



Garden House

Young Person's Guide



About Us



1 Fair Ways Garden House is a Residential Children's Home for boys and girls, aged 7 - 15 years

2 Garden House is owned by Fair Ways

3 Our website is www.fairways.co

4 We are located in Wickham in Hampshire. This is a great place to live, with opportunities for you to get involved in many activities, sports and clubs

5 This home is designed to be a 2 year step down service programme, helping you to transition into a foster placement or an alternative family centred setting.

This is a guide to help you understand more about Garden House.

If you do not understand any of the information in this guide, or if you're not sure about something, please ask anyone from the team.

About Garden House

We invite you to be part of the community at Garden House. We all work towards helping everyone feel like they belong, are accepted and can build trusting relationships

You will be involved in the decisions that affect you and have a say in all community aspects about the home. It is really important to us that everyone living here has a say in how things are done

What does 'Community' mean?

A community is a group of people who are with us when times are good and we lean on when times are tough; people who are there for us when we need love, support and encouragement



Home / Community Values

1

Education -
Every child at Garden House should be engaged in education

2

Adventure and Activities -
We would like all children to explore their abilities, push their limits, and have fun, by taking part in a range of adventures and activities provided by the home

3

Therapy -
Everyone has the opportunity to take part in therapy as we believe this can be a way of moving forward

4

Community Involvement -
We expect all children to be involved in the community life by actively taking part in community meetings, holidays and events

5

Mutual Respect between all Community Members -
We understand that at times you may go through difficult periods when your behaviour may be challenging. However we will not tolerate violence towards other community members, bullying or damage to property



Welcome to Garden House



Everyone here at Garden House is here to help look after you during your stay with us.

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

We understand that you may be feeling nervous or worried about moving to a new home. The adults at Garden House and your social worker are here to listen and help you if anything is wrong or worrying you.

At the back of this guide, you will find some really useful phone numbers in case you would like to speak to someone outside Garden House.

In this guide, you will find lots of useful information about the kind of things you can expect during your stay at Garden House. We hope you enjoy it here and make lots of new friends.

Your Lifestyle

Going Out

It is important that you make arrangements with staff when you are going out. We need to know where you are going and what time you will be back. We won't allow you to go out all the time and we expect you to complete your homework, daily chores and usually to have dinner before you go. This is subject to age, ability, trust and independency risk assessments being in place.

Pocket Money

Pocket money is usually given out on a Saturday. You are expected to have tidied your room and completed your chores before you receive it. The amount you will receive to spend freely will be based on how well you are doing within the community throughout the week and on completion of your daily chores. Pocket money ranges from £4.50 to £7.00 dependant on your age. You will have to sign to say you have received it. If you do any damage, we expect you to pay something from your pocket money towards repairs or replacement.

You will be encouraged to save some of your pocket money each week. It's a good habit to get into. Your keyworker will also help you to open a bank account.

Staying Out Overnight

You will need permission from your parents or social worker before you can stay at friends or relatives houses. You should plan this with staff in advance as it can take some time to organise.

Food Shopping

A shopping list and menu are prepared every week and everyone is expected to take part in this. You should make sure we know what you like to eat. We will support any dietary needs linked to your religious beliefs, cultural needs or ethical preference.

As you become more comfortable here at Garden House, we will help you to plan your own meals, assist staff with cooking and get involved in the community dinner plan.

Your Own Space

You will have your own bedroom and somewhere to keep your things. Staff will help you decide how you would like to decorate your room. We will run an annual bedroom competition where you will have a chance to design and change aspects of your own room.

Clothing Money & Toiletries

You will receive a monthly allowance for clothing and toiletries. Your key worker will help you to decide what you need and take you shopping.

When you are ready, you will be encouraged to do your own shopping as part of your life skills development.

Travel

We have vehicles at Garden House which staff can use (depending on availability) to transport you to meetings, family contact, activities and so on.

We will support and encourage you to use public transport and help teach you how to get yourself around.

Education

Everyone under the age of 16 is expected to go to school every day. We will help and encourage you to do this.

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 you in school and will have regular contact with your teacher. We will ensure that you have everything you need for school.

We want you to do your bit to make school a safe and happy place for you and your classmates. We want you to make positive relationships with people at school including your classmates and teachers. It is important not to bully, make fun of, or leave out people who are different, or who learn in a different way to you.

We want you to develop self-confidence at school so that you can deal with changes and challenges.

BEDROOMS

Everyone has a right to privacy. At the home everyone will have their own rooms and room keys. We expect everyone to respect each other's space and knock on doors and wait to be invited in.

Staff will only come into your room for the following reasons:

- To call you in the morning (or at other times, if you are late for school, appointments or another activity)
- If they think that you are not safe for some reason
- If they think you are doing something that will upset others or put them at risk
- To help you settle in the evening.

If anyone else is found in your room without permission and with the door closed, it will be taken very seriously. It is your responsibility to keep your bedroom tidy with staff help. We also encourage you to make your room more personal by having pictures, plants etc.

COMMUNITY MEETING

Each week, we hold at least one community meeting for all residents and staff.

This gives you an opportunity to have your say on the day to day running of the home, which includes:

- Menu planning
- Group activities & holidays
- Changes and developments to the home
- Review of the homes boundaries and routines
- Discuss feelings and the dynamics of the group.

MEETINGS

There are many different types of meetings that will happen in Garden House that involve you. These include planning meetings, community meetings, focus meetings and key worker sessions. Whilst living at Garden House, you will be invited to any meetings where decisions are made about your future. Staff meetings take place regularly and anything that you have raised will be discussed here.

NOISE

TVs, games consoles and music systems are allowed in the home, but you must keep them in your bedroom and keep noise at an acceptable level. You need to consider the other people in the home and the neighbours. If you can't keep the noise down you will be spoken to, and if it continues the item will have to be removed from your room.

DAILY CHORES

There is a rota of daily chores which you will be assigned to complete. This goes towards earning your pocket money and extra activities. We expect you to complete all chores assigned to you. Staff will always try to help you with these if you struggle.

PERSONAL ITEMS

We encourage young people to share with one another whilst socialising. We do not, however, permit you to lend, borrow, or give items away. This is to help protect your property and your relationship with your peers.



Telephone Calls & Contact Visits

We like you to use the phone after school and before bedtime but, of course, if you need to phone your social worker you can phone during breaks in the school day and you can phone your parents or social worker at any time if it's urgent or permissible.

Depending on your age, mobile phones are allowed at Garden House, although we do have restrictions around their use and they are subject to a contract being signed. Your key worker will run through the details with you.



Unless there are specific reasons, everyone will be encouraged and helped to see their families as often as possible.

Your family and friends can also visit you at the home. All we ask is that they phone first to arrange times (or they might get here and find that you've gone out).



Your Well-being

CONSEQUENCES AND LIMITATIONS

There are consequences when you don't stay within the home's routines and boundaries. Your key worker will sit down with you when you arrive and explain to you how the behaviour system works.

RESTORATIVE JUSTICE

If you can take ownership of damage, aggression or when things go wrong, it is a good way to make things right. This can take many forms, for example an apology letter, a meeting or a repair or replacement.

Complaints

MAKING A COMPLAINT

Most complaints can be dealt with really quickly. You may be asked to write something down if the complaint is more serious, but a member of staff can help you with this.

WHAT HAPPENS WHEN YOU MAKE A COMPLAINT?

The Home Manager and Deputy Manager will look into all complaints and keep you informed if your complaint needs to be referred to someone outside the home, such as the LADO or Child Protection Team, or whether it can be sorted in other ways. Your Parents, both Host and Local Authorities can and may be informed of your complaint to best support you receive a positive outcome. If you have anything you would like to talk to us about from before you came to Garden House we can listen and help you make a complaint if you would like or need to.

You will be told about the progress and outcome of your complaint and you may receive a letter about it. If you feel like you cant talk to us here at Garden House you can contact the Registered Individual - Jonathan Loney on 07823344410 or alternatively, Complaints@fairways.co. Alternatively you can call or contact any of the services on the who else can you talk to page of this guide.



Data Protection

What information do we have about you?

The Garden House team will have access to information about your experiences before coming to live here at Garden house. These will include documents about your past and how 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 including any key working sessions you have taken part in. This information all goes towards a 6 monthly review meeting where you, your SW, IRO, Ofsted, Independent visitor and Garden House staff will get together and speak about how best to improve your quality of life and the care you receive.

Who has access to this?

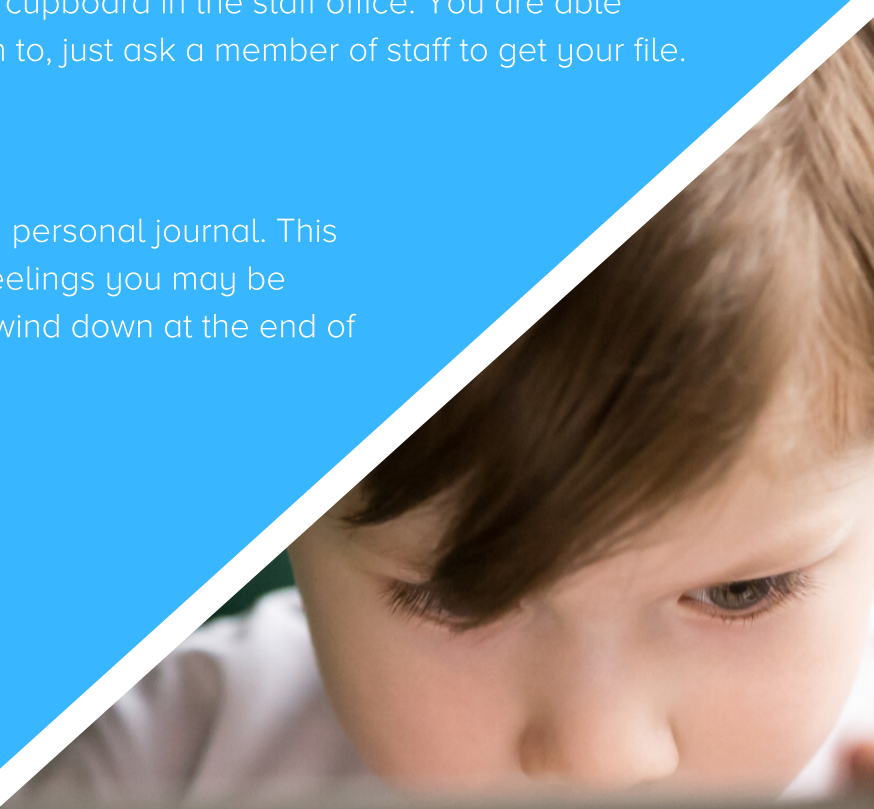
From time to time, your personal information will be shared with outside agencies. These may include GP's, hospital staff, your SW and school. We will only share your personal information if it is in your best interests to do so.

Can I access this?

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.

Journaling

Garden House will also provide you with a personal journal. This can be used to write down any negative feelings you may be having, or this may otherwise help you to wind down at the end of a tiring day.



CRIMINAL PROCEEDINGS

At Garden House, we do our utmost to keep criminal proceedings to the minimum. We will try to deal with situations as a community.

All criminal activity is taken seriously and is always under review and reflection. We have a good relationship with the local police; the PCSOs often pop in to chat with residents and staff.

SAFETY

When you first come to the home, staff will explain the fire procedure to you, showing you the fire exits and explain what to do when you hear the fire alarm sounding. If you hear the alarm, always treat it seriously and leave the building. We have regular practices so everyone knows what to do.

IF YOU GO MISSING OR RUN AWAY

We will report you as a missing person to the police. We will inform your parents or a relative that you have not returned at an agreed time.

We will hand over to the police any addresses or phone numbers of your friends or relatives and the police may check these out. We will also contact your social worker, or the Emergency Duty Team at your Social service office to inform them that you are missing.

HEALTH

We understand that health appointments can be worrying sometimes. However, we expect, with our support, for you to attend all health appointments. This is in your best interest and will enable you to live healthily.

ACCIDENTS

If you have an accident, let us know so we can make sure you are ok. We have a first aid box for minor cuts and so on, or we will seek medical advice if needed.

PHYSICAL INTERVENTIONS

Physical interventions are only used as a last resort, to keep you and the people around you safe. These are only carried out by people who are trained. After any physical intervention we will talk through with you why this happened and why other strategies may not have worked.

CONFIDENTIALITY

We take confidentiality very seriously at Garden House. Everyone has sensitive information that they would not like others to know.

Speak to your key worker about how and when your confidential information will have to be shared with staff, social workers and other professionals.

It is important that you keep private information to yourself.

We do NOT allow...

DRUGS, CIGARETTES AND ALCOHOL

We do not allow smoking at Garden House. If you already smoke when you arrive we expect you to join our Quit Smoking Program where we will support you to give up. It is illegal for under 18s to buy cigarettes and no staff member is allowed to supply you with them. We do not allow anyone who is staying at the home to drink alcohol.

WEAPONS

These will be taken and removed from the premises. Illegal weapons will result in the police being involved and possible termination of placement.

RACISM

People of different races, cultures and religions live at, work and visit the home and everyone should be respected.

BULLYING

This is not tolerated and everyone at Garden House must read and sign our bullying contract.

INAPPROPRIATE SEXUALISED BEHAVIOUR

This is not tolerated within the home. We expect everyone to respect each other's space and privacy.

SEXISM

Everyone is entitled to the same treatment and opportunities.



Culture & Activities

Everyone who lives and works at Garden House comes from a variety of backgrounds, cultures and are of different ages.

Many activities are offered on weekday evenings as well as at weekends and in the holidays. The location of the home gives opportunities to experience a variety of other activities such as fishing, football, playing golf, paint balling, bowling, rock climbing, trips to the beach, mountain biking and go-karting. At weekends the activities will be planned with you and can vary, depending on what you like doing!

You may have other suggestions about activities, which you can let us know about at community meetings, or tell your key worker. We will then try to arrange them for you.

All activities are dependent on behaviour and completion of daily chores. You can earn extra activities by being positive within the community. If you meet your monthly focus targets, you can earn a big reward or activity.

From April to September we try to organise activities which will get you certificates or qualifications.



Working Together



Daily Routine

06:30- 08:00: Wake Up & Shower

Monday - Friday you will be given a 'wake-up call' between 06:30 - 08:00 as you will be going to school.



07:00 - 08:30: Breakfast

You will be encouraged to eat breakfast before you leave the house.



09:00 - 15:00: School



15:30 - 18:00: After School

After coming home from school, we will have a 4 o'clock tea, followed by homework, clubs and activities.



18:00 - 21:00: Dinner & Activities

You will be expected to join the rest of Garden House for dinner. A plan for the rest of your evening will then be discussed.



19:30 - 21:00: Bedtime

We ask everyone to be in their rooms and settled by 10pm.



Key Workers

Everyone that comes to Garden House is allocated a Key Worker. A Key Worker is a member of staff who takes a lot of responsibility for your care whilst you are staying with us.

Your Key Worker will make sure that all your health needs are met, including dentist, doctor and optician appointments.

My Key Worker is:

All the staff at Garden House are here to support you and make you feel as comfortable as possible. Feel free to approach them for help.

My IRO is:

(Independent Reviewing Officer)



Who else can I talk to?

Garden House is part of Fair Ways. Adults at Fair Ways are always happy to listen to you.

Fair Ways Office

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

Tel: 02380 230 400

Choices Advocacy

An advocate is a person outside of FairWays that can help you have your voice heard on issues that are important to you. They will also defend and safeguard your rights. Your views and wishes will be genuinely considered when decisions are being made about your life.

Email: hello@choices-advocacy.org.uk

Tel: 023 8078 3715

Become

Tel: 0800 023 2033

In care or a care leaver? Looking for help and advice? Talk to us in confidence - call us between 10:30am and 3pm, Mon to Fri, or email us at advice@becomecharity.org.uk

FRANK

Tel: 0800 77 66 00

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

Coram Voice - getting young voices heard

Tel: 0808 800 5792

Coram Voice is a leading children's rights organisation. We champion the rights of children. We get young voices heard in decisions that matter to them and work to improve the lives of children in care, care leavers and others.

Sometimes there may be a problem that you don't feel able to share with someone you know. You may want to talk to someone who is not from Fair Ways.

Childline

Tel: 0800 11 11

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

The Children's Commissioner

Tel: 0800 528 0731

Advice and help for children living in care

Independent Reviewing Officer (IRO)

Your Independent Reviewing Officer is also able to listen to you and help you say things that you may not feel able to. Your Supervising Social Worker will be happy to put you in touch with your IRO.

Ofsted

Tel: 0300 123 1231

Ofsted, Piccadilly Gate, Store Street,
Manchester, M1 2WD

Fair Ways Hub

Tel: 07394857148



My Book

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

Signed:

Date:

Key Worker Signed:

Home Manager Signed:

Garden House Address

Garden House
Pricketts Hill
Shedfield
SO32 2JW

Tel: 01329 835 875