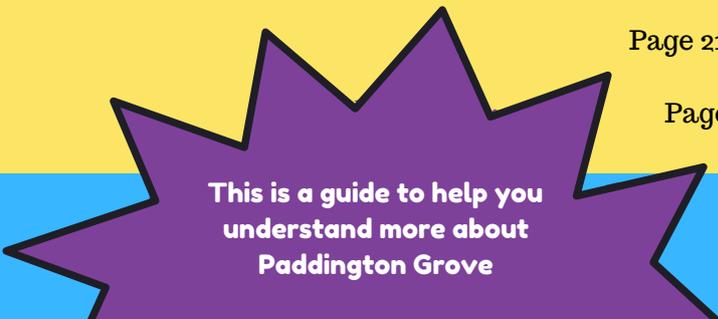


PADDINGTON GROVE CHILDREN'S
GUIDE, WELCOME BOOK AND
COMMUNITY CULTURAL EXPECTATIONS



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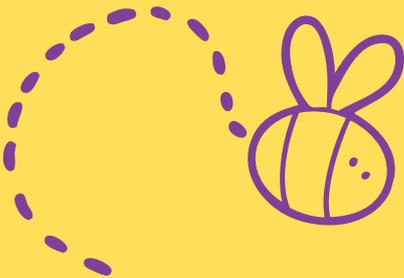
This is a guide to help you
understand more about
Paddington Grove

STATEMENT OF PURPOSE/ WHAT OUR HOME OFFERS

Paddington Grove offers a home for 2 young people – usually aged between 6 and 18. There may be a variety of reasons why you are staying with us. Your length of stay will depend on your circumstances.



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 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 and understand you better.



We will actively involve you in your care, taking your views into account. We will support and work with you to understand your placement, and decisions that may be made.



As a team we are here to make sure that you are comfortable enough in the home. 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 are a community and invite you to be part of our community. Our aims are to give the group a feeling of belongingness and building meaningful relationships with others. We aim to support you make friends in and out of the home and help you build positive family relationships.



We promote the development of young people and we will support you in your education. We will make sure that you attend education and provide after school support. We are here to help you discover your future dreams and desire's.

THERAPEUTIC COMMUNITY AND CARE MODEL

It's a group of people that like to make decisions together. They like to agree on a culture and work hard to make sure they all keep to what they agree. A culture is a nice way of saying this is the way we like to do things. It can be anything from what we are going to eat to how we make each other feel. Overall, a community works to make everyone feel listened to and takes their thoughts and feelings into consideration at all times.



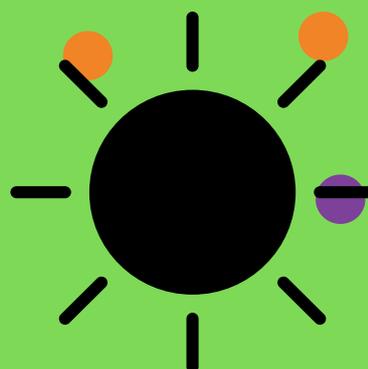
What is a Care Model?

This is about how we look after and support you in everyday life. That means we have plan for you that meets your needs. Our care model aims to make you feel safe and secure so you can begin to trust us and the community. We also have lots of people around that can teach you lots about the outside world and how to behave so that you can get what you want out of your life. This is why you will always see the adults trying to give you good ideas on how to get what you need.



What is a Therapeutic Community?

PACE stands for Playfulness, Acceptance, Curiosity and Empathy. The adults that will look after you at the home will use this approach to help them to best help you. The adults will support you to keep calm by keeping calm themselves and tuning in to what you are trying to communicate to them. This helps the adults to tune in to what you are experiencing in the moment and helps adults to get a better understanding of how you may be feeling. Adults will be playful, will accept what you say free from judgement, will be curious to ensure they understand correctly and response empathically to you.



What is PACE?

