

The Children's Guide to Rose Lodge

Hennessy
Group



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"This booklet tells you all about Hennessy Children's services. It has information about Rose Lodge and what to expect when you come to stay here. It also helps you to understand your rights and how you can find out more about them.

Rose Lodge is a home where young people can stay as long as is best for them. Lots of things will be on offer for you to do as well, activities such as swimming, sports and outings at weekends and sometimes during the week. As well as the usual things like going to school or college or getting a job.

Inside the home

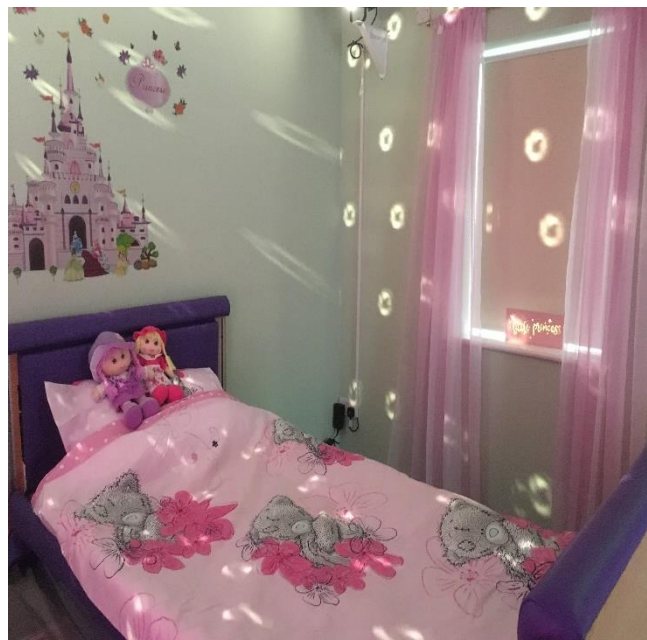
Our Gardens



The Lounge



A Superhero Room



A Princess Room

What we provide...



...A safe place to live...

...Support to learn...



...Fun Activities...



...Communication and visits with family and friends...



...And respect for everyone

How we can help you

We like to encourage you to be as independent as possible by looking after your own room and your belongings. We will support you to do this depending on the help you need.



We would like to spend time with you in the community and learn independent skills such as travelling on public transport, shopping for food and other things.

We would also like to help you make your own meals and snacks.

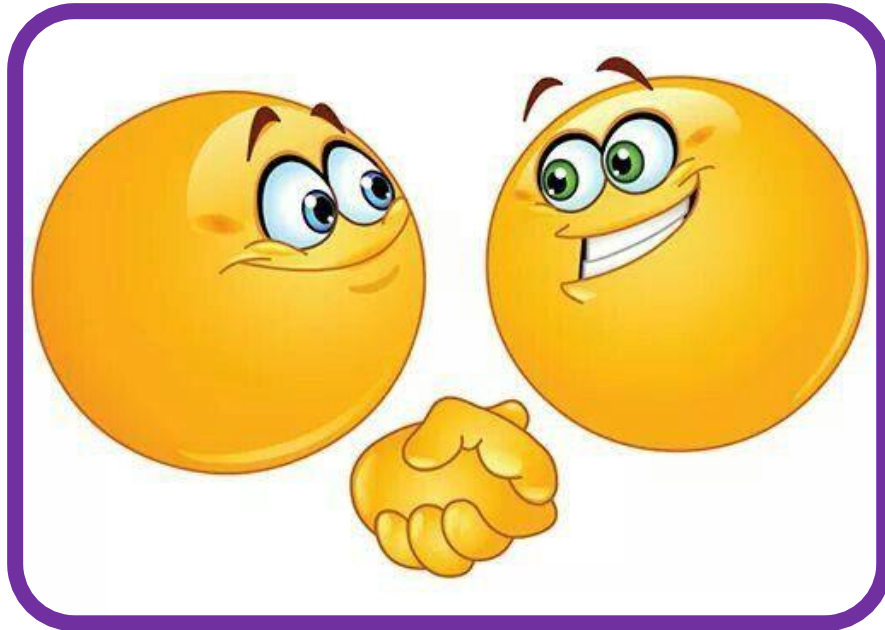


We will listen to what you have to say about staying at Rose Lodge and try to change things that you don't like.

We will help and support you to achieve your goals.



Key workers and you



When you come to stay at Rose Lodge you will have a **KEYWORKER**, and your **KEYWORKER** is a member of our *staff team*. They will help you to settle in, and want to hear everything about you.

This can be what you like to eat, your favourite activities, and how we can support you with anything you may be finding difficult.

They will talk to you, your family, friends and any other special people in your life. They will also talk to your teachers and social workers regularly.

If you have worries or concerns you can talk to your **KEYWORKER**. Together you can set goals and map out what you would like to do and achieve.

Any member of staff at Rose Lodge is also available to help you.

Meet the management team



Ryan



Kelly



Mandie

Communication



~ Communication ~

We all communicate in different ways. Some people talk...

At Rose Lodge we are all trained to communicate with you.

