



Portchester Road

Children's Guide





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Meet the Team



Jack



Ben



Glen



Doreen



Pam



Trina



Moma



Tony



Georgia



Felicia



Lisa



Libby



Welcome to Portchester Road

Everyone at Portchester Road is here to help look after you during your stay with us.

As well as your own social worker, you will also have 2 key workers aiming to build positive and trusting relationships with you and all the important people in your life.

There may be many different reasons why you are staying with us and your length of stay will depend on your circumstances. We understand that you may be feeling nervous or worried about moving to a new home, and it helps to have someone to talk to about your worries.

In this guide you will find lots of useful information about the kind of things to expect during your stay at Portchester Road. We hope that your stay is a happy one and that you make lots of new friends and amazing memories!

We want you to have a great time with us and for you to be happy. So if there's something you need, please talk to anyone in the team - we are all super friendly!

The adults at Portchester Road and your social worker are here to listen, so if there's anything on your mind, please feel free to talk to us. Together, we can try to come up with the solution that's best for you.

At the back of this guide, you will find our telephone number and address, should you wish to contact us. You will also find some other useful phone numbers, in case you would like to speak to someone outside of Portchester Road.

About Portchester Road

We invite you to be part of our community at Portchester Road. We all work towards helping everyone feel like they belong, are accepted and have trusting relationships.

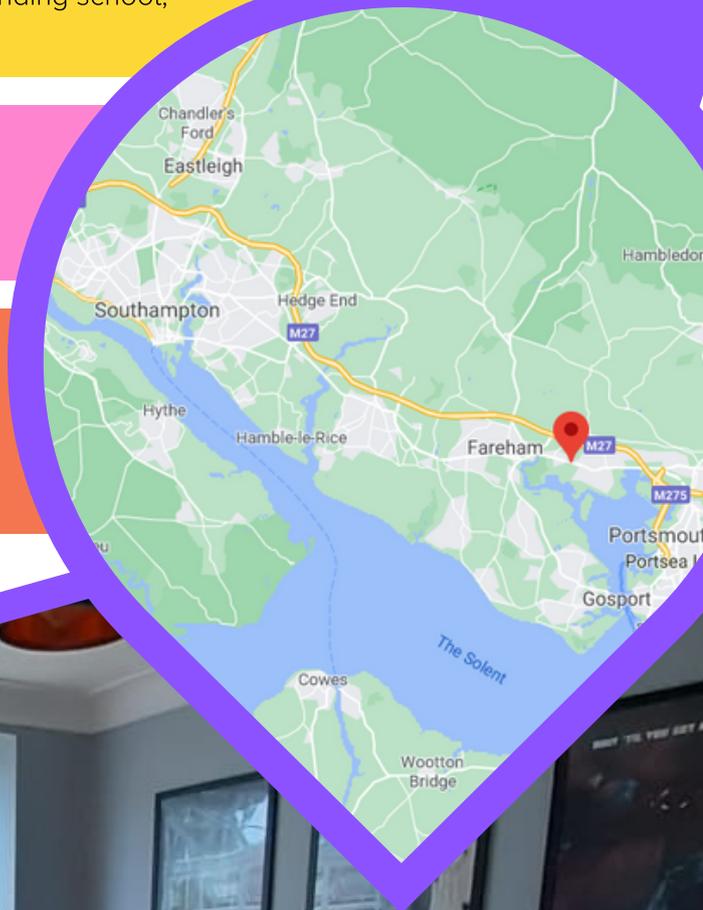
We will help you to explore your own feelings, identity ('who you are') and what makes you passionate in life.

Portchester Road offers a home for 3 young people. As a group of adults we are here to make sure that you have everything you need to be safe, healthy and happy.

All young people at Portchester Road will be expected to be attending school, college or some kind of apprenticeship or work placement

We recognise that Family & Friends are important and we wish to support you to maintain and build on those relationships so you can get the most out of the time together

Everybody who lives and works at Portchester Road are different ages, come from a variety of backgrounds, cultures. We all have our own story and map of the world and it is important we all respect each other'



Your Lifestyle

Your Bedroom

All young people have their own bedrooms and will be given a key to their bedroom. Staff will not access your bedroom without your permission unless there is a need to keep you safe or a health and safety issue. We may knock for you to wake you up or poke our heads around the door if you are not waking up for school. Prior to you moving in we are able to get bedrooms decorated in a way that you like and you will be able to go shopping for things to make your bedroom feel safe and comfortable. We ask that young people do not enter each other's bedrooms.

Food

We want to make sure that you are eating a healthy and balanced diet. We recognise that everybody has different food preferences so we are happy to be flexible. Food menu's are discussed and agreed in the weekly community meeting. This is your home and so we are happy for you to help yourself to food whilst respecting everybody else in the community. Some young people will often cook for themselves as they are working towards independent living and is something we would like to encourage

Activities

We will support & encourage all young people to do a wide range of activities and we will be able to support any current hobbies or clubs you attend to continue to do so. We are able to support almost any activity/hobby/club and we recognise how trying new things helps people to learn and grow

Family & Friends

It is important for you to connect with your friends and family and maintain those relationships. When you come to live with us there may already be a plan in place that lets you know how you will stay in contact with your family. If you would like to change the way that you have contact with your family please talk to a staff member at the home or your social worker directly. Your friends are welcome to visit the home and we can provide activities for you to do offsite with your friends also. We want you to be open with us about your friendships and encourage you to chat with us if you are ever struggling with any of your relationships. Staff will help support you with how to spot signs of both positive and negative relationships within peer groups.

Pocket Money

Pocket money is given on the weekend after your bedroom has been cleaned & tidy and you have completed some small chores like clothes washing. This money is yours to spend how you please, we will encourage you to save a small portion of this money towards bigger things you may wish to save for. You can earn an extra £5 a week from completing extra chores around the home if needed and agreed and an extra £5 from weekly targets set by your keyworker.

11-13 years old - £5

14-15 years old - £7.50

15-16 years old - £10

17-18 years old - £12.50

Clothing & Toiletries Allowance

Clothing allowance is £30 every two weeks, this does not include things like school uniform and we can often give extra money for sporting/activity clothing. Toiletries allowance is £10 every two weeks for males and £12.50 for females (this extra allowance is to cover the cost of feminine hygiene products). To begin with you would go out with a keyworker to spend this allowance with a hope towards you being able to go shopping alone or with friends. These allowances need to be spent on the things that you NEED before the things that you WANT.

Extra Allowances

There are lots of things that we do not have rigid allowances for like haircuts, gifts for friends & family and other cultural events that will all have a cost element that can be discussed & agreed with your keyworker

Wi-Fi

All the bedrooms have their own WIFI connection that are specific to you. WIFI access will only be given to young people who display that they are able to keep themselves and others safe online. Specific rules around WIFI are not rigid and will be different for everybody depending on a number of factors including how well you are sticking to sleeping routines.

Going Out

It is important to make arrangements with staff when you are going out and to let us know where you are going and when you will be home. It is important for us to know you are safe and well and we can trust you to keep in touch with us if your plans change. If you are ever in any trouble when you are out we will always be able to support you and keep you safe.

Travel

We have cars we can use to take you where you need to go depending on their being a car available. We will always support and encourage you to use public transport, for young people working towards independence using public transport will be part of your normal routines. In the past we have supported young people to get drivers licenses and do CBT tests.

Personal Items

We encourage young people to share but we don't encourage young people to swap things, this is to protect your thing and your relationships with your peers. If there are any important things you need kept safe we can lock them away somewhere secure and you can access them when you want to, we will make a note of these when you move in.

Holidays

We plan and encourage young people to go on group holidays and short breaks away together to a variety of different places, in the past we have been on activity holidays like camping and we have even had young people visit Spain for a beach holiday.

Daily Routines

Weekly Plans

We all need to have structure and routines in our life in order to be healthy and to achieve. It is important that you have some kind of weekly plan that ensure you have some structure to you week and can plan your fun and free time around all the other important things. Evenings, weekends & school holidays we would like you to have as much fun as possible and spend this time how you wish. During any time when young people should be in education and they do not attend there will not be any activities either within or outside of the home available.

Personal Hygiene

It is important for you to have daily personal hygiene routines so that you stay healthy and feel good about yourself and so that you can thrive in the community inside and outside of the home.

Meal Times

Breakfast & Lunch times are very flexible and you can either prepare these meals yourself or with staff. At dinner time either staff or young people will cook for the community and will usually sit down to eat together, this is a great time to catch up with each other. During dinner time we ask that young people don't have mobile phones at the dinner table. We ask that young people only really eat snacky foods in their bedrooms and eat meals at the table for hygiene reasons and to keep your bedroom a nice clean space.

Sleep

Regular settled sleeping patterns are one of the most important aspects of a healthy lifestyle. At the end of the day it is expected that young people spend a bit of time winding down before they go to sleep. We ask that young people settle to their bedrooms early enough to allow them time to chill out before going to sleep. This time is dependent on age and also on how settled your sleeping routines are, these times can be adjusted when there are activities and can be a bit later on weekends and school holidays. When it is time for you to chill in your bedroom you may want staff to spend some time with you watching TV, chatting about your day or playing a game. We understand that a lot of young people will struggle with sleep routines and we will support you with this however we can.

11-13 years old - 09:00

14-15 years old - 09:30

15-16 years old - 10:00

17-18 years old - 10:30

Staying Out Overnight

You will need permission from you parents or social worker before you can stay out with friends or at relatives houses, this cannot be last minute and will need a little bit of planning.



Education

Everyone under the age of 16 is expected to go to school every day and for young people over 16 they must be in some kind of further education or work apprenticeship.

It may be that school has not always been a pleasant experience for you, and you have missed out on some opportunities. Don't worry - between us all, we will ensure you're in the right place for you, where you feel safe, comfortable and able to reach your potential.

We want you to have fun, make new friends and try new things whilst you are learning. We will help support your education and will have regular contact with your school or college. We will ensure that you have everything you need to learn

If you think of something you might need for your education just ask!



Planning Your Care

Community Meetings

We have weekly community meetings where you will be informed about any changes or decisions in the home. This is one of your chances to have your say in how we all live and work together. This is also a time where we plan the food menu, organise activities and discuss feelings and dynamics in the home between young people and staff. After the meeting we like to have a takeaway together.

Other Meetings

There will be lots of different types of meetings that may happen in the home or in schools for example that are important for you to either attend, or to give your views for. It is important that you engage with these so you can make decisions about your future. Staff also have meetings where we can discuss as a team any changes you would like to make in the home'

Outcome STAR & STAR Targets

These are a visual tool that we use to help us make plans for you and allow you to see where you are doing well and highlight where we can support you more where you may be struggling. Your keyworker and possibly a manager will have a meeting with you once a month to see how you are doing and to set you some STAR Targets. These are some targets that are set and agreed by yourself, your keyworker & the manager once a month for you to work towards. These targets if achieved will allow you to spend/save up to £30 a month to put towards either an activity or something you are saving towards. This meeting is also where we will set your weekly pocket money targets mentioned above.

Important Documents

There will be some important documents that staff have to complete with you like a behavior management plan and also a risk assessment. We understand that these are not always nice to talk about but it is important to give your opinion on these plans to your keyworker. After we have done these we can go out for a treat.

Rewards & Consequences

We always want to reward you when you are doing well or have achieved things, and on the other hand there may be consequences when you don't stay within the homes routines and boundaries. When you arrive at the home your keyworker will discuss with you all of the homes boundaries, any consequences will always be discussed with you first.

Reflection & Restorative Justice

If you can take ownership of any wrongdoing on your part that is a very good way of helping make things right again, and to learn from our mistakes. This could be in many forms like a conversation with somebody, and apology or might mean helping tidy or fix something.



Data Protection & Confidentiality

We take confidentiality very seriously and everybody has private or sensitive information that they would not want other people to know about. Your keyworker will explain to you about why, how and when your information will need to be shared with other people.

The staff team will have access to information about your experiences before coming to live with us. These include documents about your past that will help us to best support you moving forward. The information we have access to will also allow us to get to know you better. Every day we will write reports about your wellbeing and this information also helps us to make sure that you are receiving the best care possible. Your documents will be stored in a locked cupboard in the staff office. You are able to access these documents when you wish to, just ask a member of staff to get your file.



Complaints or Compliments



What you can do...

If you have any anxieties or worries, please share them

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

But what if...

- Staff cannot help you?
- 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 the things that are worrying you and send it to the complaint officer at your local council



Complaints or Compliments

What happens next?

- The person you tell will try to help.
- Sometimes, it is not possible to put things right straight away.
- Usually, telling somebody can help.
- Talking may stop your 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 anybody you know. You may want to talk to someone who is not linked to Fair Ways in any way



This 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.



There is also a group of people you can talk to called Help at Hands, which are part of the Children's Commissioner. Their job is to ensure you are getting the high standards of care and support you deserve.



0800 528 0731



<https://www.childrenscommissioner.gov.uk/help-at-hand/>



Here to listen, Here to help

While you are living with us we would love to know about the things that you like and don't like about the home and will check in with you through many different ways. It is our hope that you can share these feelings with us so that we can make your home a better place to live, we always want to be improving, and would love you to be a part of that journey. If you share your thoughts and feelings we can help you change the things that you are unhappy about. Any staff member at any time is able to help you if you need help with something, but we understand you will develop relationships with certain staff you feel more comfortable to share with and this is fine. Everybody that comes to Portchester Road is allocated two keyworkers, these are key member of staff who takes a lot of responsibility for you and your care while you are living here. If you ever feel like you are speaking to these people and that they are not listening to you, or you are not happy with something you must speak with one of the managers who will always be happy to listen.

How to tell us if things have gone well?

Fair Ways welcome positive feedback too!

If you have been particularly happy with something, please let us know so we can pass on your compliments!

To let us know, please either talk to a staff member of your choice or complete a Complaints / Compliments form.



You have the right to access an independent advocate who could provide additional support for you in relation to a complaint

'Voice' is an independent national charity committed to empowering children and young people in care.

They are an advocacy service that could provide you with support and their freephone number for young people is:



0808 800 5792



www.voiceyp.org



Contacting Fair Ways

Portchester Road is a part of Fair Ways. Adults at Fair Ways are also always happy to listen to you.

The Fair Ways office telephone number is:
02380 230 400

Fair Ways office address:

Fair Ways,
Fairways House,
Mount Pleasant Road
Southampton,
Hampshire,
SO14 0QB
Other Useful

Other Useful Contacts



In care or a care leaver? Looking for help and advice? Talk to 'Who Cares' in confidence.

You can call 'Who Cares' on 020 7017 8901 between 10:30am - 3pm, Monday to Friday, or email them at advice@thewhocarestrust.org.uk.



FRANK is a free service that offers advice, counselling and information on drugs and alcohol. It's totally confidential and there's also lots of information on their website: www.talktofrank.com

03001236600



Coram Voice are a charity that support children in care. They want to ensure that all children in care feel safe and supported. They can help you to get your voice heard if you feel that nobody is listening. www.coramvoice.org.uk

08088005792



My Book

I have read my book and had anything I am not sure about explained by a member of Portchester Road staff.

Signed:

Date:

Key Worker Signed:

Home Manager Signed:



Fair Ways, Fairways House, Mount Pleasant Road, Southampton, Hampshire, SO14 0QB



www.fairways.co



Fair Ways



@FairWays_



023 8023 0400