MEET THE TEAM



Abby Dear
Registered Manager



Chelsea Lawrence
Assistant Manager



Mary Lockyer



Danielle Cheyney

**Team
Leader**



Kerry Bundy



Emma Herridge



Karen Kestle

**Senior
Support
Worker**



Michelle Howell



Matt Rothwell



Jordan Bramley



Emily Sampson

**Support
Worker**



Vicki Goldsmith

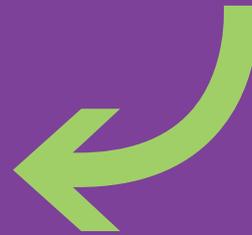
KEY WORKERS

The team will help you to settle in the home and make sure you start building positive relationships. Two keyworkers will be allocated to you. 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 key worker will work with you to carry out your assessments, identifying your needs and objectives that you want to achieve. They will make plans to help you achieve your goals, add motivations to reward you for positive behaviours and support you 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 a minimum of 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.



Advocacy

A local advocacy can be located for you. If you would like an advocate then you can ask your social worker to put in a referral, this will then allocate you an independent advocate who is someone you can speak to and ask to put across any concerns you have who is not connected to the home or social services.

KNOW YOUR RIGHTS



**You have the right to
live, survive and grow**



**You have the right to
be kept safe from
harm**



**Your needs must be
met**



**You have the right to
education and
knowledge**



**Your views must be
considered and taken
seriously**

OTHER PEOPLE YOU CAN CONTACT

Childline - 0800 1111

Ofsted Inspectorate Body -
08456 40 40 40

Police - 0845 045 45

Independent Advocates Action for children -
01202 525643

No limits (information, advice and
counselling) - 02380 511 051

National drugs help line -
0800 776600

COMPLAINTS PROCEDURE

What you can do...

If you have anxieties or worries, please share them

- If you have a problem or complaint talk to a member of staff
- They should be able to listen to you and help you sort out your problem
- They can provide you with a complaints/complaints form to complete
- All staff will be able to give you help and advice on lots of things that may worry you. They can help you until your problem or complaint is sorted out.

But what if...

- Staff cannot help
- You are still not happy
- You want to take your complaint further

You can...

- Talk to someone you trust
- Talk to your Social Worker or their Manager
- Talk to the Fair Ways Manager
- Write down a list of things that are worrying you and send them to a complaints officer at your local council

Any member of staff can help you write this complaint and will provide you with an envelope, stamp and address.

What happens next?

- The person you tell will try to help you
- Sometimes it is not possible to put things right straight away
- Usually telling someone will help
- Talking can stop the problem getting bigger
- Don't forget - you have the right to withdraw your complaint at any time

People you can talk or write to...

Sometimes, there may be a problem that you don't feel able to share with anyone you know. You may want to talk to someone who is not linked to Fair Ways in any way...

Childline

Childline is a free and confidential telephone service for young people, where the staff are specially trained to listen to your problems and give advice on what to do next. Their telephone number is 0800 1111

Rights 4 Me

There is also a group of people you can talk to called 'Rights 4 Me' which is part of Ofsted. Their job is to ensure that you are getting the high standard of care and support that you deserve. Their telephone number is 0800 528 0731

POCKET MONEY

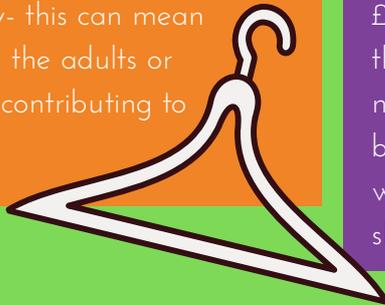
You will be given you pocket money every Saturday morning. This money is for you to spend how you wish. This will be given once your room is cleaned and you have engaged in the community meeting held weekly.

6-11 years old - £4.50
12 years old - £5.00
13 years old - £5.50
14 years old - £6.00
15 years old - £6.50
16+ years old - £7.00



CLOTHING AND TOILETRY ALLOWANCE

We might ask for your help to buy things for our house if items are deliberately broken. This may mean you will need to give back to the community- this can mean doing extra cleaning to help the adults or helping go to the shop and contributing to the broken item.



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 with the help of staff. 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.



