTS

Page No.

Introduction	4
Equal Opportunitites Statement	4
How Long Will I Have To Stay Here?	5
How Many Young People Live Here?	5
Will I Have My Own Room?	5
How Much Pocket Money Will I Receive?	6
Will I Have To Do Chores?	6
Can My Friends Visit?	6
Can My Visitors Stay Overnight?	7
Can I Stay Overnight At A Friends?	7
What Time Will I Have To Be In?	7
Do I Have A Key-Worker?	7
What Other Support Is Available?	8
Can I Make Phone Calls?	8
Can I Cook My Own Food?	8
Can I Have A TV In My Room?	9
Can I Use The Washing Machine?	9
Complaints Procedure	9
Education and Leisure Activities	10
Combating Bullying	11

CONTENTS	Page No.
Absconding/Unauthorised Absence	11
Fire Instructions	12
Health And Safety Policy	12
First Aid Box	12
If You Feel Unwell	13
Medication	13
Sex Matters	13
Personal Information	14
Medical Information	15
Illnesses Suffered From	15
Preparation For Leaving Care	16
House Rules	17-19
Useful Telephone Numbers	20
Declaration	21-22

Introduction

Welcome to Ocean View Lodge. We hope you will be happy here; we will do all we can to ensure your time with us is both enjoyable and helpful to your personal growth and development.

At Ocean View Lodge we want to make sure all your needs are met, and that this is the home where you can feel safe, stable and supported.

We aim to: -

- Protect and uphold your dignity and rights.
- Provide a home that considers your race, culture, religion and where you are at in your life.
- Work in partnership with all the people involved in your care.
- Provide a nurturing and stimulating environment which encourages you to grow strong in all aspects of your life.
- Provide Residential care workers that will help you in meeting your needs.
- Provide you with accommodation specifically designed for your individual care and privacy.

Equal Opportunities Statement

Ocean View Lodge is totally committed to the principle of equal opportunity. That is everyone is treated fairly and without discrimination, no matter what race, religion, language, culture, sexual orientation, age or gender the person has.

Ocean View Lodge values the differences we all have, and will seek to encourage that attitude in the staff and children.

We understand that this may be a difficult and confusing time for you, but please do not be anxious about asking any questions; staff are always available and will do their best to help you.

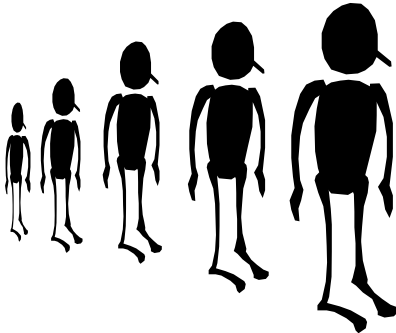
To help make things a little easier, we have produced this booklet to give answers to some of the questions you may have. More detailed information can be found in the Handbook located in the Office.

How Long Will I Have To Stay Here?



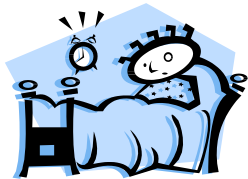
This will depend entirely on you and your social worker. We will only agree to your placement if you and your social worker think it will work for you. If for any reason you are not happy you must let us know so we can work things out.

How Many Young People Live Here?



There are enough bedrooms for 6 young people at the home.

Will I Have My Own Room?



You will have your own room and you will be encouraged to personalise it, within certain boundaries. Bedding will be provided. It will be your responsibility to keep your room clean. As this home is regulated by law we will need to do health and safety checks in your room to ensure that you are safe and any hazards do not also place other parts of the home/persons at risk.

You will be given a key for your room, which you must not give to anyone – this includes family members. Lost or damaged keys must be reported immediately to a member of staff, and you have to pay for a replacement key.

We cannot accept any responsibility for any item in your room if you fail to comply with this.

How Much Money Will Be Allocated To Me?

You will be allocated money in accordance with an age criteria on a weekly basis to cover your pocket money. Additionally £5.00 a week will be held by Ocean View Lodge as part of your savings.

