

WELCOME TO WILLOW LODGE



PARENTS 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 your child to access opportunities that support your child to develop and reach their full potential and personal aspirations in all areas of their life. We want to ensure they are provided with a safe and positive environment to grow and develop, a place they can call home.

Together
A GREAT PLACE TO BE

MOVING IN DAY

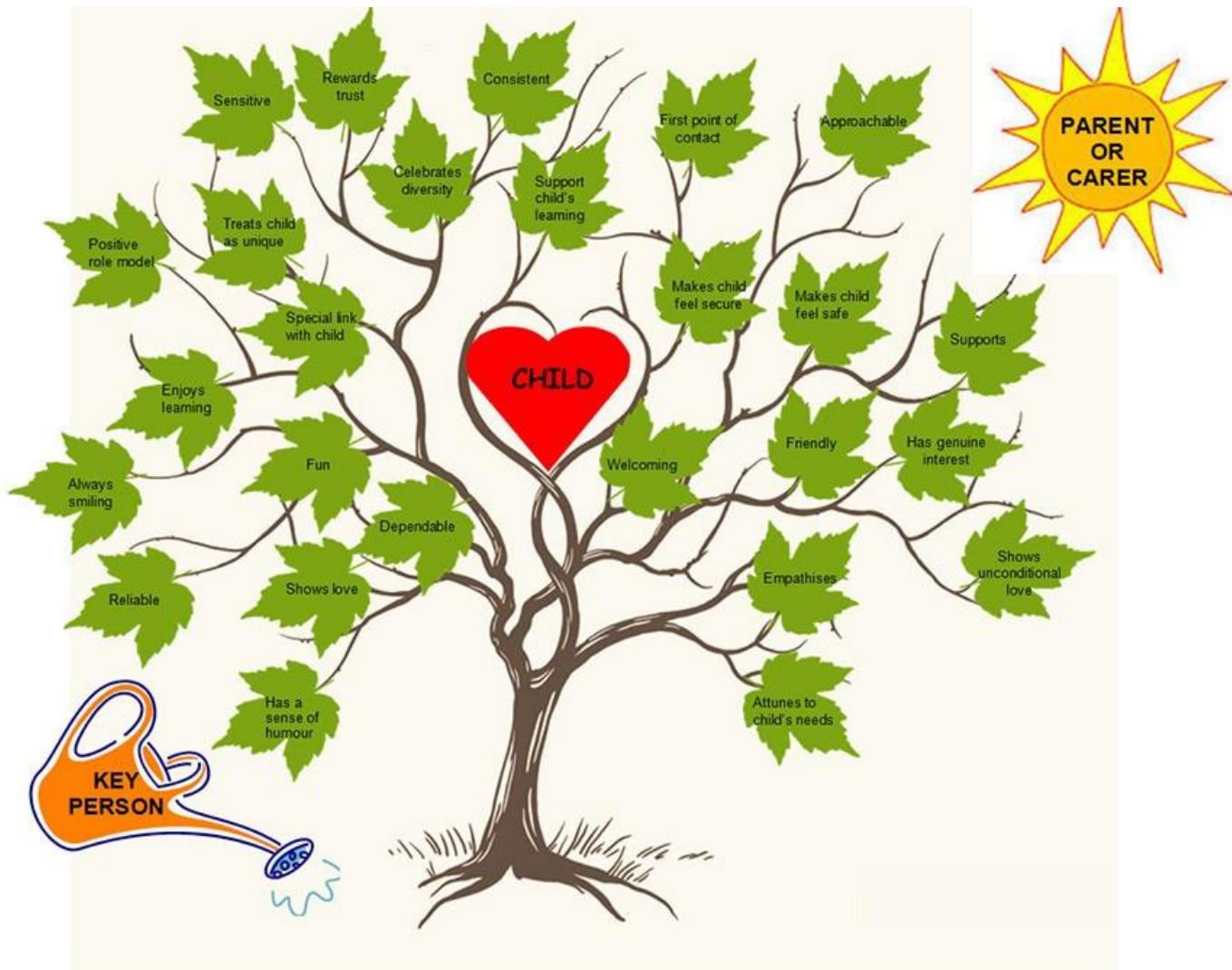
We will ensure your child's move is as stress free as possible, we understand that this will be a scary time for them and for you, but don't worry everything will be okay. Staff will ensure you and your child are supported by contacting your social worker and anyone else who is involved in your move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



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

They 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



Your child will be allocated a key worker who will help and support them during their stay at Willow Lodge. They will ensure all their needs are met and that they settling in.

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

Your Child's Bedroom



Your child will have their own bedroom, this is their own personal space which they can make their own through posters, and pictures.

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

HOUSE RULES



The ethos of the home is to show mutual respect towards each other and everyone that visits. 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 your child for the real world, help them to learn how to socialise appropriately and ensuring their safety and well-being not only at Willow Lodge but later in life when they 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 for your child to control their anxieties and anger and this may cause them 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.
- Staff 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 child's 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 or your child to talk to.

There is always a senior member of the team on duty. Remember, we are all here at Willow Lodge for your child! 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 and your child. The staff on shift or the 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 she will do everything she 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

Your child has right the same as anyone else. When you arrive at Willow Lodge your child will be made aware of their rights and the role which the Children's Commissioner plays and how to contact them.

They 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 your child has 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.

Your child 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 child's welfare.
- Provide consistent and reliable staff, modelling and 'good parenting' to support and encourage your child 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 child's concerns and encourage them to express their views and opinions. Ensure your child's rights and individual needs are respected.
- Facilitate positive experiences and constructive use of free time. Encourage your child to participate in social and leisure activities.
- Encourage your child 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 and your child, 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!

Your child 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.

They will have the opportunity to talk about activities your child 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

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



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



Staff at Willow Lodge will help support your child 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. Your child needs 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 your child to develop various life skills as well as transferable skills such as cooking, cleaning, and budgeting. Their 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 your child arrives at Willow Lodge the key worker will discuss in depth with your child 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 child's stay at Willow Lodge is a unique happy experience built with lots of happy memories.