CARE PLAN TARGETS

You can talk to staff and suggest things that you struggle achieving. Staff will support you create Care Plan Targets and they will support you meeting up to them. At the end of every month you will get rewarded from the scores you have gained and the awards will be as shown below:



The money you have earned will be available to enjoy an activity with staff using that money. For example bowling, laser quest, theme parks, rock reef, pier zip wire, ice skating, splashdown. This activity should be something that you would not always be able to do, more like a treat, to reward your hard work.

ACTIVITIES

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

You will be encouraged to continue any hobbies or interests you have while living at Paddington 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.

- **Swimming**
- **Trampolining**
- **Bowling**
- **Gym**
- **Holidays**
- **Arts and Crafts**
- **Use of local Leisure Centre**
- **Local Youth Clubs**
- **Ice Skating**
- **Local sports clubs**
- **TV, videos and computer games**

EDUCATION

It is expected that you will attend school, college or work experience. If you feel school has not always been a pleasant experience for you and you may have missed out on lots of opportunities - don't worry - we will find the right educational placement for you - school, tutorial unit or work placement, or support with your current school placement.

If you are excluded it would mean you will have 09:00 - 15:00 education time at Paddington Grove. We will ensure you have everything you need for school from uniforms to stationery.

HEALTHCARE

It is important that you have and maintain good health whilst at Paddington Grove. We will make sure that you eat a balanced diet, have an opportunity to do activities 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 medicine, paracetamol for pain, or by making an appointment with the G.P.

We do not allow any alcohol or drugs at Paddington Grove. We recognise that many of you may already be smokers

DAILY ROUTINE



Monday to Friday you will be given a 'wake up call' between 07:00- 07.45 am as you will be going to school or work. It may be that your 'wake up call' will be earlier or later.



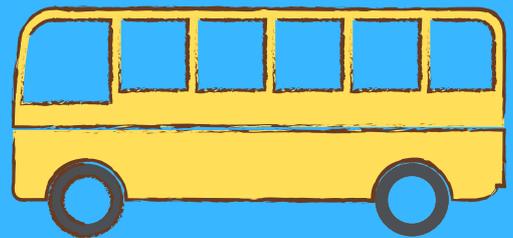
Breakfast is the most important meal of the day and you will be encouraged to eat well before you leave for school. Usually we organise ourselves cereal or toast etc. (cooked breakfasts are best enjoyed when we have more time - i.e. at weekends).



Shower or bath routine will be discussed with you when you first arrive. You may wish to have your shower in the morning or before bed however, you must shower or bath at least once a day.



School time is 09:00 - 15:00



AFTER SCHOOL



After education time each young person will plan activities for the evening and discuss anything else that needs doing.



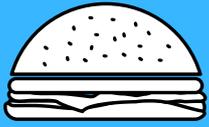
After this bedrooms are to be tidied and each young person will assist with helping with dinner preparations such as

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



Dinner will be between: 17.00-18.00.





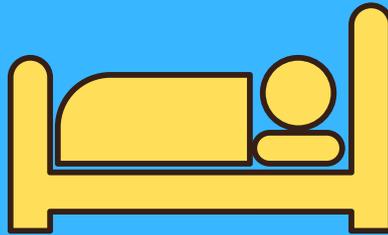
In the evening, we will all sit together for our main meal. These meals are prepared by staff and young people together and include everyone's favourite dishes. Meals are discussed when the young people do their menu planning on a Wednesday and a weekly menu will be created based on your likes and dislikes. Main meals will not be served between 21:00hrs to 07:00hrs, however, if you request a snack or a drink this will be provided.

BEDTIMES

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.