Age	£
8 to 11	£6.50
12	£7.00
13	£8.00
14	£12.00
15	£12.00
16+	£13.00

You will be having an allocation of £15.00 a month for toiletries, which is held by staff. (Receipts **must** be produced or spending will be supervised.) If you require any other items this will be assessed based on gender, race or religious beliefs.

You will also be issued with a card to use the pay phone, or a credit of £5.00, if you have a mobile phone a week.

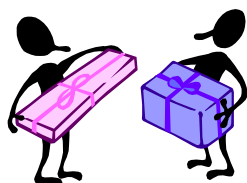
You will be allocated a set amount of £50 per month to cover clothing. This will be spent under the supervision of a member of staff

Will I Have To Do Chores?



As part of your routine, you will be expected to help with the chores in the home. This is not a punishment but is part of your learning and will help to keep the home safe and clean.

Can My Friends Visit?



You may invite your friends to your home, but this should be discussed with the other young people who live in the home and the staff team.

Visitors are only allowed two at any one time. Issues of safety and risk must be considered for all individuals.

You must understand that the staff team can terminate contact with a particular individual or group of individuals if they feel that you are at risk or that the relationship is inappropriate. It is important that:

- You ask permission before bringing someone into the home
- Take responsibility for your friend
- Make sure that the individual has permission from their parent or guardian
- The person coming into the home must respect others who live in the home.
- You may show a visitor your room but they cannot remain in your room

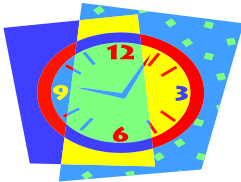
Can My Visitors Stay Overnight?

No. We have a responsibility to make sure that all the young people living at Ocean View Lodge are safe and secure and having non-resident people staying overnight could cause discomfort or harm to others.

Can I Stay Overnight At A Friends?

This can only happen by special written agreement from your social worker or placing authority. This includes overnight stays with family members.

What Time Will I Have To Be In?



This will depend on your age, but everyone is expected to be **in** by **10.00pm** during weekdays and **11.00pm** at weekends, unless special arrangements have been made for you to be late.

Do I Have A Key-Worker?



Yes, you will have a key-worker. Their role will be set out in the initial care plan. Your key worker will be responsible for:

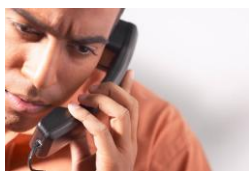
- The administration of your personal file
- Providing you with individual time
- Acting as your advocate



You will be expected to meet with her/him at least fortnightly to go through your care plan and work out a programme just for you to help you to become independent.

Your key-worker is also there to talk to you about anything that may be bothering you.

What Other Support Is Available?



need regarding provided with within the home and also externally to ensure that you develop a sense of your identity.



You may be provided with any specialist support from trained professionals who your social worker will refer to. Additionally, if you have a particular religious, cultural, racial, linguistic or educational need or a specific disability or sexual orientation you will be the guidance and support needed from

Can I Make Phone Calls?



Yes! There is a payphone for your use however during education times you will be requested from doing this as this will cause disruption to your education. Be considerate as abusing the phone will cause us to impose restrictions on its use.

Friends may call you on the phone during the day up until 9pm but no later. The staff will monitor phone calls after this period and advise you on inappropriate use.

Can I Cook My Own Food?

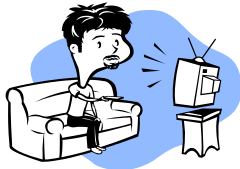


Where appropriate you will be encouraged to assist in the planning and preparation of meals. Food will be planned together a week in advance. You will be encouraged to eat a well-balanced and nutritional meal.

Any individual with a specialist diet due to health, culture, race or religion will be encouraged to share their beliefs with others in the house and we will provide any specialist food to reflect these requirements.

Use of the kitchen must be supervised to ensure safety and you will have free access to the kitchen unless there are specific safety or risk issues to be considered. If a specific programme requires independent cooking skills then you may use the kitchen unsupervised.

Can I Have A TV In My Room?



Yes, but you will have access to a television and video /DVD player. When using the video/DVD player staff must ensure that the content of the video is age appropriate and that it does not cause offense to others. Any person watching either a video or television, which raises any issues for them, should be encouraged to discuss these with a member of staff.

