



BIRCH GROVE YOUNG PERSON WELCOME GUIDE



WHAT OUR HOME OFFERS

Birch Grove offers a home for 3 young people – usually aged between 11 and 18. There may be a variety of reasons why you are staying with us. Our home is set up for short term stays.

As a team, we are here to make sure that you are well cared for and comfortable at Birch Grove. We will make sure you have food, drink and enough rest. We are here to provide you with a safe home where you are free from harm and danger. We will make sure you have access to medical support for all your health needs. The team will provide first aid and guide you on keeping healthy.

We are a team and invite you to be part of our team. As a team we aim to give you a feeling of belongingness and wish to build meaningful relationships with you. We aim to support you to make appropriate friends in and out of the home and have positive relationships. We are here to ensure you are respected by others and you respect them too.

We are here to support you to get to know yourself better, understand all the changes that you will go through as you grow older and help others know you and understand you better.

We promote the development of young people, which means we will support you in your day to day activities unless you are in full-time education. We will make sure that you attend these activities or school and provide any support you may need. We are here to help you discover your future dreams.

We will actively involve you in your care planning, taking your views into account while supporting and working with you to understand your placement, and decisions that may be made

THE ACTIVE OFFER

Every young person who comes to stay at Birch Grove has the opportunity to communicate in the language of their preference.

In Wales, there is a legal obligation for young people to be given the 'Active Offer'. This means that every young person is given the chance to have the service that we offer at Birch Grove in Welsh.

This 'Active Offer' means that the young person does not have to ask to be communicated within Welsh they are automatically offered it.

This ensures that young people can feel comfortable communicating with staff and that we can provide the best possible support.

Each young person can choose whether they want to be spoken to in Welsh, have their paperwork in Welsh or both it is totally up to them.

LINK/KEY WORKERS

The team will help you to settle in the home and make sure you start building positive relationships. You will have one Link worker and one keyworker will they will be there for you to actively talk to and support you plan and shape all your needs. They will support you to identify problems you might be experiencing and see how best you can solve them.

They will aim to build positive and trusted relationships with everyone involved in your care.

The Link worker will work with you to carry out your assessments, identifying your needs and objectives that you want to achieve. Your Link/Key worker will make plans to help you achieve your goals, add motivations to reward you for positive behaviours and support you to deal with negative behaviours.

The key worker will arrange appointments and attend appointments and meetings with you when they are available, if not they will make sure you have support from the team.

You will have 2 key work meetings a week, please feel free to talk to the rest of the team if you have any concerns if your key workers are not available.

CHILDREN'S RIGHTS- THE 7 CORE AIMS

Have developed a flying start in life and the best possible basis for their future growth and development

Have access to a comprehensive range of education, training and learning opportunities including acquisition of essential personal and social skills

Have a safe home and community that supports physical and emotional wellbeing

Have access to play, leisure, sporting and cultural activities

Is not disadvantaged by child poverty

Children are listened to, treated with respect, and are able to have their race and cultural identity recognised

Enjoy the best possible physical and mental, social and emotional health, including freedom from abuse, victimisation and exploitation

OTHER PEOPLE YOU CAN CONTACT

- **INDEPENDENT REVIEW OFFICER (IMO)**
- **CHILDLINE, 0800 1111**
- **POLICE, 101, 0845 045 45**
- **CHILDREN'S COMMISSIONER FOR WALES-
SALLY HOLLAND, 08088011000**
- **NATIONAL DRUGS HELPLINE, 0800776600**
- **CSSIW INSPECTORATE BODY,
0300 9700 126**
- **INDEPENDENT ADVOCATES, TROS GYNOL,
01982552450**
- **MEIC (INFORMATION ADVICE AND
COUNSELLING)**
- **SOCIAL WORKER**

Advocacy		Compliments		Complaints	
<p>You have the right to access the independent advocate who could provide additional support for you in relation to a complaint</p>		<p>How to tell us is things have gone well:</p> <p>Fair Ways welcome any positive feedback too!</p>		<p>Not happy?</p>	<p>Do you have a problem?</p>
<p>Voice</p> <p>Voice is an independent national charity committed to empowering children and young people in care.</p>		<p>If you have been particularly happy with something please let us know so we can pass on your compliments</p>		<p>Are you unhappy about what is happening to you?</p>	<p>Are you worried?</p>
<p>They are an advocacy service that could provide you with support. Their freephone number is 0800 800 5792</p>		<p>to let us know please either talk to a staff member of choice or complete complaints/ compliments form</p>		<p>Can't solve your problem?</p>	<p>Do you want someone to listen?</p>
				<p>Do you have a complaint?</p>	<p>Do you feel left out or picked on?</p>
					<p>Do you think you're unfairly treated?</p>

BULLYING

At Fairways we recognise that bullying can come in all different types, and anyone can be a bully or get bullied. We have a zero-tolerance approach towards bullying at Birch Grove and the staff team will fully support young people to feel safe. This is achieved by staff challenging any behaviours that they see as bullying or discriminatory behaviour, and ensuring that anyone who is feeling bullied is supported. Staff will also address bullying behaviours with any young people who are seen as a bully and will offer support through key work sessions.

At Fair Ways, we promote the well-being of all of our young people and fully value their right to lead a fulfilling and meaningful life.

If you feel bullied then we would like you to talk to staff and support will be offered. If you feel that staff cannot help, then there are advocates available. The number for these are on page 7.