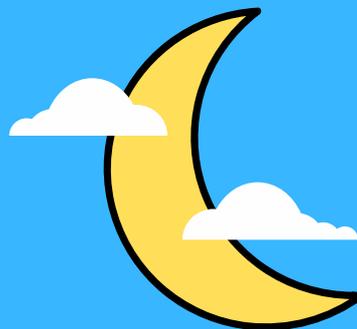
Bedtimes for weekdays

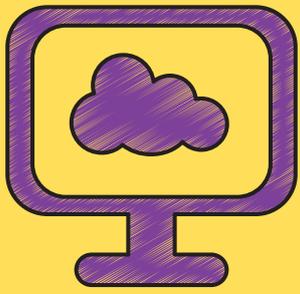
- 6-11 years old-8:00 pm
- 12 years old - 8:45 pm
- 13 years old - 9:30 pm
- 14 years old - 10:00 pm
- 15 years old - 10:15 pm
- 16+ years old - 10:30 pm



Bedtimes for weekends and Holidays (behavioural dependent)

- 6-11 years old- 8:15pm
- 12 years old- 9:00pm
- 13 years old-9:45pm
- 14 Years old- 10:15 pm
- 15 years old- 10:30pm
- 16+ years old- 10:30pm





ENJOY THE INTERNET SAFELY: CLICK CLEVER, CLICK SAFE



The internet is a great way to see more, learn more and have lots of fun. To help you enjoy it safely, you should follow the 'Click Clever, Click Safe Code'. It's just three simple things to remember that can help keep you safe when you visit your favourite websites.

Protect your own safety

The 'Click Clever Click Safe' code is a list of three simple things to remember when you're online.



- **Zip it**
- **Block it**
- **Flag it**

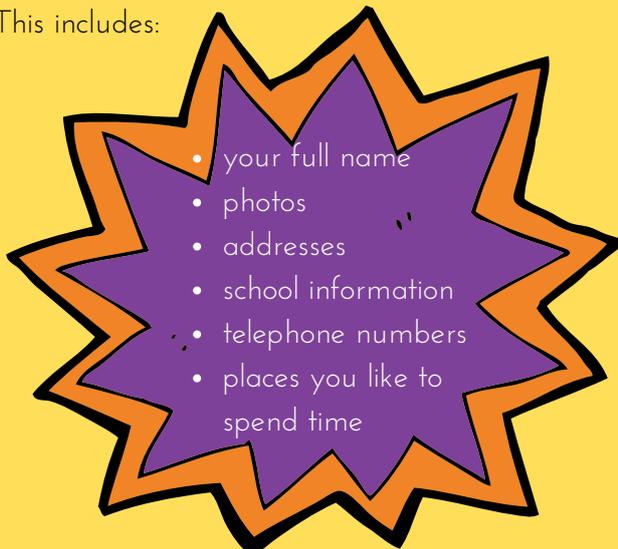
Zip it

When you're online, always keep your personal stuff private and think about what you say and do.

Remember that people online may not be who they say they are. Online friends are still strangers even if you have been talking to them for a long time.

Don't share personal information online.

This includes:



Make sure you have set your privacy settings to restrict access to personal information.

When you use chat rooms or instant messenger, use a nickname instead of your real name.

To stop people accessing your online accounts, always keep your passwords secret and change them regularly.

Block it

Think about blocking people who send you nasty messages and don't open unknown links and attachments.

Always delete emails from people you don't know, and don't open attachments from people you don't know. They might be nasty or contain a virus that can stop your computer working.

If someone is mean or sends nasty messages online, block them.

Flag it

If you see anything that upsets you online or if someone asks to meet you, flag it up with someone you trust.

If you are worried or unhappy about anything you see online, tell a parent or an adult you trust and they can help you. If you want to talk to someone else, you can call Childline on 0800 1111

If a friend you have made online asks to meet you in the offline world, talk to your parents or a trusted adult about it. You should never meet up with someone you have met online without an adult going with you because it is dangerous.

If someone you know is being nasty to someone online, speak to a parent or trusted adult about it.



FIRE SAFETY

Just like at school and work places 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.



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. You will be expected to keep your room tidy throughout the week and have a room check on a Saturday, including changing bedding, turning mattress, putting washing on and cleaning all surfaces. If staff suspect 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.



FAMILY AND FRIENDS

We would like it very much if your family and friends are able to visit you at Paddington 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.

You can have free time however, you need to return to the house before your bedtime. This will be dependent upon your age and the views of your social worker and staff. Extensions are possible at weekends if you have a special event planned.

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 can use the phone when calling family and social workers. Calls can be made to friends but these will be time limited.



OUR COMMUNITY CULTURAL VALUES AND EXPECTATIONS



Our community values

'We are here to help you have an understanding that things that have happened in the past, can affect the way we think, feel and behave today.

We will help each other to deal with these thoughts and feelings as best we can so they don't affect your future'



Treat others as you would like to be treated

Speak to each other with respect

Be friendly, kind, considerate and supportive to each other

Respect each other's personal belongings

A problem shared is a problem halved

Be sensitive to others abilities and help when needed

Do not swear at each other

Respect others personal space

Clean up after yourselves

Be appropriately dressed

Community Meetings

Community Meetings are generally held once a week on a Friday so that young people can express their thoughts and get involved in deciding what activities and events they want to do. Young people are encouraged to attend these meetings and participate. This will help them to know more about Paddington Grove. Young people are also encouraged to lead meetings sometimes so as to build their confidence and skill.

Anyone can call a community meeting at any time. The discussions are helpful to both staff and children as it helps everyone in the house to have their say and understand each other. Community meetings can be used to talk about issues we have which each other and how it makes each other feel.

After an incident

After any incident the community will be on pause, this may mean a loss of privileges temporarily, until we have discussed and resolved the issue.

Absconding

If you run away from staff on a regular basis we may have to put plans in place to keep you safe. These plans will differ between each child and will be depending on the reasons why you are running away from the home.

Takeaway

We have takeaway as a community on Saturday night.

Extra money earned

You can earn extra money by helping staff with the cleaning around the house or by agreeing to do your own washing.

We might help you to keep a balanced diet when you have spent your pocket money or extra money on sweets and fizzy by keeping some items back in the office.

We do not allow you to buy energy drinks with pocket money or extra money earned.

Smoking in bedroom

You are not allowed to smoke in your bedroom. If staff smell smoke in your bedroom or find signs that could mean you have been smoking then you will be asked to strip and clean your bedroom before you get any privileges.

Stripping will include: clean duvets on bed, hoovering, polishing and wiping down windows and ledges to remove all traces of nicotine.

Bedroom

Your bedroom is your personal space, however your bedroom may be checked for your own and staff members safety.

Other young people may enter your room at your request, however the door must be left open for your safety.

If you become inappropriate or abusive the other young person will have to leave your room

Your bedroom must be cleaned thoroughly on a Saturday, Staff will be available if you require assistance. You will not receive your pocket money until this is complete.

Cleaning includes stripping and wiping down any marks on doors and walls, clothes to be put away in wardrobes and drawers.

During the week you are to clear your bedroom by picking up all your clothes and anything on the floor, making your bed and removing any cups and plates before attending to both home and outdoor activities.

Settling

Depending on your needs, staff will help settle you for bed. This can include spending 30mins one on one with staff in your room, playing games, reading or talking.

Staff will then encourage you to get some sleep and rest.

Drugs

If staff suspect you have illegal substance onsite, then these will be removed and the police may be called.

Paddington Grove adopts a zero tolerance policy on drug and drug paraphernalia within the premises.

Kitchen

Dinner is served between 17:00-18:00 and we eat together.

Wednesday is menu planning day where you can suggest meals for the following week.

You can choose your own meal on a Friday.

After 21:30 there will be no access to the kitchen to keep you safe, however, fruit and water will be available at your request.

School

We encourage everyone to complete education, this can be school, college, work placement

If you do not have an educational placement yet staff will educate you at home between 09.00-15.00

This time is focused on learning- but can also be fun e.g baking, sports, and visits to historic sites.

Chores

You will be expected to complete your chores daily, this is keeping your bedroom tidy and giving it a good clean on Saturday.

Put away any clean clothes that have been washed and dried.

Help out around the house by cleaning up after yourself and helping staff prepare and clean up after meals.

Transport money

Staff will purchase transport tickets with you. If you are aged 15 or over, you will be encouraged to use public transport independently.

Bedroom

You are permitted to use the house phone daily for up to 20 minutes per call, however this will be behaviour dependent (unless agreed otherwise). The house phone is available until 21:30.

House phone

You are permitted to use the house phone daily for up to 20 minutes per call, however this will be behaviour dependent (unless agreed otherwise). The house phone is available until 21:30.

Dress code

You must be dressed appropriately at all times (top and bottoms covered with socks/shoes/slippers).

CCTV

We have two CCTV cameras overlooking the driveway and by the front door. These are for the purpose of assisting with security and safety of children, staff and neighbours at Paddington Grove.

Office

You are allowed in the office and to sit with staff, unless staff are on the phone or have money out and are counting this.

The office door will be open, however if staff are not in the office you should ask before entering. If you do not respect the office rules then we will have to keep the door closed.

Hygiene

You are required to shower and brush your teeth daily.

You are required to wash your hands prior to eating or preparing food.

Overnight

We want our house to feel as normal as possible, so staff will be sleeping at night time.

If you get up during the night, staff will be notified by a buzzer that wakes staff when your bedroom door opens.

This means staff to be able to support you if you wake in the night and make sure you settle back to bed ok.

HELLO'S AND GOODBYE'S



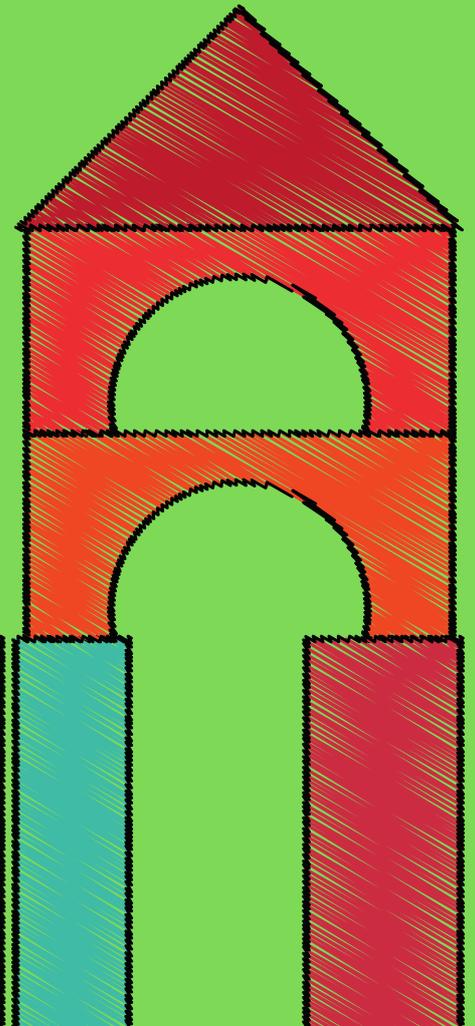
HELLO
ALOHA
BONJOUR
HOLA

Joining

When a new member is coming to join our community it can sometimes make us feel concerned as we do not know who they are or how they are going to be. What we like to do is tell you as much about them as we can and then keep talking about how we all feel about it. You can do this with any of the adults, however we will always talk about it in the community meetings.

We also talk and think about what it must be like for them and how they feel, coming to a place where they don't know anyone. So it would be really helpful if you could help us make them feel welcome as you know better than anyone what this feels like. Some of the ideas that the young people who lived here in the past have suggested are listed below.

- We go and meet them before they arrive and tell them about people who live and work in our community, we also show them the Welcome Book as it usually makes them feel better when they know what we do here. They also get to a budget for their bedroom, so they decide how they want their new room to look like.
- We let them come and visit so they can meet everyone.
- We make them a welcome card that everyone writes in.
- When they arrive we put some toiletries in their room so they don't have to ask.
- We then talk through the Welcome Book again so they understand and can sign it. (Like a contract to say I understand what you do here and I would like to be part of the work you do.



hello

Leaving



GOODBYE

AU REVOIR

AUF WIEDERSEHEN

ADIÓS

- When someone leaves the community they can do this on a few different ways
- Because they don't want to stay here anymore. If they want to leave we have to respect this, however we can talk to them and let them know that we would like you to stay.
- Because they are ready and they have planned to move on.
- When someone is ready to leave, what we usually do as part of our culture is
- To give them their memory box full of good times and achievements with photos and cards and some written memories from everyone in the community.
- We have a party or celebration to say goodbye where we give presents and have a meal of their choice in a restaurant.
- We go with them and help them move into where they are going to live.
- We also understand it can be sad when staff leave and we will always make sure we let you know if someone is leaving. We again have a meal out to celebrate and old staff can come back to see you, or phone you for a catch up.