Can I Use The Washing Machine?



Staff will assist you initially with using the washing facilities. Then you will be expected to do your own washing. Your Key-worker will assist you with monitoring your laundry and encourage you not to leave items of clothing lying around. You will be provided with a laundry basket with a lid, which will ensure that other young people cannot access your items of clothing.

Complaints Procedure



Ocean View Lodge welcomes and encourages you and/or your family to tell us how we are doing even if that is not very well.

Complaints will be taken seriously and dealt with right away. If you have a complaint please speak to a member of staff who will provide you with the complaints procedure. We will also let you know the outcome of your complaints.

All safeguarding complaints will immediately be referred back to the authority that placed you.

Please ask your local authority social worker or residential social worker to explain the 2 stages involved in the complaints procedure.

All complaints will be recorded and within the constraints of confidentiality available for inspection by placing local authorities.

It is important that you are supported throughout this process and given every assistance and opportunity to have your views taken seriously. You will be

encouraged to discuss your complaint with individuals outside of the organisation who can offer you extra support if required.

Below are details of outside organisations which you can contact if you have a complaint.

Ofsted
Office of Children's Rights
33 Kingsway
London
WC 2B 6SE

Tel. No.: 0800528 0731

- **The Citizens Advice Bureau: 0870 126 4026**
- **Childline: 0800 1111**

All complaints are treated with confidentiality and we will not put you in a position where you feel uncomfortable and wished you had not complained.

All complaints will be recorded regardless of nature of complaint and will be placed on your file and the complaints register.

If you ask someone to make a written complaint on your behalf we will appoint someone who is independent and they will work with the unit manager and your social worker to investigate the complaint. The independent person reviews the complaint in an impartial way and their role is to ensure that the complaint is conducted fairly.

If you remain dissatisfied then you can make a further complaint with your placing authority that will take appropriate action under their procedures.

The Complaints Procedure operates within the equal opportunities framework. Staff will deal with all complaints in a non-discriminatory way. Staff will also ensure that practical assistance and support is offered to people whose first language is not English or who have communication difficulties when they make a complaint.

Education And Leisure Activities



Ocean View Lodge has a school called Ocean Lodge Independent School. We can provide access to education, which is appropriate to age, ability and aptitude and which is relevant to your particular needs.

Ocean Lodge has a focus of providing 'continuity of education'. We will engage in consultation with previous placements and local education authorities.

Ocean View Lodge will provide a desk if need in each bedroom, communal IT facilities and the opportunity for young people to study in their own time.

Activities within the home will take account of the cultural, racial, religious and any other special interests of the young people in our care. Special occasions such as birthdays will be celebrated, as the person would wish.

We will plan and facilitate both group and individual activities by providing staff and funding.

Reading material and magazines which are appropriate and not offensive to others will be made available.

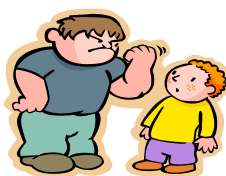


We will not allow the use of games, DVD's or videos, which have a Certificate of 18.

Caution will always be supervised when using the Internet. You will not be able to access or download inappropriate information, pictures or movies from the Internet. There will be regular monitoring of the use of the computer system to ensure that there are no breaches.

We do not condone the downloading of illegal music or videos.

Combating Bullying



This type of behaviour is unacceptable. Bullying may be whispering, staring, calling someone a name, hitting etc. any behaviour that makes someone else uncomfortable and insecure in your presence.

The prevention of bullying is the best way forward. But should it occur both staff and young people need to work together to create a positive place for all to live. We strive to minimize and stop all bullying, through the staff being observant and taking action to support the victim and help the bully to understand their own behaviour and to change the unacceptable behaviour. Also by young people being empowered to discuss the issues so that we can all work together to create a positive attitude. The staff will address issues of bullying through conversation and/ or the use of educational material or a sanction.

Absconding/Unauthorised Absence

As soon as it becomes evident that a young person has left without permission, the necessary authorities will be informed and action taken to locate whereabouts.

