

WELCOME TO WILLOW LODGE



YOUNG PERSON'S GUIDE

January 2019



Hello and welcome to Willow Lodge, a three bedroomed home which specialises in providing unique tailored support to both girls, boys and teenagers, from different backgrounds, cultures and religions aged between 3 – 18 years old who are affected by Learning Disabilities and complex needs.

Willow Lodge is in a place called Willington in the North East of England, on the outskirts Durham.

At Willow Lodge we have a strong ethos, culture and high expectations regarding education, working positively with you to access opportunities that support you to develop and reach your full potential and personal aspirations in all areas of their life. We want to ensure you are provided with a safe and positive environment to grow and develop, a place you can call home.

Together
A GREAT PLACE TO BE

MOVING IN DAY

We will ensure your move is as stress free as possible, we understand that this will be a scary time for you, but don't worry everything will be okay. Staff will ensure you are supported by contacting your social worker and anyone else who is involved in your move to ensure your day is hassle free.



When your first arrive at Willow Lodge you will be greeted by a member of staff, the Registered Manager Tanya will also give you a very warm welcome, you will be shown to your room and over the next few days you will be given the opportunity to decorate your room.

You will also be given a welcome hamper including all sorts of things from sweets to house rules and relevant information about bus routes and timetables

YOUR KEY WORKER



You will be allocated a key worker who will help and support you during your stay at Willow Lodge. They will ensure all your needs are met and that you settling in.

Their function is to take a social interest in you, developing opportunities and activities for you to engage in such as the community centre, football team or volunteering within the community. Your key worker will take part in support plan development and support you with your contact plan, placement plans.

Your Bedroom



You will have your own bedroom, this is your own personal space which you can make your own through posters, and pictures.

You will be expected to keep your room tidy, make your bed and hang your clothes up, no dirty dishes lying around or dirty laundry.

HOUSE RULES



The ethos of the home is to show mutual respect from everyone. We expect both staff and young people to behave in an appropriate and respectful manner towards each other and any guests that may visit the home.



Our house rules ensure we prepare you for the real world, help you to learn how to socialise appropriately and ensuring your safety and well-being not only at Willow Lodge but later in life when your transition on.

We try not to have too many rules, but the ones we have are very important....

- We understand that sometimes it may be hard to control your anxieties and anger and this may cause you to display behaviours that challenge, however there may be reparations and consequences of actions following an incident.

- Be considerate of others i.e. staff, young people, neighbours etc. No loud music to be played after 9pm

- Respect others privacy

- Please do not damage the property, environment or other people's property.

- All visitors must stay in communal areas and be respectful to the house rules.

- Staffs have the right to enter your room, especially if we are concerned about your safety, however your privacy will be respected as far as possible and we will keep a record of this room search.

Let's **Talk**
about it

We think that it is very important to listen to your thoughts, wishes and feelings. Once a week 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. Tanya or the deputy managers are always around and are there for you to talk to.

There is always a senior member of the team on duty. Remember, we are all here at Willow 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!!!





Complaints Procedure

If you disagree or are unhappy with something someone has said or done, please ensure staff are fully aware of the reasons why.

There is always a staff member on shift who will support and listen to you. The staff on shift or your key worker will deal with any minor issues you may have. If you want to talk with someone who isn't a staff member we do have other options on how to make your complaint.

You can speak with Tanya (manager) and he will do everything he can to resolve your complaint. If you feel Tanya cannot resolve your complaint, you can then speak with Chris (Operations Manager)

Chris will keep you informed of the progress made to resolve your complaint. If Chris resolves your complaint he will give you a copy of the outcome in writing and discuss this with you. This will happen within 28 days of your complaint being registered.

If Chris unable to resolve your complaint then it will be passed on to an independent panel through Children's Services. They will decide on your complaint, and inform everyone involved, as well as giving you a copy of their decision in writing. This will happen within 28 days of the receipt of your complaint

Should you feel that your complaint hasn't been dealt with appropriately then you can contact Ofsted at the following address.

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231
Email: enquiries@ofsted.gov.uk

You have right the same as anyone else. The office of the Children's Commissioner for England. When you arrive at Willow Lodge you will be made aware of your rights and the role which the Children's Commissioner plays and how to contact them.

