



Welcome To

OUR HOUSE



Welcome

My name is Mark, and I am the Manager of Milford House. This booklet is here to let you know about living at Milford House. I am sure you will have lots of questions so please don't hesitate to ask and we will do our best to answer them for you. Milford House is a semi-detached house in Southall, which is in London, The house is built over three floors and has a lounge, Lounge/dining room and sensory room. The Lounge has a games console, board games and books. The home also has a computer you can use in the lounge. There are 4 children's bedrooms and 3 bathrooms. There is a good size back garden which is safe and enclosed and an outer house in the back of the garden. At the front of the house, we have parking available. We hope you enjoy living at Milford House and this booklet will help to answer some of your questions.

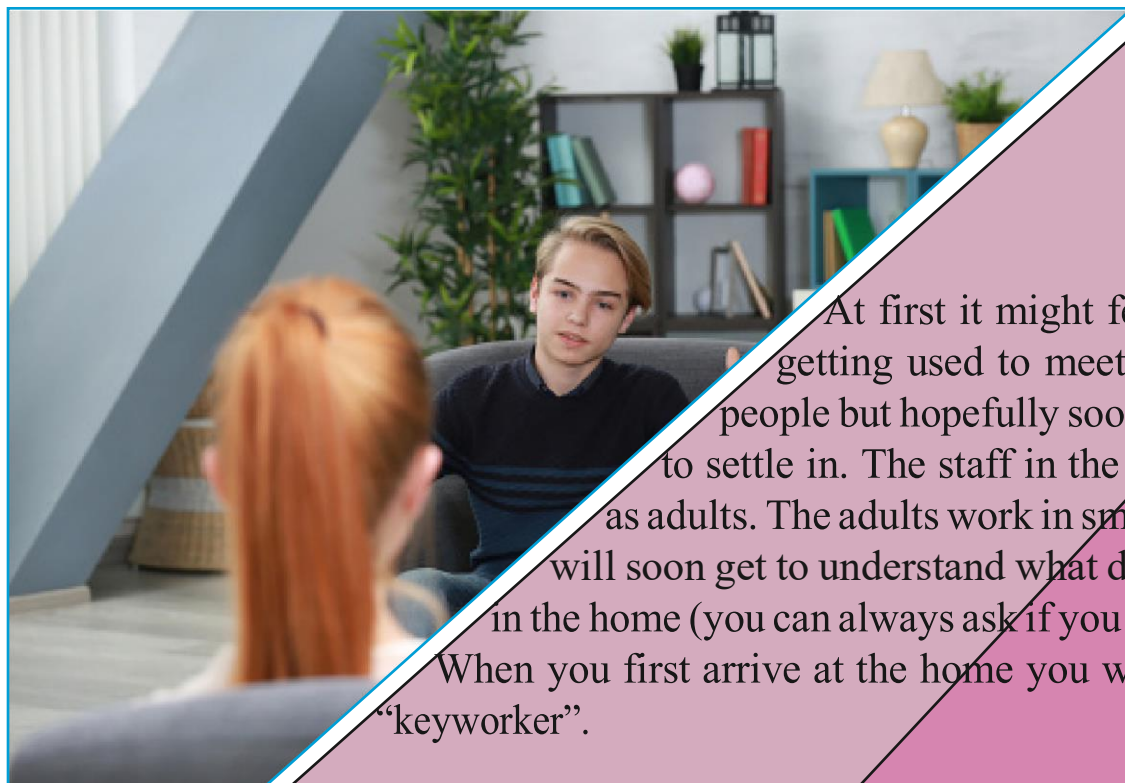
Mark Higgins

What's the home about?

We are very proud of the house and ask that if you choose to live here that you treat it with respect. We truly believe that all Children deserve the highest level of care and want to ensure that the house is kept to the best standard. You will have your own bedroom in the house and will be supported by an adult to personalise this once you have decided that you want to stay (After your Initial assessment).

We recognise that at the beginning living at Milford House will be difficult for you. We know that there will be things that you don't like and things that you miss, but we will do everything we can to make it the best it can be for you.

Adults and Keyworkers



At first it might feel a bit daunting getting used to meeting loads of new people but hopefully soon you will be able to settle in. The staff in the home are known as adults. The adults work in small teams and you will soon get to understand what days the adults are in the home (you can always ask if you can't remember). When you first arrive at the home you will be allocated a "keyworker".

Your key-worker will be there to look out for you, support you, help you and be there to answer any questions you have. If you would like help, they will take you shopping to buy your clothes and toiletries, make doctors, dentists and opticians appointments and help you with your school work. They will also go with you to any meetings and help you keep in touch with your family and friends.



Living Together

We do not have a rule book at the home. That's not to say that there are no rules! We believe that we should all agree to the same guidelines and treat each other with respect. Below are a few of the guidelines in the home. The young people that live at the home will be able to talk you through the others when you meet them:

1. We appreciate each other's space and ask you not to smoke.
2. We love a clean home, keep your bedroom and your home tidy.
3. We all like privacy, please do not go into others' bedrooms without an adult or permission.
4. Privacy is important and we ensure this is done by locking bathroom/toilet doors.
5. We like to respect each other's space and we will be dressed at all times.
6. Homework helps us learn; we need to do this together.
7. We know bullying is not nice or suffering in silence.
8. School is very important to you, if you are not at school, we will plan school at home, unless you are poorly.
9. We all like to be treated nicely, let us respect each other and our feelings.
10. We all know it is good to talk things through, we will meet to ensure we fully know your wishes and feelings.
11. Tell the truth (We all make mistakes)
12. We can get sad and angry sometimes, but it is not okay to hurt each other.

Menus and Food

We all have favourite foods we would like to eat all day... however we want you to have a good healthy, balanced diet with lots of choice. If you have to eat certain foods because of your religion or health, we'll provide you with what you need. At the weekly house meetings all children and adults can choose their favourite food. We encourage all children to participate in learning to cook. You'll also be able to make your own healthy snacks and drinks at sensible times. Remember to do lots of exercise though.

Meal Times

We know people get hungry at different times but it's important, when we can, to have our meals together around the dining table.

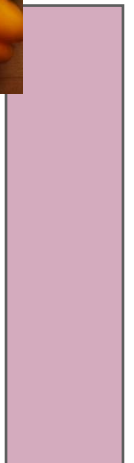
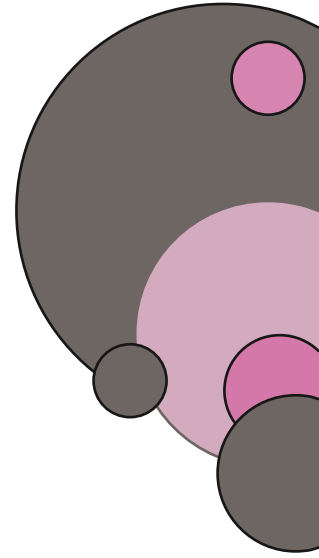
Breakfast 7.30am – 9am

Lunch (weekend/holidays) 12.00pm - 1.00pm

Snack 3pm - 4pm

Evening meal 5.00pm – 5.30pm

Remember, these may change!



Family, Friends, and Visitors

During your initial visits to the home, we will meet with you and your social worker to agree the plans for who is allowed to come to the house. We will do everything that we can to support all of your family connections and friendships and if it is not possible for people to come to see you, we can make arrangements for you to be supported to go and see them. Your key worker will help you to organise this.

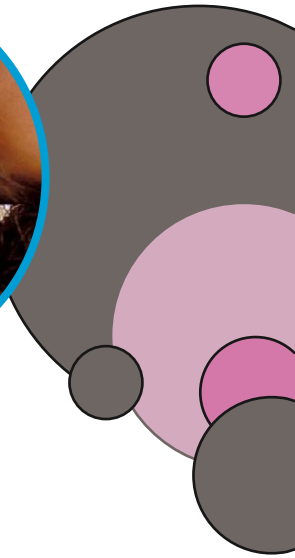


Activities and Hobbies

The adults in the home will help you to attend and join appropriate clubs and activities. We have loads of clubs available locally, covering most sports, activities and hobbies. Your Keyworker will support you to find local clubs and to attend any afterschool activities that you want to go to.



