

 Young People’s Guide



**Hunthorn**



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 **Welcome!**

**Hi and Welcome to Hunthorn!**

**We hope you feel as at home here as we do. This guide should give you all the info you need to help you get to know about your new home but if you have any questions we didn’t answer here then don’t be afraid to ask! We are looking forward to getting you settled in and getting to know you better. There are lots of new faces and names to remember and it can be a little bit too much but don’t worry we are here to help, so let’s get started making Hunthorn your home!**

**All the best**

**The Hunthorn Team**







 **Just a little note…**

 **Hello my name is Laura. I am the responsible Individual.**

 **I will be around the home from time. I am here to ensure that you are happy, safe**

 **and healthy. I will be working closely, with Dan and all members of the ROC team to**

 **achieve the best possible outcomes for you. I am here to talk any time you need. If you have any**

 **questions or concerns, you can come and talk to me. I am here to support you and to ensure**

 **that you are happy in your new home. I am looking forward to spending time with you.**





**Hello, my name is Dan, the Registered**

 **Manager of Hunthorn, welcome to Hunthorn! You**

 **will see me in the house a lot: I may ask you a lot of questions. This is**

 **to make sure you are safe, well looked after, and have all the things that you need. I will work**

 **closely with the staff team to make sure you are well looked after and make sure you feel**

 **listened to. I will always be willing to listen to any worries or**

 **concerns you have and try and help you be happy in your new home.**

 **I look forward to getting to know you and spending some**

 **time with you.**





 **Where am I?**



**We are in the heart of Thornley village, close to a local corner shop and next to lots of open spaces to explore.**

**There is a bus stop just outside with routes into Sunderland and across Co. Durham but staff also have cars they can use to take you to your appointments and school. There is a library, corner shop and village community centre a 5-minute walk away.**

**You can get to cinemas, theatres, play areas, climbing walls, leisure centres, gyms, sports clubs and shops by public transport. Other attractions include Hamsterley Forest, Hardwick Park, Auckland Castle, horse-riding centres, Beamish Museum and Lightwater Valley theme park.**

**Here is a little checklist of who you might want to tell k your new address to, but don’t worry your keyworker will help you to let everyone know.**

**School**  **Doctor Optician**

Bank Dentist



 **Who am I**

 **living with?**

**Hunthorn is home for up to two children/young people aged 8 to 17, male or female, so there may be another young person living with you too. There will always be staff members around. Our staff team is made up of seven Residential Childcare Workers and Dan, the Home Manager. We also have a responsible individual, Sharon. Sharon does not work at the home but you will see her from time to time and Sharon is Dans manager. Here is a bit about them to help you get to know them: -**



**Laura Roberts**

**Responsible Individual**

**Loves: Horses**

**Pet Hate: Noisy eaters**

**Little Known Fact: is not a very good horse rider lol!**

**Dan White**

**Registered Manager**

**Loves: My dog and bike**

**Pet hate: Bad traffic**

**Little known fact: I have done sports at semi professional level**



**Stephanie Carter**

**Residential Child Care Worker**

**Loves: Animals**

**Pet Hate: When people have no manners**

**Little Known Fact: She has 1 horse, 2 house rabbits and a dog!**



**Daryl Smith**

**Residential Child Care Worker**

**Loves: Sports/ Outdoor activities**

**Pet Hate: Bad drivers**

**Little Known Fact: When Daryl was a ski instructor he taught some pop starts to ski!**

**Senior Residential Child Care Worker**

**Post Vacant**



**Lauren Hughes**

**Residential Child Care Worker**

**Loves: Food & Sunshine**

**Pet Hate: Hearing people eat loudly**

**Little known fact: She can do a crab!!!**



**Allison Swainston**

**Senior Residential Child Care Worker**

**Loves: her job!**

**Pet Hate: Bad Manners**

**Little Known Fact: Has been on the TV with Keith Chegwin**



**Debbie Latue**

**Residential Child Care Worker**

**Loves: The Summer**

**Pet Hate: Bad Manners**

**Little Known Fact: Makes THE BEST cheesy nachos in the northeast!**



**Debra Tucker**

**Holiday Cover Residential Child Care Worker**

**Loves: Spa days**

**Pet Hate: Bad manners**

**Little Known Fact: She loves to clean!**



**Stephen Plews**

**Bank Residential Child Care Worker**

**Loves: Martial Arts**

**Pet Hate: Crossing Patrol Officers**

**Little Known Fact: I run a farm!**



**Paula Green**

**Bank Residential Child Care Worker**

**Loves: My job and travelling**

**Pet Hate: leaving the lid off the toothpaste**

**Little Known Fact: In Ibiza when a tornado struck**



 **Your Keyworker**

**Every person living at Hunthorn gets a “keyworker”. This is a member of staff who will be there for you for lots of reasons. You will find out who your keyworker is as soon as possible. They will take you out to places, talk about how you are feeling and tell you anything you should know about your life. They can also help you buy clothes and toiletries and give you advice.**

**Your keyworker will attend meetings with your social worker, parents and your school. Also, if you want to have a talk with your social worker about how you are feeling, then usually every month you can have a special one to one keyworker session to go through your care plans and update them. From there you and your key worker can have the day out and go to the cinema then for a meal etc. It’s your choice!**

**Your key worker will take you through this guide and answer any questions you might have.**

**My Keyworker is: ……………………………………………………………………**

**In the box below write or draw some things you would like to do in your keyworker time: -**



 **Moving in Checklist**

**Introduction to other young people and staff**

**Tour of building and shown bedroom**

**Shown equipment such as young people’s phone and computers, explanation given regarding reasonable use and internet safety**

**Day to day events, expectations, rules and routines explained and signed**

**What happens if you go missing**

**A plan for contact with family and friends plan**

**Records of money / belongings and medication put on file complete**

**Explanation of possibly moving dental, medical and optician practices and getting a first appointment**

**Education and your school explained**

**Pocket money and clothing explained**

**Looked after reviews and meetings explained**

**Access to records including inspection reports Reg 44 and Ofsted**

**Statement of Purpose**

**Key worker agreement on file**

**Bedroom furniture and any equipment agreement**

**Work plan agreement**

**Inventory agreement**

**Keyworker sign ……………………… You Sign …………………………..**

**I am aware of the fire procedures – I’ve heard the alarm, been shown the exit route and completed a drill.**

**…………………………….. ………………………………**

**I know how to make a complaint – to the staff and I also know where the forms are to send when I don’t want the staff to be involved or know.**

**…………………………….. ……………………………….**

**I know that I have access to my file. It has been explained what**

**information I can and can’t look at**

**………………………..….. ……………………**



 **A day in the life of Hunthorn**

**On a weekday/school day (Monday to Friday), we get up early so that you have plenty of time to have breakfast before you go to school. The time you get woken will depend on how far you have to travel to get to school and how long you like to take to get ready.**

**A staff member will take you to school and bring you back again, or you may get a taxi. At school, you can have a packed lunch or a school dinner. Then you will have time to do your homework, a leisure activity or play some games before we cook and have dinner together in the kitchen.**

**If you tell us what you like, and do not like to eat, this would help a lot and we can offer a choice.**

**At the weekend meal times are: -**

**Breakfast – before 10am**

**Lunch - 12pm- 1pm**

**Tea - 4.30pm-5.30pm**

**Suppertime -8pm – 9:30pm**

**There is a monthly activity plan that covers activities for each day and evening. There are also activities, such as going out with your keyworker or other adults, going to local clubs such as football, dance, playing out with your friends or staying in to watch T.V. or play games. If you tell us what you like to do, then staff will do their best to organise it for you.**

**So you are well rested for the following day your keyworker will talk about to you about what time you will to settle into your room on a school night and at a weekend.**





 **House Rules**

**We have some rules that all residents and staff follow. If you want to add to the list or have any suggestions, we can talk about it at the house meeting.**

* **There is NO SMOKING by young people or adults in or around the premises. We do realise that you may already smoke before you arrive here and staff will support you to make better choices**
* **BULLYING, in any way, is NOT allowed or tolerated. Please tell us if you think bullying is happening to you or someone else**

**Excuses for bullying will not be accepted**

**Everyone who lives here has to make sure that bullies are found out**

**Parents, social workers and/or others will be told about any**

**Bullying**

**Bullies will be helped to change their behaviour**

**(see page 16 for more on this)**

* **You have to take care of your bedroom and your belongings and keep them reasonably tidy**
* **Please be respectful of other people when playing your music or TV, especially late at night. Films and games must be suitable to your age. Music containing a lot of swearing, or drug references, must not be played outside of your room. Staff may also confiscate this if necessary**
* **You are not allowed into the office unless invited to do so by an adult**
* **You may have a mobile phone or laptop, of your own, use it responsibly or it too may be confiscated.**
* **Everyone has to look after the home and its contents, including lending a hand to keep things clean and tidy**
* **You must attend school. Anyone not attending will not be able to watch TV or use the young people’s phone etc during school hours**
* **Everyone has the right to their own space and privacy. You can’t go into anyone else’s bedroom, unless you ask the young person whose room it is and a staff member. (You will be given a key for your bedroom)**
* **If you want to go out, then you must let us know where you are, who you are with and what time you will be back. This is for your own safety**
* **We also have an Independent Living Scheme. This is where you do your own cooking, shopping and cleaning for a week, as well as getting yourself up etc. Your keyworker will discuss this with you and you can let them know if there is anything you would like as a “well done” for completing the week well**
* **We have regular house meetings (at least fortnightly), we have a take away and we discuss the rules, life in general and things such as the food we like to eat. This is so everyone gets to have a say in what Hunthorn is like and if there is anything we can change to make it better**



**243 likes**



**Breaking the rules**

**If you break the rules intentionally, then we use SANCTIONS. Sanctions are consequences of your actions.**

**A sanction could be:**

* **Being spoken to about your behaviour**
* **Making a financial contribution to repair any damage you may have caused. This will be recorded for you on your file.**
* **Missing out on an activity**
* **Monitored pocket money spending**

**The following are consequences that will NOT be given:**

* **Stopping you from having food and water**
* **Stopping you from accessing medical treatment**
* **Stopping you from having family contact**



**Bullying**

**Bullying**

**This type of behaviour towards other young people or staff is not acceptable. We take the issues of bullying very seriously. Bullying comes in many forms; it does not have to be hitting or pushing someone around. It can be threats or intimidation, name calling, damaging others’ property or taking other people’s belongings. Staff will challenge any behaviour that makes someone feel threatened or frightened.**

**If the behaviour continues, then this may involve others such as parents, social workers and anyone else involved in your care. If you feel you are being bullied don’t be frightened to approach any of the staff and discuss your concerns or feelings. We take bullying very seriously and, with your help, we can “get it stopped”.**

**If a young person chooses to bully, assault someone or cause deliberate damage to the home or its contents, then involving the police will be considered. However, you may go to a “Restorative Meeting”. This means instead of being arrested and going to court, a group of people from the home, the victim and yourself will decide what you need to do to settle the matter and someone will support you in the meeting. This may involve completing some community-based work or some form of apology for your actions.**



**Your Rights**

You have the right to…



**Have your say and be heard**

**Privacy and your own space**



**Make choices about your care**

**Be treated fairly & with respect**



**Make a complaint**

**Feel Safe**





**Education**

**Have Fun!**

**Have Fun!**

**Education**



 **Your Responsibilities**

You have the responsibility to…

**Let others have their privacy**





**Listen to others**



**Treat others**

**with respect**



**Not to bully**



**Attend school**



**Look after your**

**room**

 **Look after your room**

**Not to bully**



 **Family & Friends**

**We know how important it is for you to see your family and friends. Before you arrive, we will talk to your social worker about who it is you would like to see and which family members you would like to have contact with. This information is in your Placement Plan and staff will help you to see your family when it is the arranged time. If there are reasons why you cannot do this, we will explain to you why.**

**We have a telephone where young people can make private calls. You can access your email on our computer too. We will also provide you with paper, pens, envelopes and stamps for letter writing. You can also receive letters here.**

**You may like to use social media to keep in touch with your family. We want to keep you as safe as we can so will help you learn about internet safety and how to spot any dangers. You should NEVER meet up with anyone you meet online.**

**Thornley may be a new area to you. Hopefully there is a club, a hobby or an activity that you would like to start doing where you might meet some new friends. Staff will support you in finding something you would like to start doing.**

**If you have any family or friends who visit Hunthorn they will sign a visitor form and stick to our house rules.**





  **Pocket Money**

**All young people at Hunthorn get pocket money every week. This is normally on a Saturday morning, so you have it for the weekend. The amount you get will depend on what has been agreed in your plan.**

**You have a locked box in your bedroom to lock away your money to keep it safe.**

**Also, each young person gets £15 per week to buy clothes and this can be saved and spent when needed. You can also choose which toiletries you would like to use.**

**We buy Birthday and religious celebration presents and you can help choose what you would like.**

**We also encourage you to save for larger things you really want, or perhaps for an experience you would really like to have. Talk to your key worker about setting up a fund.**

**Your money is yours to spend how you like. However, if you choose to buy things that you aren’t allowed then we may have to start helping you to spend it wisely. We will do this by taking you on a Supervised Spend. This is where we go to the shops with you, you choose what you want but we keep hold of your money and pay the cashier at the end of the shop. As much as we love shopping we hope you will take our advice so that supervised spending doesn’t often happen.**







 **Healthcare & Fitness**

**When you arrive at Hunthorn, you will be offered a Health Assessment through your GP Surgery/Looked After Child Nurse. This is an examination just to make sure that you are in good health and to offer advice on any treatment or medication you may need.**

**After a year we will offer you the opportunity to go again.**

**This annual health check does not take away your right to see a doctor when you feel you need to. We will register you with a local doctor or, if you prefer and it is practical to do so, you can stay with your own doctor.**

**Regular appointments with the dentist and optician are encouraged and arranged through your Key Worker.**

**We can advise, or get advice for you, on subjects such as smoking, personal hygiene, sexual health, HIV, sexually transmitted diseases, solvents, illegal substances and contraception, as well as lots of other things. We will also ensure that young women are provided with feminine hygiene products or have the means to buy them.**

**Occasionally, we may ask a nurse from the local health centre to pop in. You can talk to them about anything you want when they visit and ask questions in private as well.**

**There are lots of opportunities to take part in sport and exercise. We have staff in the home that are always willing to support different sports including martial arts, basketball and dance.**

**If you want to go along to a local leisure centre, staff will support you and help you to find out about the activities which take place there.**

**If you have any worries about your health, please speak to your key worker, social worker or another adult.**

**Smoking**

**Hunthorn is a “smoke free” area. We actively discourage smoking and if you are a smoker, we can offer you help and support to quit.**

**Staff are not allowed to buy or give you cigarettes.**



  **Education**

**All young people living at Hunthorn should be in education. It is the law that young people should go to school up until they are 16 and then either continue in education or start an apprenticeship until they are 18.**

**We keep in touch with all of the schools/colleges that our young people attend. We are here for you to talk to about things that are good or bad about your school/college/job and will help you sort out any problems.**

**We are here to help you with any homework you may have and you can use the computer. There is a quiet room, to enable you to study, or you can use your bedroom.**

**Whatever school/college you go to it is important you attend for your future. We will attend school ‘open evenings’ and we will reward and celebrate your achievements.**

**Those young people who are older and either work or attend college will be supported in any decisions they make about their future and we will advise and help you the best we can.**

**If you do not attend school without a good reason, then we will apply sanctions. This could be not being allowed to watch personal TV, listen to music or get involved in other activities.**

**Remember, we will listen if you have any problems and help you sort**

**them out.**



  **Emergencies**

**Hunthorn has both fire and security alarms. If there is a problem here then the emergency services will come very quickly.**

**We have a regular fire drill practice, so if there is a real fire or other emergency, then all staff and young people will know what to do.**

**If you hear the fire alarm, leave all of your belongings inside and make your way out of the house by the nearest exit. Wait for all staff members to have exited the building at the fire assembly point: the bus-stop outside of the house. Do not go back inside until you have been told by a staff member that it is safe to do so.**

**The Fire Service come and check our home regularly to make sure all is well.**

**The manager, and all the adults check, that all is well within the home. This means making sure that the home is safe to live in and there is nothing that may hurt or harm someone, such as a broken item. If you see anything you think may hurt someone, then tell an adult straight away and they will sort it out.**



 **Missing from home**

**If you have told us that you will be back but don’t return, haven’t agreed to stay out for the night and we can’t get in touch with you we will: -**

* **Go out and look for you**
* **Contact friends and family to find out if they know where you are**
* **Report you as missing to the police**
* **Contact your parents, social worker and the duty team to tell them you are missing**
* **Complete a Return from Missing interview**
* **Possibly give you a sanction depending on the circumstances**

**Remember, if you don’t return home on purpose this may mean that the police will go to your parent’s home or places that you visit. This is likely to cause your parents and others to worry.**

**If you ever go missing, we will want to spend some time with you, once you are safely back with us, to check that you are okay and to try to find out why you went missing in the first place.**



 **Complaints &**

 **Compliments**

**We want to know what you think and if you have any suggestions to make life at Hunthorn better. We have Investors in Children status. This means that we have** **been inspected by them and they think we do a good job to listening to children and young people and acting on what we hear. We will often ask you for your opinion and get you involved in how we care for you.**

****

**If you feel like you need to talk about an issue that you are not happy with there are lots of ways to do this. You can speak to your: -**

* **Key Worker**
* **The Registered Manager, Dan**
* **Responsible Individual, Laura (07957552518)**

**If you send us a complaint letter you will get a response from the manager within 7 days. If you aren’t happy with that response and want to take it further you will get a response from the Responsible Individual within another 10 days. If you would like your complaint to go further to an independent person you will receive a response within another 20 days.**

**We hold monthly participation meetings , where you are offered the opportunity to tell staff your views on the service we provide. We also engage in activities and have fun when we all meet.**

**We need to make sure we are doing everything we can to make your stay at Hunthorn as positive an experience as possible. To help us do this we have a reviewing officer. They visit the home every month and are from an advocacy organisation called NYAS. They will be happy to talk to you about anything that worries you. Or you can call the NYAS helpline on 0808 808 1001**

**If you feel like you can’t talk to anyone at Hunthorn about your issue then you can contact: -**

* **Your social worker**
* **The Emergency Duty Team 03000 26 79 79**
* **Child Line 0800 11 11**

**If you want to, you can always talk to OFSTED about your problems or complaints. OFSTED are our governing body and they need to make sure we are doing our job (which is to keep you safe and happy) properly. They do this by inspecting Hunthorn, at least once a year and give us a rating which explains how well they think we are doing. You can contact them at any time at:**

**Ofsted**

**National Business Unit**

**Piccadilly Gate**

**Store Street**

**Manchester**

**M1 2WD**

**Tel: 03001231231**

**Or you can contact,**

 **The Children's Commissioner for England**

 **Dame Rachel De Souza**

**Sanctuary Buildings**

**20 Great Smith Street**

**London**

**SW1P 3BT Tel: 020 7783 8330**

**f course, we want to hear it if you like how we have done too. A “thank you” is always enough and we love to hear it when you feel like we have cared for you well. If, however, you are really thankful for something particular a staff member did, and would like it noting on their personnel file, please let us know! We believe in recognising the excellent work our staff do and making them feel special too!**

**My Contacts**

**You can use this space to make a note of all of the telephone numbers you might need:-**

**My Independent Reviewing Officer is ……………………………………………………………………………**

 **Tel: ..................................................................................**

**My Social Worker is: ………………………………………………………………………………………………………**

 **Tel: ………………………………………………………………………………………………………**

**Your Personal Information**

**We take your privacy very seriously. We do not allow anyone to have access to your information who shouldn’t. We keep all of your records safe and secure and you have the right to view our records and request for personal information to be changed if it isn’t right. If you have queries relating to the information we keep about you please contact our Data Controller/Director; Sally Bishop on 01325 310009**



**ROC Home is a division of ROC Family Support**

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