



# Children's Guide

The Grove House



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## Welcome to The Grove House

### More than a Home. A Family. A Community

We, the team at **The Grove House**, would like to welcome you to your new Home. This handbook is designed to introduce you to the staff and what you can expect from your stay here. This guide should answer most of the usual questions, but we are certain that there will be more that comes to mind.

All the team are here to help and support you, so feel free to discuss any questions or thoughts you may have with anyone. We are all very happy to have you come and stay with us and look forward to getting to know you better.

You will meet lots of staff at the Home. They would like to be called by their first names.

You may be wondering why you have come to **The Grove House**? There are several different reasons. These can be family problems, behaviour issues or trouble with the Police.

## Your Carers

**The Grove House** is run by Ayisha Kilpatrick-Wood and she is known, officially as the “Registered Manager”. You can call her Ayisha. In addition, we have 12 staff working at **The Grove House** and they are responsible, along with the Manager, for looking after you.

Staff at **The Grove House** are friendly and are always willing to help.

Our staff include:

- ✓ A Registered Manager
- ✓ A Deputy Manager
- ✓ Four Senior Care Workers
- ✓ A qualified Social Worker
- ✓ Eight other Care Workers.



We sometimes have Waking Night Care Workers, one of which will be awake all night just in case you may need something. All the staff at **The Grove House** are here to help and care for you.

We look carefully into the background of everyone who works at **The Grove House** to make sure that they have the right experience and qualifications, and there is nothing about them that would make them unsuitable.

There is always at least one person on duty in **The Grove House** whenever a Child or Young Person is there, and usually more, particularly when they are most needed, such as in the evenings, and when you are not at school.

## Our Commitment to You

We will look after you and keep you safe

You can expect to have all your essential needs met

These will include:

- ✓ Good healthy food
- ✓ Clean clothing
- ✓ A comfortable safe environment

We are also committed to caring for your emotional needs. We aim to focus on areas in your life that make you happy and give you the confidence to move on.

Everyone at **The Grove House** will help, respect and listen to you and understand your needs. We will take care of you and keep you safe.

**We are committed to help you build  
a brighter and secure future.**



## About your New Home

We know we may be a poor substitute for a real Home.  
However we will try to make up for this by:

- ✓ Talking to you, and others involved in your care, so that we can understand your needs
- ✓ Looking after you properly, and keeping you safe and comfortable
- ✓ Looking ahead and helping you plan and prepare for your future
- ✓ Offering you encouragement and support in the things you want to do
- ✓ Helping you enjoy yourself and have fun
- ✓ Listening to you, and letting you have your say on things that affect you

**The Grove House** is clean, warm, comfortable and safe and it looks beautiful too. We have few rules, and the few that we have are mostly about behaviour. We want you to feel happy and loved.

We have the usual stuff, like a washing machine, drier, dishwasher, cooker, microwave etc, and we will show you how it all works, so you can use it at times to suit you.

We tend to eat together and generally at the same times each day. You will have a say in what you eat, and if you want to, you can help with the shopping and cooking.

We want you to have a good education, and in addition to helping you get a place at one of the local schools or colleges, we have:

- ✓ A quiet area where you can do your Homework
- ✓ Five computers, fully loaded with games as well!!
- ✓ Broadband internet access
- ✓ A sensory Room



## Your rights

You have the right to:

- ✓ Be treated as an individual
- ✓ Be cared for by people who are capable of understanding your needs
- ✓ Be treated equally
- ✓ Receive respect and understanding
- ✓ Receive an education which enhances your life prospects
- ✓ Receive prompt attention in relation to all of your healthcare needs
- ✓ Be safe, feel loved and always know that "someone cares"
- ✓ Be informed about all important decisions that affect you, and to have a say
- ✓ Be afforded privacy for yourself and your belongings
- ✓ Have the opportunity to think independently, and make your own choices
- ✓ Complain about anything you feel is unfair or unjust
- ✓ Develop lasting friendships and contacts within and outside the Home and most importantly - HAVE FUN



## Our Expectations of you

To help you build a bright future it is important that you:

- ✓ Accept our help when it is given to you
- ✓ Allow us to keep you safe
- ✓ Control your anger and not hurt anyone
- ✓ Respect the House Rules

We encourage people to respect differences between each other and their rights.



## House Rules:

- ✓ Respect each other
- ✓ Be polite and kind to everyone
- ✓ Be honest and always tell the truth
- ✓ Look after the house as it is YOUR Home
- ✓ Play safely
- ✓ Look after your belongings and the belongings of others



## More than a Home. A Family. A Community

### Home Structure

**The Grove House** has accommodation for up to four Young People aged between 8 years and 17 years. You will be one of the five who will be living, sharing and learning together.