You can also access the internet, the website below will offer advice, guidance and support.

<https://www.rights4me.org>.



KNOW
YOUR
RIGHTS

You can contact **Children's Rights** on 0800 528 0731 or **Childline** on 0800 11 11.

Write to the Children's Commissioner at:

The Office of the Children's Commissioner

Sanctuary Buildings

20 Great Smith Street

London

SW1P 3BT

Email: advice.team@childrenscommissioner.gsi.gov.uk



Willow Lodge staff are committed to ensuring that you have a strong voice in matters that affect your life, whether that issue is within Willow Lodge setting or outside and it is important that all staff support these matters.

NYAS offers a variety of services including:

- A national advocacy helpline.
- Advocacy for children in care and those in need – including children subject to child protection plans, care leavers, children and young people with disabilities.
- The provision of independent visitors for children in care.
- Legal representation of children in private family law.
- Advocacy to adults in inpatient mental health settings.

If you are a child, young person or ringing on behalf of a child, young person or vulnerable adult and need help, information or advice, please contact our freephone helpline or email help@nyas.net.

NYAS HELPLINE: 0808 808 1001

Family Contact sessions: For information on Family Contact sessions please ring the contact service on 0151 249 4247 or e-mail Head Office at contact.centre@nyas.net.

Legal: If you would like to speak with someone about a legal matter relating to an individual please call our legal team on 0151 649 8700 or email legal@nyas.net.

Complaints and Compliments: If you would like to make a complaint or a compliment please read our Complaints and Compliments Policy



THE QUALITY OF CARE YOU WILL RECEIVE AT WILLOW LODGE.

You will be provided with a safe, warm and nurturing environment with a high standard of care and accommodation. Staff and the management team will ensure excellent delivery of care. We specifically aim to:

- Provide a physically safe and comfortable place to live and to safeguard and to promote your welfare.
- Provide consistent and reliable staff, modelling and 'good parenting' to support and encourage you within our care
- Ensure that all the key developmental areas of health, education, emotional and behavioural development, family and social relationships, identity, self-care and social presentation are addressed. Listen to and respond to your concerns and encourage you to express your views and opinions. Ensure your rights and individual needs are respected.
- Facilitate positive experiences and constructive use of free time. Encourage you to participate in social and leisure activities.
- Encourage you to plan and work together towards household decisions regarding activities, decoration of the house, purchase of equipment, house rules and consequences both positive and negative etc.
- Work towards positive outcomes with you, your parents, carers social workers and relevant others.
- Facilitate contact between you and your family, friends and other relevant people.
- Welcome your visitors to the home.

Something for EVERYONE!

You will be given the opportunity to engage in a variety of activities throughout the week, these activities will be discussed at every young person's meeting.

You will have the opportunity to talk about activities you would like to take part in such as; quad biking, swimming, rock climbing and ice-skating as well as educational activities such as museums, life centre and libraries.

ACTIVITIES

You may wish to also join local clubs such guides, brownies, a boxing club or local football team. We strongly encourage this to help you make new friendships, increase your self-esteem and confidence.



Staff will help you with cooking and preparing healthy meals. Every week at the young person meeting, we will discuss the weekly menu, you will be given the opportunity to request your favourite meal, you will also be given the opportunity to prepare and cook this with the support from staff. Staff will also help you learn how to cook, bake and budget as part of your life skills. These will be transferable skills when you progress onto independent living.



Staff at Willow Lodge will help support you in attending education, education does come in many shapes and forms, this could be mainstream school, tutoring or Specialist Schools.



When you arrive at Willow Lodge, staff will support you in getting registered with doctor, dentist or optician. You need to be registered so should any health problems arise then they can be taken care of.





LIFE SKILLS

The staff at Willow Lodge will support you to develop various life skills as well as transferable skills such as cooking, cleaning, and budgeting. Your key worker will also be at hand to assist in key worker sessions aimed at transferrable skills and the reason these are crucial when transitioning into independent living.

Once you arrive at Willow Lodge- your key worker will discuss in depth with you the following:

- Pocket money
- Fire evacuation procedure
- Termination of placement
- Complaints procedure
- NYAS
- Children's Commissioner

Tanya and the staff will do everything they can to make your stay at Willow Lodge is a unique happy experience built with lots of happy memories.