Fire Instructions



There will be a regular fire drill (Which may happen at any point during a 24hr period) and all young people are required to participate. Detailed instructions on what to do in the event of a fire are posted on the notice board and staff will go through this with you on a monthly basis.

Health And Safety Policy

This is an issue that affects us all. Ocean View Lodge strives to ensure that this home is comfortable and well maintained. It should be a place that all young people are proud to bring friends and family to.

- It is important that we all try to look after the furniture and the equipment provided.
- We report any damage to the staff on duty.
- We all need to play are part in the chores around the home to ensure the home is clean.
- All rooms within the home and around the house will have a daily health and safety check
- Remember smoking in the house is **Not Permitted**, as it a potential fire hazard and illegal now.
- Young people will not be allowed to have candles in their rooms or burn in scents

First Aid Box

All staff will be trained in basic first aid. All young people will be advised on basic first aid and encouraged to take a certificated First Aid course.



A first aid box will be readily available and in line with health and safety regulations. This will be kept in the Office.

If you have hurt yourself and need attention please see a member of staff immediately. Details of any treatment given will be recorded in the first aid book.

If your skin is broken the staff member treating you will wear gloves in order to ensure no infections are passed between the staff member and you.

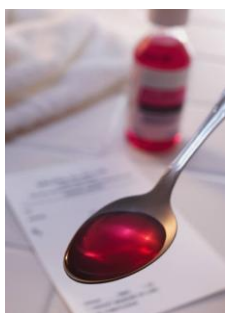
If you are hurt outside the home and you think it is serious ask for help or if you are able to reach a phone contact 999 and ask for an ambulance.

If You Feel Unwell



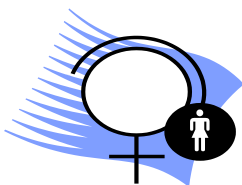
As soon as you begin to feel ill inform a member of staff. Explain clearly how you feel, what the symptoms are and how long you have been feeling this way. If you have taken or been given any form of medication inform the member of staff straight away.

Medication

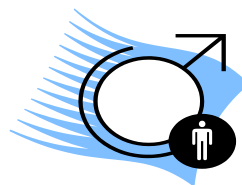


If when you arrive at the home or during your stay you are prescribed any medication you will need to hand it to a member of staff who will give it to you at the proper times. All medication will be locked away. The name and a full description, details of dosage, and the time given will be recorded in the medical book and signed.

Sex Matters



There will be individual advice, group talks and sessions on safe sex and Sexuality (both within the home and with other agencies). The types of protection, which is best for you and how to cope with the



emotional impact of an active sex life. Staff have leaflets which are available in the office and on the notice board.

Personal Information



Name:

Prefer to be called:

Date of Birth:

Date you moved in:

Address of Home:

Keyworkers Name:

Managers Name:

Doctors Details:

Name:

Address:

Tel:

Emergency No:

Social Workers Details:

Name:

Address:

Tel:

Emergency Out of hours Tel:

Support Worker:

Name:

Address:

Tel:

Preparation For Leaving Ocean View Lodge

Planning is essential to a successful transition. All significant persons i.e. the person concerned, the placing authority, parents/guardian are involved in the planning process.

A successful move to independence can only be established if young people have the building blocks in place, i.e. stability, continuity, positive self-image, self esteem, strong supportive links, positive education/training, identity and good preparation. We aim to put this in place for young people leaving our care.

For all our young people who leave us we aim to offer:

- You will be given a leaving activity
- An album of your time with us

Please help us to do this by ensuring your behavior never means for health and safety reasons or to protect another child you Must leave without this ending.

Ocean View Lodge will continue links with young people who have left for as long as the young person requires. Support from other organisations can be provided if necessary.



House Rules

1. You may have a key to your bedroom and the contents of that room are your responsibility. If you misuse your key e.g. lend it to other residents, staff may have to review whether you are responsible enough to keep it. You should take pride in the appearance and cleanliness of your room.



2. Should your behaviour be deemed as disruptive or dangerous Staff may have access when necessary, after seeking your permission and co-operation? However, with your safety in mind they may gain access noting your refusal to admit them.

3. Upon admission an itemised list of your possessions will be made. Any items which are potentially harmful to self or others will be looked after by staff or handed to your parents or social worker, e.g. knives, heavy chains, large bunches of keys, tools, cigarettes, lighters, etc. Any further use will be supervised by staff. Any further additions to the list must be accompanied by a receipt or note from a responsible adult.



3. You must inform us when you intend to leave the building, where you are going and who you intend to meet. You are not allowed to stay out later than half an hour before your normal bedtime unless you have been given special permission to do so. If you are not back half an hour after your expected return time you will be reported to the police.



4. All residents are expected to dine together. Meal times are a special occasion in one place and at a table. Do not wander around the house eating food. These are the set meal times:




Breakfast	-	7.30am- 8.30am
Lunch	-	1.00pm – 1.55pm
Dinner	-	5.00pm – 6.00pm
Supper	-	8.30pm

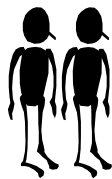
If you miss breakfast during a weekday you will be offered a hot drink and a piece of toast. You will be able to have a snack during the mid morning break.

If you miss Dinner we will plate your meal up and place it in the fridge you will not be allowed to cook a fresh meal when you come into the house.

It is important that you give your key worker your likes and dislikes as this will help us plan a balanced diet with you.

5. Smoking is not allowed in the building  An area on the patio is provided for this. If you smoke in your room, it not only makes your room and your clothes smell but it places other young people at risk. You will not be the first person who claims that they would never fall asleep with a cigarette. All cigarettes and lighters must be handed into staff who will allow you access to them outside of school lessons.

6. You may receive visitors by arrangements with the staff between the hours of 3.30pm and 9.00pm in the week (except, on days allocated for Residents Meeting) Staff must be given ample prior warning of visitors. Guests are only allowed in the communal areas.



7. Telephone calls can be made on the residents call phone. No calls will be made or taken after 11.00pm unless an emergency occurs.



8. Time spent outside the unit in evenings and weekends will be negotiated by you, your social worker and your key-worker and will be detailed in your care plan.

9. Television programmes are not allowed beyond bedtime except on Friday and Saturday, if staff feels you have earned the privilege. If TV/ Stereos in the bedroom/s are being misused then the power to the electric sockets may be turned off at 11pm, or it is disturbing the home, education or the neighbours.



10. The staff are responsible for anyone who enters the building. You must not answer the front door or admit anyone without the staff knowing.

11. Your room is your own personal space and you may invite other residents into it but this may only be done after notifying staff and with the door propped open.



12. You must notify your key worker of any prescribed or non-prescribed medicine that you are taking. It will be at their



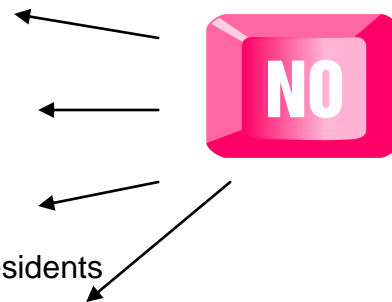
discretion whether you may administer it yourself or if it should be kept in the medicine cabinet and given to you by staff.

13. Assaults or threatening behaviour on staff or other young people will not be tolerated. The placement of a young person displaying such behaviour will be immediately reviewed to ensure the safety of others.



14. The following will not be permitted on the premises: -

- Offensive or potentially harmful items
- Illegal drugs
- Alcohol
- Canisters of gas, lighter fuel, solvents, etc
- Stolen goods
- Damage to property belonging to others
- Theft
- Amorous or sexual relationships between residents
- Abusive language or behaviour



If you break any of the above rules the staff may have a legal obligation to call in the police. In some circumstances this may lead to formal charges.

We will try to make Ocean View Lodge a happy place for you to be. If you abide by the rules then everyone will be able to get along much easier.

If you do not understand any of the rules or the reasons for them, ask a member staff who will be pleased to explain them.

Declaration

I have read and understood the Children's Guide and agree to abide by this.

Name:.....
(Please Print)

Signed:.....Date:.....

Declaration

I have read and understood the Children's Guide and agree to abide by this.

Name:.....(Please Print)

Signed:.....Date:.....

(Copy to be retained for your records.)