POCKET MONEY & CLOTHING AND TOILETRY ALLOWANCE

You will be given your pocket money every Saturday morning. This money is for you to spend how you wish. This will be given once your room is cleaned and you have signed all your paperwork.

11 years old - £4.00
12 years old - £4.50
13 years old - £5.00
14 years old - £5.50
15 years old - £6.00
16+ years old - £6.50

Please note that deliberate damage to property will be paid out of your pocket money, up to one third can be deducted each week.

You will receive money for clothing and toiletries every Saturday. You will receive £5 per week for toiletries; this can be carried over to a maximum of £40. You will receive £15 each week for clothing; this can be saved up if you wish. There is no limit to how much you save however it must be spent on clothes only. This is to be spent at the weekend; staff will accompany you whilst you are shopping.

ACTIVITIES

There is a wide range of activities available for all young people to participate in. Activities include: -

- **Swimming**
- **Cinema**
- **Gym**
- **Arts and Craft**
- **TV, videos and computer games**
- **Board Games**
- **Snooker**
- **Camping**

You will be encouraged to continue any hobbies or interests you have while living at Birch Grove. Please talk to your key worker about activities you would like to do or try so that arrangements can be made for transportation etc.

It is expected that you will attend daily activities between 10:00 – 15:30/16:00, unless you are in full time education. Our Activity Instructor's from school camp will complete an induction with you in the first 2 weeks of your stay. The activities will include Coast Steering, Gorge Walking, Mountain Biking, Walking, Climbing, Bush craft and canoeing. We will ensure you have everything you need for these activities including walking boots and your own activity pack.

HEALTH CARE

It is important that you have and maintain good health whilst staying here. We will make sure that you eat a balanced diet, have an opportunity to do activities in the evenings and that you receive regular check-ups at the doctors, dentist and opticians you must attend these appointments, staff will support you on these visits.

If you are feeling unwell, staff can help by giving you some medical attention like a pain killer or by making an appointment with the G.P.

We do not allow any alcohol or drugs at Birch Grove. We recognise that many of you may already be smokers when you arrive at Birch Grove. We will attempt to discourage this and support you to give up. You are not allowed to smoke anywhere in the house, or without your parent's consent.

If you need advice on contraceptive or other sexual health matters, this can be arranged by yourself if you feel you can or by discussing with staff, who will make relevant appointments.

DAILY ROUTINE

Monday to Friday you will be given a 'wake up call' as you will be going on activities or to school it may be that your 'wake up call' will be earlier if you wish.

Breakfast is the most important meal of the day and you will be encouraged to eat well before you leave for activities, usually, we organise ourselves cereal or toast etc (cooked breakfasts are best enjoyed when we have more time – i.e. at weekends).

Shower routine will be discussed with you when you first arrive. We expect you to shower at least once a day and certainly after exercise or getting messy while out.

EVENING ACTIVITIES

After activities we all participate in a meeting, where your day and activities for the evening will be discussed, there is free/independent time after this where you can tidy your room relax watch TV listen to it may be a good opportunity for a key work session and each YP will assist with helping with dinner preparations such as:

- Laying the table**
- Loading the dishwasher**
- Assisting with cooking**
- Clearing the table**

Dinner will be between 17.00-18.00.

In the evening, we will all sit together for our main meal. These meals are prepared by staff and young people together and include everyone's favourite dishes. Meals are discussed at the Young Person's Meetings and a weekly menu will be created based on your likes and dislikes.

On your return to the house, it is expected that you are settled in your bedroom by the stated bedtime, unless you have been given an extension. This is dependent on age. Bedtime extensions at weekends are negotiable with staff.

BEDTIMES:

Up to age 13: 9 pm
14+: 9:30

FIRE SAFETY

Just like at school and workplaces we have a fire alarm that we need to test regularly. We will organise regular drills to test the system. We often involve the young people in the fire tests so that you can become aware of what to do in the event of a fire.

When you arrive you will be shown how to leave the building safely in an emergency.

Fire is dangerous – we insist that you do not smoke anywhere but the designated area.

FAMILY AND FRIENDS

We would like it very much if your family and friends are able to visit you at Birch Grove. In the same way we hope you are able to keep old friendships as well as make new ones. Any visitors to the house will be invited guests who have contacted the staff prior to their arriving.

We have a phone for you to use if you wish to contact your family or social worker please just ask staff for the phone, when needed there are no limits to how many times you use the phone when calling family or social workers. Calls can be made to friends but these will be time-limited.

Cards, letters, photos can be written and sent to family and friends please ask your key worker if you need any assistance with this.

YOUR BEDROOM

Living with other young people can at times be chaotic. Your bedroom is your only private place. You may be given a key to your room; you can keep your possessions safe if you choose. You may decorate your room with posters and other materials. Young people are allowed to enter each other's rooms if you are granted permission. If you are in another young person's room the door must be kept open and a staff member supervising.

You will be expected to keep your room tidy throughout the week including changing bedding, turning the mattress, putting washing on and cleaning all surfaces. If the staff suspects that you have been under the influence of drugs or smoking in your room, a room search will be carried out. If there is evidence you must complete a thorough room clean.

Take care when lending friends clothes etc, as we cannot be responsible for loss or damage.

**I HAVE READ THE WELCOME BOOK
THOUGH WITH MY KEY
WORKER/STAFF MEMEBER**

MY VIEWS OR CONCERNS ARE...

SIGN

NAME

STAFF SIGN