You will have your own spacious room equipped with a bed, new bedding, wardrobe and a chest of draws. You will have the opportunity to decorate your room the way you would like it. For example you can put up posters and request walls to be painted of your choice. A music system will be allowed in your bedroom (as long as the volume is at a reasonable level). This, of course, would need to be approved by Ayisha. It will, hopefully, make you feel comfortable and more at Home.

### Home Facilities

The Young People will have shared use of a bathroom/shower, and access to staff facilities if needed, one large living room, a quiet/study room and a large kitchen diner. A conservatory to the back of the house can also be used for either playing games, relaxing or just having some quiet time.

A Television, DVD player and computer room will be provided for recreation use in the second shared living room.

### Home Meetings

Every two weeks House Meetings take place in which time is put aside by Ayisha for anyone to discuss any aspect of life in the Home together.

### Your Key Worker

We will ask one member of staff (we call him/her a Key Worker) to help you settle in, and to deal with any problems or concerns you might have about, well anything! You can help to choose your Key Worker, and hopefully he/she will be with you throughout your stay here.

### Key Working Sessions

Key Worker sessions gives you the chance to discuss any issues you may have and any changes you may need. Your Key Worker is on your side. The Sessions are for you, You do the talking and the Key Worker does the listening.

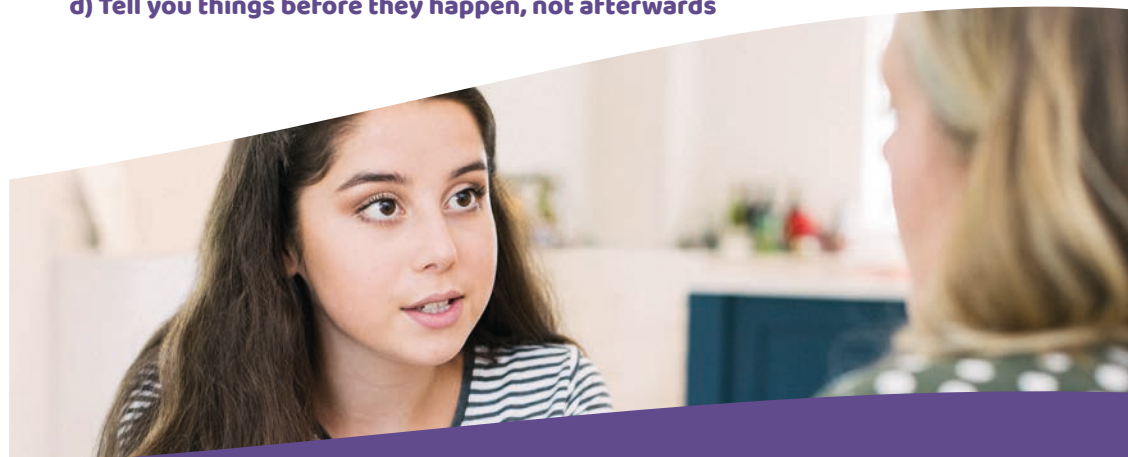
### Your Health

We will make sure that you have regular check-ups in relation to your general health, and your teeth. If you have any current medical needs, then we will make sure that you receive proper treatment.

### Your Say

We believe that you deserve a say in how we operate the Home, and this process is called "Consultation". We will:

- a) Listen to you
- b) Respect your views
- c) Have regular meetings with you
- d) Tell you things before they happen, not afterwards



## Someone you can turn to

Someone you can talk to who is not connected to **The Grove House** is called an “Independent Advocate”.

If you need to discuss any aspect of your care in the Home, your education, or life generally, with someone such as this, then please talk to your Key Worker, and he/she will make arrangements for you to see such a person, in private.

## Keeping you in touch with your family and friends

We are totally committed to ensuring that you maintain important contacts in your life. Every month we will draw up a plan (with you, of course) of people you would enjoy visiting or making contact with. All Children are encouraged to make new friends and contacts whilst staying in the Home.



## Your own room

Each Child has his/her own room. Each room has:

- ✓ Single or Double bed with duvet
- ✓ Bedside cabinet and lamp
- ✓ Clock radio/alarm
- ✓ Chest of drawers
- ✓ Wardrobe
- ✓ Desk lamp
- ✓ Bookcase
- ✓ Desk







## Privacy and Confidentiality

At **The Grove House** you can be assured your privacy will be respected at all times. You will have a secure place to keep your personal and private belongings safe. Your personal details will only be accessible to the people who are involved in your care. You can request to see this information any time.

Should you feel the need for some personal space (time alone), then, hopefully, you will find your bedroom very welcoming and comforting. All staff recognises the need for a Young Person's privacy and will knock before entering your bedroom.