Bullying



We have 2 very strict rules about Bullying-

1. ITS NOT ALLOWED and
2. if it does happen, you should either challenge it or talk to someone about it.

Bullying can mean hitting, pushing, biting, and shoving. It can also be name calling, making things up about people, taking things away from people, dirty looks, damaging belongings, spreading rumours, or being threatening. We do not allow bullying in the home. If you feel you are being bullied by anyone (another child or one of us), please talk to someone about it, like an adult, your social worker or one of your visitors. If you want to tell someone that you're worried about bullying but find it hard to talk, you can email the home manager, there is a section at the end with all the contact details.

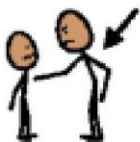
We take bullying very seriously.

We want you to tell someone if you are being bullied.

You will get all the help you need to make sure the bullying stops.



Bullying is not allowed at Milford House. This includes name calling



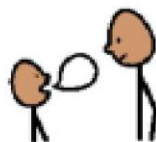
cyber bullying

and

hitting.

Always tell an adult

they can help!



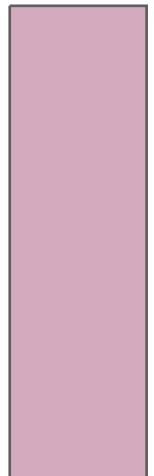
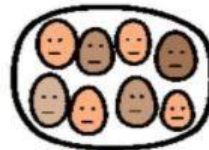
Remember

to be

kind

to

everybody.



Bedrooms and Privacy

You will have your own room and if appropriate the door will have a lock. You will be given a key to your room. We understand that everyone needs their own time, space, and privacy. The adults in the home will always knock on your door before entering. Bedtime is different depending on how old you are, how much sleep you need and your daily routine. Sometimes you may be allowed to go to bed later, on special occasions. On school days we will wake you up no later than 7.30am; but, on school holidays and weekends you can have a lie in if you want. There will always be adults in the home to support you whenever you need it. The home has a door alarm system fitted to the bedrooms. These may be used to alert the adults if you leave your room at night. If they are going to be used, you will be made aware. Adults will be entering all rooms on a daily basis to keep the home clean and tidy. This does not involve any searching of personal possessions. However, there may be times that the adults feel it necessary to complete a room or possession search to make sure you are safe and protect the home. If an Adult has concerns and feels that a room search is necessary, you will be invited to watch.

Sometimes I may want to go into my peers bedroom



It's important to remember I have my own bedroom at Rose House



Your Allowances

You will receive different allowances dependent on your age. Each week we will save £5 for you ready for when you leave. If you want to spend any of your clothing or toiletry money you simply have to ask your keyworker and they will arrange for the money to be available for you. Your toiletry money will also be available for you to get your haircut. There is an expectation that you will tidy your bedroom to the agreed standard in order to achieve your pocket money.

Age	Pocket Money	Clothing	Toiletries	Weekly Savings
7	£4	£20	£10	£5
8	£4	£20	£10	£5
9	£4	£20	£10	£5
10	£5	£20	£10	£5
11	£6	£20	£10	£5
12	£7	£20	£10	£5
13	£8	£20	£10	£5
14	£9	£20	£10	£5
15	£10	£20	£10	£5
16	£11	£20	£10	£5



Chores

Your bedroom is your space, it is important that you keep it tidy and clean. You will be expected to do some chores each week before you get your pocket money.

The Internet

The home has internet access which you will be encouraged to use to complete your homework or just for fun. However, it is important that you know all the internet access is monitored to make sure you are safe. To keep safe on-line; visit Thinkuknow.co.uk

Health

Being healthy is a big part of being happy. A healthy lifestyle simply means that the way you are day to day, makes you feel physically and mentally fit and well. If your lifestyle is not a healthy balance - for instance through not exercising, eating a poor diet, getting involved in drugs or by keeping worries and problems to yourself - you are more likely to become ill, have trouble concentrating at school or be unhappy or depressed. Whilst at the home you will be expected to keep yourself nice and clean, this means brushing your teeth twice a day and having a shower or a bath every day. At the home you will receive lots of help and guidance to make sure you are safe and healthy. You will be registered with a doctor, dentist, and optician as well as any other specialists you may need to see. All children are expected to attend all health appointments when needed. Your keyworker will make sure that you are supported with these appointments. Your parent and/or social worker will have given permission for you to take some medications, when appropriate, whilst you are at the home, this will help if you suffer with any everyday illnesses such as colds, sore throats, or headaches.

Drugs, Alcohol and Smoking

All Care2Care homes have a zero-tolerance approach to Substance Mis-use, Alcohol and Smoking. If you have concerns about any of these things, then the Adults in the home are there to support you. If you are a smoker before moving into the home we will support you

to stop smoking and help you attend local “stop smoking clinics” ([Stop smoking | Stop smoking | Ealing Council](#)).

We do not allow any substance misuse or alcohol within the home. The adults in the home will support you to give up.

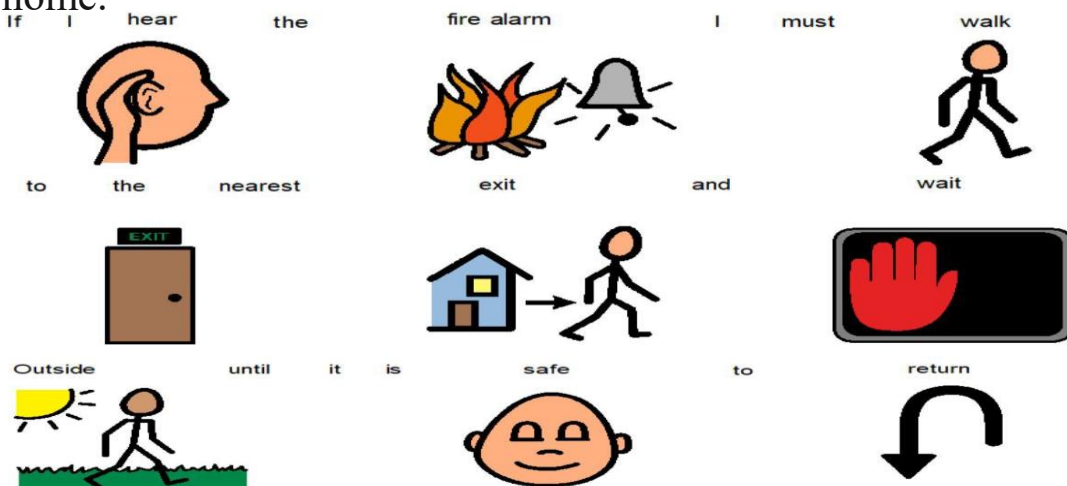


Steps to my Future Plan

We believe that the only person that can decide what your future looks like, is YOU. As Adults we do not want to tell you what you can be or stop you from aiming for the stars. We have developed a plan that takes your goals for life and looks at the ways that we can help you to achieve this. We call this your placement plan. Your social worker and IRO will talk to you about your care plan and possibly your pathway plan. These are documents that are created with your future in mind. Our placement plan is how we are going to get there. So, if one of your live long ambitions is to own a nice car and learn how to drive, then tell your keyworker and we can start to put the plans in motion for how this will become your reality.

Keeping yourself safe and Fire Alarms

The home has a Fire alarm system installed across the whole property, including in your bedroom. If you discover a fire, then set off the fire alarm using one of the call points and evacuate the building immediately. If you hear the fire alarm, go off, please calmly make your way to the nearest exit and go to the Fire Assembly point, which is outside the front of the house. The procedure for the fire alarm will be explained in full when you first move into the home.



Records and Files

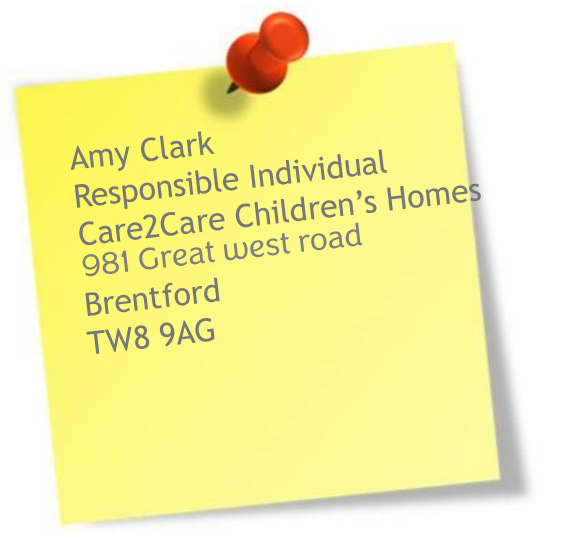
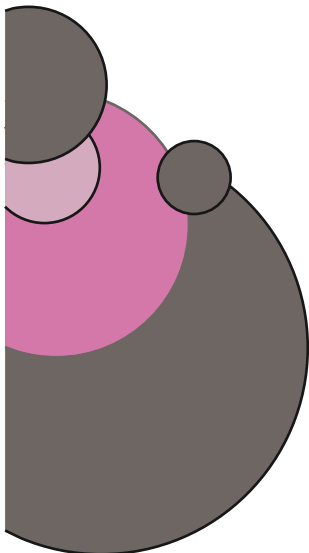
As you may know, we have to keep records about all children here at the home. You can look at them if you wish and write your comments. The files are very helpful in making sure nothing gets forgotten at your Review meetings, but they are private to you and us and only a few other people like inspectors, and your social worker are allowed to see them.

Complaints

It is important that you are happy, and you understand the decisions which are made and affect you. If you are not happy, do not think you are being listened to or not being cared for properly, you are able to make a complaint. Most problems can be sorted by talking with your keyworker or another adult of your choice. We hope that in time you will feel confident enough to raise any concerns in the daily “Reflection meetings”. If things above do not work, you can make a complaint by either:

- Speaking to an adult and asking them to help you write your complaint.
- Writing your complaint and passing it to an adult or the Manager. Alternatively, you can ask for an envelope and send your complaint by post to Responsible Individual.

If you write a complaint to us, we will ensure that we always write a response to



Reviews, Meetings, and the role of your IRO

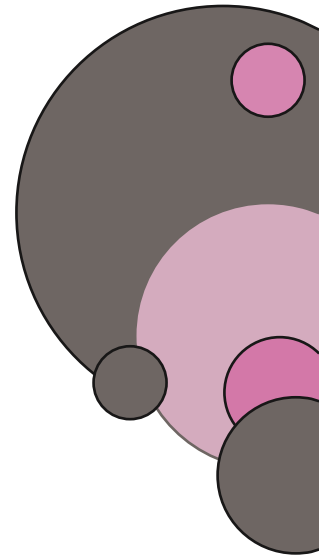
If you have been in care before then you may already understand some of the reviews and meetings that happen. However, if this is the first time that you have lived in a children's home then it can really be tricky to remember what all of the meetings are for and whose job it is to do certain things for you. At the beginning of your placement, you will have a Placement Planning meeting. This is to organise all the things that are required of the home and agree some really important things for you, such as "Contact" (how often you get to see family and friends) and it's your opportunity to tell others what you want. This review is normally "chaired" led by your Social Worker. Once you have been in the home a while, normally within 28 days, a Looked after Child Review (LAC) will happen. These are then repeated at least every 6 months throughout your time at the home. This review is always led by your Independent Reviewing Officer (IRO). It is the IROs' job to make sure that decisions made are ones that are best for you, follow your care plan and respect your rights.

EACH REVIEW MUST ALWAYS CONSIDER:

- whether to confirm or change your care plan
- what actions need to be taken to implement it?
- who needs to do what?
- when they need to do this by

WHAT SORT OF THINGS ARE REVIEWS SUPPOSED TO COVER?

- whether decisions since your last review have been carried out, and, if not, why not.
- whether your legal status is correct; and whether it allows proper plans to be made in your long-term interests.
- whether contact with friends and family is what you want, and what you need.
- whether your placement is meeting your needs.
- your education and what progress you are making, to see whether any actions need to be taken to support you better..
- what preparation you might need for when the time is right for you to leave care; • whether you have been visited often enough by your social worker, and feel that they have listened to you
- a report on your health and whether any actions are needed to make sure that you stay healthy.
- whether decisions for you have been taken and acted upon quickly enough.
- any help you might need in knowing and understanding who you are.
- what advice, support and assistance you might need.
- what activities you are involved in and like doing.
- any changes in your circumstances since the last review.



Advocates

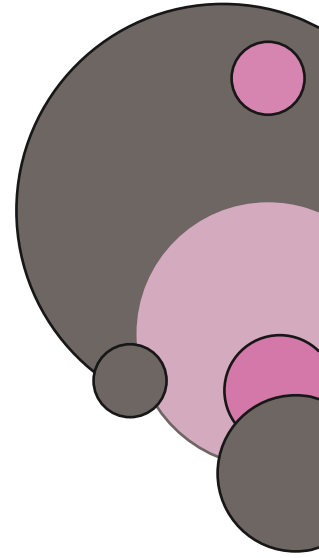
You may want someone to help you to make sure your views are being listened to. An advocate is a person who acts as your friend and will help you to explain what is wrong and what should be done to put it right. They will meet with you to talk about how they can support you and can speak for you if you find talking to people hard. Your Social Worker or independent reviewing officer should give you details on how to find an advocate. You can also ask for an advocate to help you from some other places like VOICE telephone: 0808 800 5792 or the National Youth Advocacy service telephone: 0800 61 61 01. Your rights It is important that you understand your rights and responsibilities. All children have rights. Whilst you are at the home, we will make sure that we do everything we can so that you get everything you need. If you would like to know, more ask an adult or take a leaflet which is available in the house information pack or go to: www.unicef.org/rightsite/files/rights_leaflet.pdf

Here are a few of your rights:

- Children have the right to say what they think should happen, when adults are making decisions that affect them, and to have their opinions taken into account.
- Children have the right to think and believe what they want, and to practise their religion, as long as they are not stopping other people from enjoying their rights.
- Children have a right to privacy. The law should protect them from attacks against their way of life, their good name, their families and their homes.
- Children should be protected from any activities that could harm their development.
 - Children who cannot be looked after by their own family must be looked after properly, by people who respect their religion, culture and language.
 - Children who are looked after by their local authority, rather than their parents, should have their situation reviewed regularly.
 - All children have a right to relax and play, and to join in a wide range of Activities

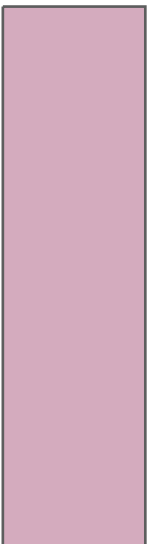
Education

We do not have a school at the house. The expectation is that every child will attend fulltime education whilst they are living at Milford House. The adults in the home will support you to attend school or college. If required, the adults may support you in lessons as well as helping you to get to school and ensuring that you have packed lunch and money for school outings. If, when you first come to the home, there is a delay in you getting into a school the adults in the home will create an individual education timetable.



OFSTED

You'll probably already know that Ofsted inspectors visit where you live, or the service who placed you, to check that you are being looked after and cared for properly. You might even have met an Ofsted inspector already. When inspectors visit, they make sure that the people running and working in the place where you live are following a set of rules. The rules are called the 'Quality Standards' and each type of place has its own set of rules. The Quality Standards are set by the Government, and they are the law! If there is something you want to say about where you live, you can speak to an inspector about this while they are there, or you can contact an inspector anytime by phone or by writing to the address on the Ofsted website. After an inspector has visited where you live, they will write a report to say how well you are being looked after. You can see this report if you want to – either ask an adult or get in touch with Ofsted.



Children's Commissioner and other important contacts

Dame Rachel Mary de Souza is the Children's Commissioner for England as of March 2021. She has a legal duty to promote and protect the rights of all children in England with a particular focus on children and young people with difficulties or challenges in their lives, and in particular those living away from home, in or leaving care, or receiving social care services.

Call: 0800 528 0731 or write to:
The Office of the Children's Commissioner,
Sanctuary Buildings,
20 Great Smith Street, London, SW1P 3BT.



Below are some other details for important contacts:



My Social Worker;

Name:
Phone Number:
Email Address:

Important People to Me;

Name.....
Phone Number.....
Email Address.....

My IRO;

Name:
Phone Number:
Email Address:

Important People to Me;

Name:
Phone Number:
Email Address:

My YOT Worker ;

Name:.....
Email Address
Phone Number:

