

**YOUNG PERSON’S HANDBOOK**

**This book belongs to:**

**My Social Worker is:**

**My Fernbank Team are:**

**Carla Mackin – Registered Manager**

**Heidi Gidman – Deputy Manager**

**Cath Gidman – Senior Support Worker**

**Trish Dunn – Senior Support Worker**

**Paul Dawson- Senior Support Worker**

**Chris Shaw - Residential Support Worker**

**Brian Navarro - Residential Support Worker**

**Victoria Griffiths- Residential Support Worker**

**Joanne Doyle- Residential Support Worker**

**Mia Hodgson- Residential Support Worker**

**Our telephone number is**: **0151 353 0879**

**House Mobile number is: 07547367188**

**Your Independent Reviewing Officer is:**

**Telephone Contact Number:**

Fernbank is situated close to Neston, Cheshire. There is plenty to do in the surrounding area, just ask your staff team. There is a leisure centre, horse riding , lots of parks farms , cinemas , swimming baths , places to eat and much more!! You are also just a bus or train ride away from the wonderful city of Liverpool .

Our address is

Fernbank,

Chester High Road,

Neston,

CH64 8TD

Your Social Worker may visit Fernbank to have a look around and meet the staff.

Your Social Worker will discuss with Kayleigh Davison if Fernbank is suitable for you.

Your Social Worker will ring us to discuss your type of needs to see if we can help meet them.

When you move in your staff team will advise, guide and support you.

You will be invited to come and meet us a transition plan will be put in place and you can help choose things like your room decoration

We will then sort out all the paperwork and dates for further visits and a date when you can actually move in.

**Then you come to stay with us – it’s as simple as that!**

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All your staff team have got lots of experience working with young people like you, we know how to help and care for you and you can talk to us about any problems you might have. We also know how to have lots of fun, and we will make sure you get to do things you enjoy.



Each Young Person at Fernbank has their own Key Worker.

They will ensure that your needs are met both inside and outside Fernbank.

They will support you with homework, school work, any problems you have, will make time available to have a good chat and help you with education, your money and generally how to care of yourself so you can grow to become independent.

Most importantly, they will get to know you, your family (where possible) and you’re Social Worker. They will be there for you when you need them.

On the day you arrive at Fernbank one of your staff team will set up a Young Persons File with you on Clear Care that contain information about you, your family and your needs. This will contain plans for your care called your PLACEMENT PLAN and this is altered when changes in your care are made.

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This file contains all sorts of useful information about you, such as import addresses and telephone numbers of your family and Social Worker. It also contains information on how you are progressing at.

You can look through this file with any one in your staff team if you want to. It is kept securely locked in the Staff Office at Fernbank, so don’t worry if you are living with any other young people they can’t see it.

Feel free to chat to any one in your staff team about what has been written; after all it is about you!

YOUNG PERSONS HOUSE MEETINGS.

Every week, time will be made especially for you to talk to your staff team and tell them about what you think is good and bad about your care plan. This doesn’t mean that if you have any worries or problems you have to wait for your Young Persons meeting. You can talk to your staff team about anything at most times.

1. How much pocket money do I get?

A.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **POCKET MONEY** | **CLOTHING ALLOWANCE** | **Toiletries** | **Activity Money** | **BIRTHDAY GIFTS** | **CHRISTMAS GIFTS** |
| £10 | £60 | £6 | £25p/w | £100 | £150 |

Activity allowance and clothing are allocated monthly.

Can I smoke?

We would really prefer it if you did not smoke at all because it is really bad for your health. If you are a ‘smoker’ when you arrive and you can’t give up we will talk to your Parents/Social Worker about how best we can help. It is illegal to purchase or attempt to purchase cigarettes if you are under 18. YOU CANNOT SMOKE ANYWHERE IN THE HOUSE OR ON THE PREMISES

Will I have my own room?

Yes, which you can help choose decoration for.

Am I allowed to drink alcohol?

No, it is against the law to buy alcohol for any one less than 18 years of age.

What happens at weekends?

We like to go out at weekends or after school to have some fun. Tell us what you would like to do and we can try to arrange it, providing it doesn’t cost the earth!

If you would like to go out on trips in the school holiday or weekends, just let us know and we will see what we can do!

WHAT CAN I DO AFTER MY SCHOOL DAY IS OVER

You have the choice to engage with a wide range of local activities or arrange an activity with staff.

You can go walking with staff in the local area.....Staff love to go on power walks to help keep you (and them) fit and healthy.

There is leisure centre nearby; and your staff team will find out other activities you might want to participate in when you tell them what you like.



Can I have visitors?

Yes, but you must let us know when you visitors want to come so we can make sure that you are in and that you enjoy your visit with them. Your Social Worker must agree to these visits.

What time do I have to go to bed?

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Bedtime varies according to your age. We will chat with you, your Parents or Social Worker to ask what time you usually go to bed.

Bedtimes are usually agreed on your arrival to the home.

These times may be increased at weekends.

Whilst in your bedroom it is ok for you to watch television, read, listen to a CD or radio when you first go to bed to help you settle but only for a short time so you can have a good night’s sleep, it is important you show respect to others sleeping in Fernbank.

How often do I have Planned Meetings?

Within 72 hours you will have an initial planning meeting Four weeks after you first arrive at Fernbank an Initial Planning Meeting will take place which involves your social worker, your school, your parents, your staff team and they look at what plans are in place for your care for the next three months. Don’t worry if you are not at this meeting, you can tell or write down what you want and one of your staff team will speak up for you at the meeting. After the meeting they will sit down with you and tell you what was said and what was decided.

After this you will have a Planning Meeting every 3 months which we hope you will attend. A full Review is held every 6 months.

What do I call the staff?

Just call us by our first names - don’t worry we’ve got photos, so you know who we are; you’re not expected to remember our names straight away.

What can I bring with me?

You bring things that are important to you like photos, games, CD's etc. Any games or DVD’s must be age appropriate.

What can I take when I leave?

When you leave, your staff team will help you with your belongings. Wherever you move to will have been planned by your Social Worker.

You can take with you all of you’re:

* Personal Belongings
* A Record of your Achievements
* Your medical Card, Health Information and Doctors name and address
* Your national Insurance Number if you are 16 years old and above
* Copies of documents from your access File e.g. Case Review Reports
* Happy Memories!

If there are any other items that you wish to take that are not listed here, please have a chat with one of your staff team. Your staff team will support you through your transition as much as we can.

Do any other people visit Fernbank?

Yes, we have other people who call to make sure that you are being looked after properly and that all is well in Fernbank.

These people are:

* An Inspector from OFSTED. Will visit twice a year, and will want to have a chat with you to make sure you are being treated well.
* Fernbank also have someone to come to do a check once a month. They will look at Accident books, Fire books, books which record what food you eat etc, again to make sure you and all is well in the home.
* Young Persons Advocate. They don’t work for Fernbank or Social Care and they check your views are being listened to and importantly acted on.

You are free to speak to these people about anything you want. If you want more information about exactly who these people are, just ask your staff team, they will be able to tell you in more detail.

If you have questions that are not answered here, you can ask your staff team, they will all be happy to explain things to you. If we don’t know the answer to anything you ask us, we will do our very best to find out for you.

Fernbank prides itself on keeping you safe and respecting your privacy.

Searching Belonging and Rooms

As part of keeping everyone safe we may, on occasions, have to search your property or rooms if we think that they contain items which can cause you or others injury or harm.

If your own room is searched, you can feel safe your property and privacy will be protected and you will always be told why the search has happened.

We only do this to keep everyone safe. We must also record any searches we do.

Fernbank has weekly fire alarm checks and a monthly fire evacuation procedure.

In the event of a fire starting you must not attempt to tackle it yourself, leave the house immediately and dial 999 giving your name and the address of Fernbank, Chester Road, Neston Ch64 8TD. Don’t go back into the House but wait outside for the Fire Brigade to arrive.

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At Fernbank we use both positive and restorative consequences as we believe these to be very effective.

However, if the occasion does arise whereby restorative consequences are appropriate and used then they will be discussed with you at the time. We then record both types of consequences s in the consequences record book.

We do have expectations at Fernbank which will be discussed with you on your admission; they are designed so that everyone can enjoy living and working at Fernbank and are mainly around;

* Respecting yourself and others
* Listening to advice and trying to act on it
* Thinking before you speak
* Not damaging property or other people’s belongings

We believe in helping and supporting young people with their behaviours and will always listen to your point of view; we hope too that you will listen to ours.

Once you have settled into Fernbank within the first week your staff team will take you to our local Doctor’s Surgery to register with him/her with your consent.

If you agree to this a very general medical examination will be carried out by the Doctor on your first visit. This will include questions about your general state of health, your height and weight, that sort of thing.

You will also go to the local Dentist and Opticians for a check up again, with your consent. All your details then stay on your Medical Records at the Doctor’s and Dentist’s Surgeries and also into your Personal files which is kept at Fernbank.

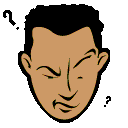
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If you abscond, or run away, from Fernbank the following will happen:

The Police, you’re Social Worker and/or the Emergency Duty Team (social work nighttime team) will be informed immediately as will your family, if appropriate.

When you return, a discussion will take place as to why you felt the need to run away, and we will try to help and support you with anything that is troubling you. We will also involve an outside agency to give you a chance to talk about anything that may be troubling you.

If you do run away, wherever you are, don’t feel frightened about contacting us, you will not be told off, and we just want to know that you are safe. We will always discuss things with you, to try to make sure that you are happy and safe.



If you have a problem or feel you are not being fairly treated:

First talk to the person you feel is causing the problem

**OR** Talk to someone caring for you in your staff team

**OR** Go and see the manager

**OR** Contact your Social Worker, Parent or a member of your family

**OR** Contact your Advocate.

If none of this works, try the following:

**Option 1:**

Make a formal complaint by writing down what you are worried about then give the written complaint to Faye Gibbons– Acting Registered Manager she will tell you what she is doing about the complaint.

If this doesn’t work: -

**Option 2:**

Inform your Social Worker and / or Independent Reviewing Officer

**Option 3:**

The National Youth Advocacy Service (NYAS) is information, advice, support and advocacy service for young people. It is independent, confidential and free. They will help you if you need it. The telephone number is:

0808 808 1001 (free).

**(Weekdays 9.00am – 7.00pm and Saturdays 9.00am – 1.00pm. messages can be left at all other times.)**

NYAS is CONFIDENTIAL and INDEPENDENT. They do not work for Fernbank and they will give you all the advice and support that you will need.

If this doesn’t work:-

**Option 4:**

You can also contact OFSTED who inspects your home on a regular basis. Their address and telephone number is: **0300 123 1231**

**Hayley Smith**   
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

**Option 5:**

Children’s Commissioner – **Rachel de Souza**

Her team spends lots of time listening to what children and young people who live away from home say about how they are looked after.

Free phone:

020 7783 8330

Or write to her at:

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

Staff at Fernbank will do their up most to help you if you wish to make a complaint. We hope that your complaint is dealt with quickly.

If you have any suggestions as to how the information in this booklet could be improved or how things at Fernbank could be better, please tell your manager or your staff team. You can also raise them in the Young Persons weekly meetings.

**Remember, we are always happy to listen**

**USEFUL NUMBERS**

|  |  |
| --- | --- |
| **Childline** | **0800 1111 or speak online using the 1-2-1 chats.** |
|  |  |
| **Coram Voice for children** | **0808 800 5792** |
| **Kidscape** | **0300 102 4481 0r 07496 682785** |
| **Children’s Society** | **0300 303 7000**  [**supportacare@chidrenssociety.org.uk**](mailto:supportacare@chidrenssociety.org.uk) |
| **Get connected** | **0808 808 4994** |
| **NSPCC helpline** | **0808 800 5000 or text 888858** |
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