## No Drugs & Alcohol

By Law all drugs and alcohol are prohibited and do not fit in with our health policies. If we believe you are in possession of any drugs or alcohol products we will take this to be a very serious breach of House Rules and appropriate action will be taken.

## No Smoking

Smoking is a serious health hazard. Young People that are looked after by **The Grove House** are not allowed to smoke. We will give you all the help and support you need to quit.

## Your Education

Your education is important to us, and we will help you get the best out of what is available.

We will do this by:

- ✓ Assisting with your Personal Education Plan and making sure that it is followed
- ✓ Promoting the idea that education and learning are life-long experiences
- ✓ Identifying local schools and colleges appropriate for you
- ✓ Encouraging you to participate in out-of-school activities
- ✓ Rewarding achievement and success
- ✓ Keeping an eye on your progress
- ✓ Attending school "Open Days" and parents evenings with you, as necessary
- ✓ Providing education and learning on topics such as personal health, house keeping, budgeting, basic cooking skills etc
- ✓ Assist you fully if you have any special needs with education





## Your leisure time

We have:

- ✓ A games room equipped for pool/snooker, darts, table tennis, board games etc
- ✓ An outdoor play area for netball/basketball, football and other games
- ✓ A TV room with games and consoles
- ✓ DVD player
- ✓ Outdoor BBQ area
- ✓ PC games
- ✓ Internet access

**The Grove House** has contacts with several local clubs and associations (e.g. football, hockey, rugby, cricket, badminton and tennis clubs, the local hiking club, computer society, astronomer's group, music society etc). If anyone in **The Grove House** wishes to follow a special interest, or hobby, then we will always try to locate a local club or society and introduce you to them.

**The Grove House** arranges trips, on a regular basis. (We try to do what you want to do, not what we want you to do) and over the next few months you could go to the following:

Drayton Manor	Ten pin bowling	Videos
Ice skating Blackpool	Alton Towers	Lickey Hills
Stratford upon Avon Shopping	London trip	Waterworld
Dry Slope skiing	Cadbury's World	Sea Life Centre
Community events	Ackers Trust	Concerts
Iron Bridge	Eating out	Birmingham Airport
Weston Super Mare	Black Country Museum	Malvern Hills
Theatre	Cannock Chase	Walking
Treasure Hunt	Computer games	Quiz nights
Selection of board games	In-house Bingo	Art/Craft sessions
Cinema	Cycling	Cornwall
	Swimming	Cadbury's World

## Your safety

We have an important responsibility for ensuring that you are protected against any form of abuse or bullying whilst in the Home, or outside the Home. We take this responsibility very seriously.

All staff are trained to look out for such things, and to deal with them in accordance with the strict policies, procedures and guidelines which have been put in place for your protection.

If you feel at any time that people are behaving badly towards you, in any way, then please tell someone. We are trained to deal with these matters promptly, effectively and sensitively.

If you leave **The Grove House** without permission, then this is called "absconding" and is a serious matter. If any Child repeatedly absconds, then they may be required to leave the Home.

If you are delayed in returning to **The Grove House**, (say in the evening, or after school), then please let us know. Any instance of a Child who has not returned Home, at the time they should have done, is taken very seriously, and a plan of action is immediately put in place. After a short period of unexplained absence, (usually no more than 20 minutes, but could be earlier, or immediate), then the police will be called.

We set standards of behaviour for everyone at the Home, and if those standards are not met, then you must expect us to act. These "Standards of Behaviour" and "House Rules" apply to everyone, and we think that they are not unreasonable, we will help everyone enjoy their time here and we will ensure that they are applied fairly and consistently.

Every Child is given a copy of the "**House Rules**" and our "**Behaviour Charter**" and they are subject to discussion from time to time at our regular House Meetings. If you lose control, become threatening, or a danger to others, or to property, then we may restrain you physically. Such action is very rare.

If you misbehave, then some of the penalties may well be:

- ✓ Grounding or Sanctioning
- ✓ Temporary separation from other Children
- ✓ Loss of computer time
- ✓ Loss of videos/DVD's
- ✓ Letters of apology
- ✓ Extra chores within the Home
- ✓ Reduction/Loss of pocket money to pay for damage incurred

Some of the things we will **NEVER** do include:

- ✗ Hitting you
- ✗ Making you go without food or drink
- ✗ Restricting visits
- ✗ Punishing a group for the acts or omissions of a single person
- ✗ If a punishment is applied, or you are restrained, then the circumstances will be recorded

Our “**Behaviour Charter**” is attached to this Guide.

## Your Religion

**The Grove House** will make every effort to meet any religious or cultural needs you may have. Please inform a staff member if you would like to discuss this.