This may be by using words. It may be by using PECS (picture cards), Makaton (sign language), or any other device used for communication, such as a 'Dynovox'.



We will communicate with you in the way you chose.



About your stay



Some children may come to stay at *Rose Lodge* for a *short break* or *holiday*, whilst others may come here to live.

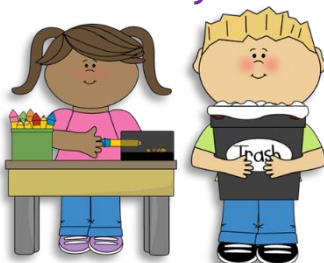
Everyone will have their own room which they can personalise with posters, decorations and accessories. When you come to stay you can bring any of your belongings with you.



Rose Lodge has 5 bedrooms and where possible you can choose your own room and help to decorate it with the colours and things you like. You can also help choose the furniture.

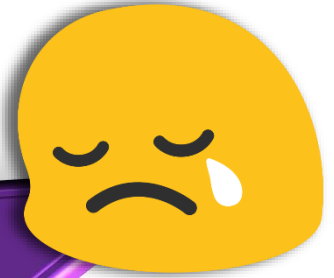
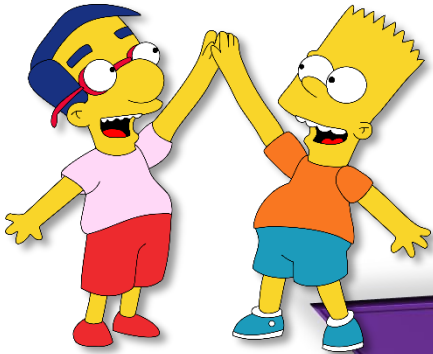
Your bedroom is your own private space where you can relax and spend time alone if you choose to.

There will be staff around to help you during the day and throughout the night should you need them.



Be kind

Look after your belongings



What we expect from you

Respect others thoughts, feelings and wishes

If something is making you unhappy, tell us



Don't go into other people's bedroom



Listen to staff

What will you do at Rose Lodge?



At Rose Lodge we want you to have fun and learn new skills. We hope this will help you become a stronger and more independent person, ***BUT MOSTLY WE WANT YOU TO HAVE FUN!***



We like to make activities fit around you. Most of the weekdays will be spent at school or alternative education. Your evening will be spent doing the things you enjoy, (after you've done your homework!)



Meal times are important at Rose Lodge. We will always try to eat together.



Weekends and school holidays are your time to do the things that make you happy. This might be spending time with friends and family. We will also plan



trips away and holidays. You will be involved in the planning of all trips so we can make sure we will be doing something you enjoy.



We will always listen to you!

Your Rights

We think that it is very important to listen to your thoughts, wishes and feelings. Once every fortnight we will have a children's meeting when we can all sit together and talk about what we would like to do in the next few weeks. Lisa the manager of Rose Lodge is around during the day. She is available for you to talk to at any time and she will listen to what you have to say. There is always a senior member of the team on duty. It may be *Ryan* or *Dianne (Deputy Managers)* or another senior staff member. Remember, we are all here at Rose Lodge for you! We are always available to talk to you. We want your time with us to be HAPPY and we want you to have lots of FUN!!!



Everybody has rights and as a child your rights are important. We will do the best we can to make sure you have everything you need...

You have the right to be listened to and have your thoughts, wishes and feelings respected



You have the right for your best interest to be considered at all times and have the right to have all your needs met

You have the right to live in a safe and homely environment



You have the right to contact your family

You have the right to medical attention and health care services this might include visits to the Doctors, Dentists and Opticians



You have the right to an education...
...and the right to enjoy leisure
and cultural experiences



You have the right to have your nationality,



Your Rights



We want to support you to understand your rights
and how they impact on your life.

You can find out more by visiting

www.UNICEF.com

Or

www.rights4me.org



If you don't feel happy you can complain, you can tell any
member of staff or your specific key worker

...Or...



Tell the C.E.O
Diane or...

Tell Ryan or...

Or Tell Regional
Manager Chris



Tell NYAS



We need to make sure we are doing everything we can to make your stay at Rose Lodge as positive experience as possible. To help us do this we have a reviewing officer. He visits the home every month. He works for an advocacy organisation called NYAS and is really happy to talk with you.



If you want to you can always talk to OFSTED about your problems or complaints. OFSTED are our governing body and they need to make sure we are doing our job (which is to keep you safe and happy) properly. They do this by inspecting Rose

Lodge at least once a year. They give us a rating which explains how well they think we are doing. You can contact them at any time



Email - enquiries@ofsted.gov

Telephone - 03001231231



You can also speak to the **Children's Commissioner for England.**

Her name is **Ann Longfield**

She is a government appointed person in charge of Children. She has an OBE after her name which is a special award given by the Queen to recognise the work Ann has done over the years with children.

You can get in touch with Ann in a number of ways such as:



Writing to her

Ann Longfield OBE, The Office of Children's commissioner

Sanctuary Buildings 20 Great Smith Street London SW19 3BT



Email

Info.request@childrenscommissioner.gsi.gov.uk

Telephone ANN - 02077838330



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