

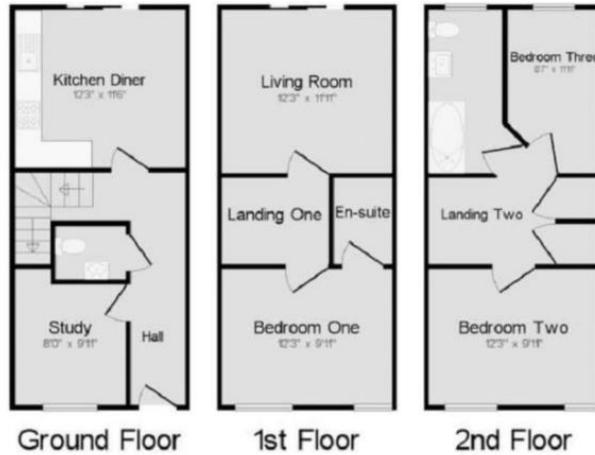
Welcome to Harrow House.



We want you to feel welcome, and happy at Harrow House. In this guide you'll find all the information you will need and what to expect once you arrive. We look forward to meeting you and getting to know you more.



Cornerways Care



This is a Floor Plan of Harrow House

Harrow House is a new children's home opened from February 2022 so you will be one of the first children to have moved in. We want Harrow House to be safe, welcoming and caring place. The staff, alongside with management will make sure that every child is generously looked after and ensuring each imperative need for a child is met to the highest standard possible.

Who's who

TEAMWORK



There are more adults in a Children's Home than in a foster family. We will be with you all day and there will always be someone sleeping at night. The adult may change daily but you will always have someone there to care for you. Every carer is here to listen and help you settle in. You'll eventually get to meet us all.

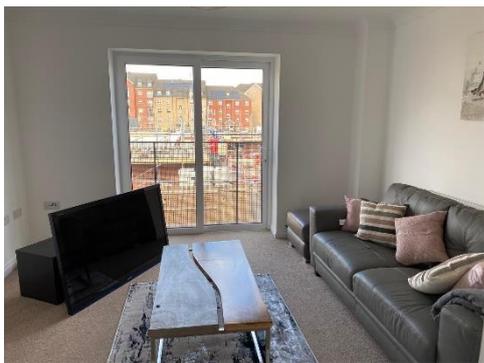
Keyworker- You will be assigned a keyworker, who's there to ensure you are heard. They will write a list of everything you come with and help you buy things to decorate your room to suit you. They will also attend meetings with you. After the first few days of being at Harrow House you will have a chat with us and your social worker to see how you are settling and if there is anything anyone can do to help you settle in easier. Everyone can help answer other questions you may have.

More about where we are:

Harrow House is a new 4 bedroom house in Kempston, Bedfordshire.



You will have your own bedroom which is ready for you to design and restyle to suit your favourite colour. Each bedroom has a big wardrobe, a desk and lots of floor space for other items you may want in your room. You will also have a lockable side table for you to keep anything special in.



We have a kitchen diner, we all eat dinner at the table, relax and socialise here as well as our lounge and bedrooms.

Why are you here?

We take many children for different reasons, everyone is in care for their own reasons, and it's never their fault.

It's important to remember that while you are here it's all about you and achieving the best for you. It can be scary moving if this is your first time in a residential care home, just know that we are all here to support you and make you feel welcome.

Do you may have questions?

Feel free to ask us or your social worker and we will try our best to help you find the answers you are looking for.





While you're in our care

What to expect

Will I have my own room? -You will have your own bedroom and be able to design it to your own style and colour scheme. Don't forget to bring all your belongings, games and items.

Will there be other children? – No, you will be the only child living in Harrow House.



What if I do something wrong? - Nobody is perfect, and staff will go through the house rules with you which you should follow. Carers will discuss what happened with you and help you put it right. Consequences might be:

- Making financial contribution to property damage
- Lose an activity or planned electronics time
- Vehicle ban

You will never be told you cannot go on contact to see family, you won't be stopped from medical attention or receiving food and drink.

Who do I talk to if I have a problem?- You can talk to any of us, at any time. We will make sure you get 1:1 time with your keyworker so you can start to build trust with them. If a child or adult makes you feel sad, horrible or uncomfortable inside, tell one of us. If you hurt yourself tell someone so we can help you and make sure you're okay. And if you're hurting inside or don't feel safe tell someone so we can make sure you're safe.

-We have no secrets here. We won't ask you to keep anything a secret and you can tell us anything.

-We also have a comment box in the house, feel free to write us a note if you don't feel comfortable to talk to anyone.

Will I get to see my family and friends?

Whoever is important to you, we will make sure you get to see as long as they are safe. Your social worker will speak with you and arrange this. This is on your terms you will get to see who you want, you don't have to see anyone you don't want to.

Can I bring all my belongings?

You can bring anything that is yours, you can have a lockable drawer in your room to keep your valuables safe. We will create a list of what you arrive with, some things like having phones at all times will need to be agreed with your social worker. If you are being safe there shouldn't be any problem.





Information



School- Education is very important for your future. All carers will encourage you to go to school and ensure you're getting on okay. We are also here to help you with homework. If you can't get to school, don't worry, we'll keep you occupied

enough as if you were at school!



Allowances- you will receive pocket money every weekend. This is earned by completing your daily tasks. E.g getting dressed, attending any appointments or school/education set for the day. If you are 14 years you could earn £9.70 , £12 if you're 15 and £13.10 if you are 16years old.

You will also receive allowances for clothing and toiletries so you can buy your favourite things.

Health- You might be asked to see a doctor, dentist and optician when you first move. We will encourage you to attend appointments as your health is important to us. Harrow House is a 'smoke free' home, and we discourage smoking for your health and will help you quit, there is a safe smoking area if you do smoke. Healthy eating is important, so eating fruit daily and having vegetables with your meals is encouraged. Exercise will also keep you healthy and we will help plan your activities and allow opportunity for new hobbies.



House chat- Every Wednesday is when all staff and you sit down together. We plan our meals for the week, so you can choose your favourite meals. We plan your activities and you can choose the clubs and hobbies you enjoy. It's also where your wishes and feelings are heard, and the house can discuss how to make your stay at Harrow House better. We will also discuss planning big trips for weekends or school holidays. There's lots to do nearby and new places to explore.



There's lazer tag, bowling, army cadets, swimming, cinema, go ape, virtual reality centre's, trampolining, the zoo, farms, play areas, parks, woods, arcades, football or rugby club and ice skating. We can plan big trips to London, Sea life centre, Cadbury world, Harry Potter World, Legoland, trips to the beach also.

Your rights

To be listened and heard, your wishes and feelings are important to us. You have the right to receive education. To understand why you are in care. To have a healthy balanced diet and have access to exercise regularly. You have a right to pocket money and clothing allowance. You have the right to access other forms of help....

**Ofsted National
Business
Unit Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 03001231231**

**The Children's
Commissioner for
England Sanctuary
Buildings 20
Great Smith Street
London SW1P 3BT
Tel: 020 7783 8330**

**Childcall 0800 774466
Childline 0800 1111 (4-10 pm)
Children in Care 01234 718440
Children's Legal Centre (01206) 873820**

**Bedford Advocacy Service - Margaret Powell House
401 - 447 Midsummer Boulevard, Central Milton Keynes,
Buckinghamshire, MK9 3BN.**

Phone: 01908 232006

Once a month an independent person will visit the home whose role is to ensure everything is going okay and the home is a happy place. This person is someone you can talk to about any worries you may have. You will be introduced to this person so that you know who they are.

Youth Service: <http://www.centralbedfordshire.gov.uk>

Information about drugs: www.talktofrank.com

Childline: www.childline.org.uk

Concern of sexual abuse: www.ceop.police.uk

Child protection: www.nspcc.org.uk

Advocacy: <https://b.barnardos.org.uk/bedford-borough-advocacy.htm>

Children in Care Council: CICC@bedford.gov.uk

Senior Manager:

Baljinder Haer - Email: Baljinder@Cornerwayscare.co.uk Tel: 07841 862231

Safety and protection

Harrow House is in a safe town of Kempston, Bedfordshire. The house looks like a normal house. We also have a Ring doorbell system which can also pick up video activity when someone approaches or leaves the property, this is for prevention of crime and safety of all children and staff. This will all be explained further when you arrive. Harrow House will ensure that you are always safe, we do not carry out physical interventions but will protect you from yourself if at any point you get angry or upset.

What do I do if I'm unhappy?

If you are unhappy at Harrow House, you need to tell someone. This could be anyone at Harrow House, your social worker or your advocate. We don't want you to be unhappy and will take what you say seriously and will help you what whatever problem there may be.



What if I want to make a complaint, compliment or grumble?

If you have a complaint about something or somebody, then you can:

- Speak to staff, your Key worker, social worker or Manager to see if the issue can be resolved.
- If you are still unhappy and feel the issue is unresolved then write down a brief description of your complaint on a 'Complaint's Form' and seal this in an envelope, this will ensure your complaint is kept confidential. This should then be given to the homes manager to investigate.
- If you prefer not to speak to someone directly involved you can contact your advocate, Regulation 44 inspector or Ofsted whose details will be given to you.
- If your complaint is about the Manager, you can speak to the Senior Manager who is Baljinder Haer. Her telephone number is above and is also kept on the wall in the home.
- If you want to pass on a compliment, there are also forms for this. Ask staff for a form, fill this out and give it your Key worker or the manager.
- Every issue you have will be addressed as quick as possible to be able to make you happy again 😊

What will we do for you.

At Harrow House we will make sure we keep you safe. We will listen and help plan your future with you. We will make sure we cook your meals with you, help tidy your room, encourage your hygiene and take you to school and activities. We will help you spend your money on what you want and save for the bigger things. Once youre settled we will prepare you to be ready to move onto indpendence and help teach you to do all these things for yourself.

What to expect in a normal day

Weekday routine-

Morning

Staff will help wake you up. You'll need to make sure you've showered, brushed your teeth and got ready for school. Breakfast is the most important meal of the day so make sure you have enough time to eat before leaving for school.





Cornerways Care



After school

After school you change out of your uniform. Carers will offer you snacks after your long day. You may need to complete any homework and then the afternoon is yours for activities, games, clubs or film nights.

Evening

5-6pm We aim to have dinner ready. We all help lay the table and talk about our day together. Before bed, we have a shower if we didn't have one in the morning and then get ready for bed and all have TV time in the lounge or play games



Bedtime

Before bed everyone gets offered 15-30minutes 1:1 time with an adult, we call this settle time. Settle time is usually in your room where staff will read books, colour or play games before bed and help you wind down. You may not want this time and that's fine.

If your:

11 years- settle is 7:30-8:00pm

12-13 years- settle is 8:00-8:30pm

14-15 years- settle is 8:30-9:00pm

16 years old you will work towards your independence and may settle later.

This can be reviewed once you have settled.



At night time you may have door alarms set on the bedroom doors which will be agreed with your social worker and Harrow House. At 11pm, once everyone has settled the alarms are on so carers know if you have woken, this may be due to a concern like a bad dream or feeling unwell. When they sound, we will check on you and make sure you're okay and help you settle to sleep again if needed. The use of alarms would only be for your safety and you can discuss this with your keyworker.

Weekend routine-

Morning

A chance for a lie-in. Shower and teeth followed by breakfast. On Saturday we deep clean our rooms and change our bedding, staff will help you with this. Once this is done its time for lunch and chance to spend your money and go on your activity.



Evening



5-6pm We aim to have dinner ready. We all help lay the table and talk about our day together.

Before bed, we have a shower if we didn't have one in the morning and then get ready for bed and all have TV time in the lounge or play games. Sundays we hope to have a roast

dinner or a BBQ in nicer weather then we prepare for school for the next day (unless school holidays).



Running away

We understand sometimes you'll feel frightened and if you want to run away, we will keep you safe and try and bring you back safely. Sometimes it helps to talk about what is upsetting you. Our main worry will be keeping you safe.

What if I go missing from staff/care

You will be reported to the police if you are missing from the home, lost whilst out or leave without permission. We may contact your parents. Your social worker and duty social worker will be called. All these people will be called as they will be worried about you and we all work together to make sure you are safe. Once you are back, we will need to talk with you to make sure you're okay and that nothing bad has happened. We will sit having a drink and want to understand why you were missing and work to change things to support you better.