## Daily Routine

From Monday to Friday, the daily routine starts with waking up, showering, having breakfast, cleaning your teeth and starting the day. The exact wake-up time is set by Ayisha. Generally we are up by 7.00 am, bathed and finished breakfast by 8.00 am. The following is a guideline to meals and snack times.

**7.30 am** breakfast

**12.45 pm** lunch

**5.00 pm** evening meal

Drinks and snacks will be available throughout the day.

The night time routine is as follows:

You are required to wash and brush your teeth before bedtime and then go to your room.

You can then read, or be read to, write a short passage or just relax for half an hour before lights go out.

During the week lights are out at between **9.30pm – 10.00pm**.  
(This varies depending on age).

On the weekends, **The Grove House** has a relaxed approach to the daily routine and the evening schedule. This again is set by Ayisha.



## Chores around the Home

You will be encouraged to carry out a cleaning task at some point. These tasks can include washing the dishes, vacuuming, polishing and general tidying up of the Home.

This helps to keep the living areas clean and tidy. You are also expected to keep your own room clean and generally tidy. Staff are pleased to help if you need assistance.

## Weekly pocket money

Your pocket money is paid weekly into your money tin. You will be given an allowance of between **£5.00** to **£10.00** per week depending upon your age. Please don't forget to sign for all the money that you receive and for all the money you spend. If you cannot sign your name a member of staff will be happy to assist you.

You will receive extra money on special occasions such as birthdays and other celebration days, i.e. cultural or religious events.

## Clothing

Clean and durable clothes are important to wear. For this you will receive a monthly allowance and you will be able to choose clothes you like.

## Your complaints and suggestions

**The Grove House** has written and put in place a policy for dealing with any complaint and all Children are given a copy.

You have a right to complain if you feel you are not being looked after properly. If you are unhappy talk to your Key Worker as this is the first point of contact. If you are still unhappy and feel that the matter is not resolved or the complaint is of a serious nature ask a member of staff or your Key Worker to help you fill in a form to write down your complaint.

The Registered Manager would then discuss the matter with you and try to resolve the issue. At this stage your complaint should have been resolved. If you feel it has not been dealt with properly then contact your Social worker.

All necessary steps will be taken to resolve the problem. If you are still not happy there are some useful numbers at the back of this guide which you can call.

## Complaints

If you want to make a complaint, please talk to your Key Worker. Alternatively, you might want to contact Ofsted, the Local Authority, or the Office of the Children's Commissioner.

**The name/address/phone number** of the person responsible at Ofsted for receiving complaints is:

**Telephone: 0300 123 1231**

**Textphone: 0161 618 8524**

**Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)**

**OFSTED**

**Piccadilly Gate Manchester M1 2WD**

**The name/address/phone number** of the person responsible at the Local Authority for receiving complaints is:

**Birmingham Children's Trust**

**Telephone: 0121 303 1888**

**Email: [cass@birminghamchildrenstrust.co.uk](mailto:cass@birminghamchildrenstrust.co.uk)**

**Address: Third Floor, Zone 16, 1 Lancaster Circus, Birmingham B4 7DJ**



## Other Contacts

There may be occasions when you would like to discuss aspects of your care with someone not directly connected with the Home. We have provided details of how to contact Ofsted or the Local Authority about complaints, but of course you may raise any matter with them.

Alternatively, you might wish to use the Advocacy Services which are available to you. In addition, you might want to contact the Office of the Children's Commissioner.

**The name/address/phone number** of the Children's Commissioner is:

Children's Commissioner  
for England  
Sanctuary Buildings  
20 Great Smith Street  
London  
SW1P 3BT

Telephone: 020 7783 8330

Formally Approved by:  
**Hilton Mutariswa**  
(Responsible Individual)  
Date: 01/04/2020

**Grove House, 81 Grove Road, Edgbaston, Birmingham B14 6sx**



## Children's' Behaviour Charter

**The Grove House** expects all Children to behave properly. It is important that Children understand exactly what "behaving properly" means, and it is for this reason that the Behaviour Charter has been produced, and all Children are given a copy.

### Children must Always:

- ✓ Respect and be nice to each other; respect the adults who care for them, and respect themselves
- ✓ Be honest in all that they say and all that they do
- ✓ Be kind, considerate, polite and understanding towards others
- ✓ Obey the House Rules

### Children must Never:

- ✗ Swear
- ✗ Insult or be offensive towards others
- ✗ Be violent or threatening towards any other person
- ✗ Deliberately damage property
- ✗ Bully others
- ✗ Smoke anywhere in the Home, drink alcohol or take any banned or illegal substances
- ✗ Leave **The Grove House** without permission

**Finally! We would love it, if you joined us.  
Welcome!**



*designed & printed by*

**SAINT LOUPE™**

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