Goodbye

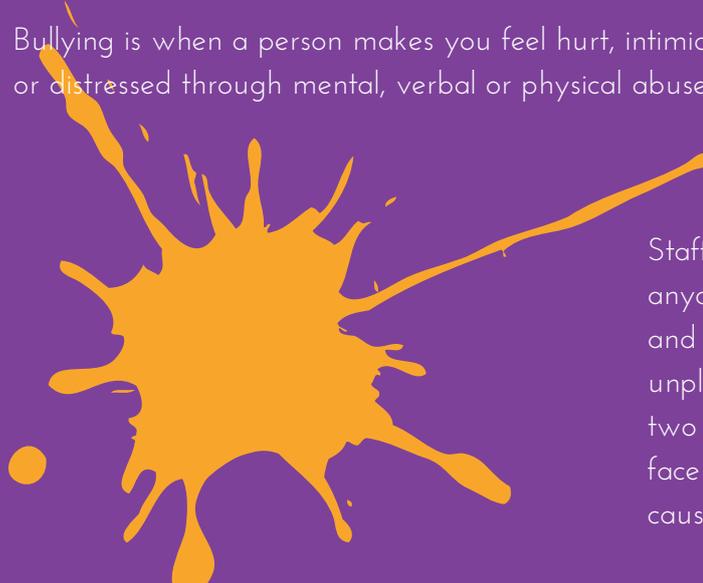


GUIDANCE ON BULLYING



What is bullying?

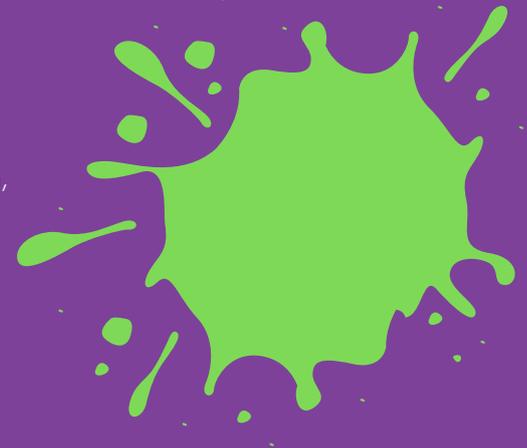
Bullying is when a person makes you feel hurt, intimidated or distressed through mental, verbal or physical abuse.



What will we do?

Staff will listen to BOTH sides of the story before judging anyone involved with bullying. Bullying will not be tolerated and anyone guilty of making another person's life unpleasant will be dealt with seriously. In most cases the two people involved will be encouraged to eventually come face to face and realise the hurt and pain they may have caused, restoring justice and building bridges.

What can you remember to do?

- Treat others as you want to be treated yourself.
 - Be respectful to everyone around you.
 - If you witness something unpleasant, let us know, you would like someone to do the same for you.
 - If you are unhappy – tell someone, the sooner we know the sooner we can help.
 - Do not act as an audience for bullies. So don't stand and watch, walk away and tell someone.
 - We are all different and that is what makes us special – difference is not a bad thing - Celebrate it!
 - Not everyone will get along at all times, but no one has the right to make your stay here an unpleasant experience.
 - If someone is being unpleasant to you be assertive but not aggressive, and ask for help for dealing with it.
- 

Need someone to talk to?

If no one knows you need help then no one can help you. If you have a problem at home or in school with bullying you can talk to: any member of staff, your keyworkers, teacher, or a manager. If you do not feel comfortable talking to someone, you could write in down.



I have read and understood the contents of the expectations and my views are:

Young Person's Name:

Signature:

Date: