

Children and Young Person's Guide



Name of Home: James House

Address of Home: 261 Whitefoot Lane

Bromley

BR1 5SE

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Completed By: Osareme Ikhinmwin

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This children and young person guide are a useful booklet for you, your families and other carers may like to read before you come to stay at James House. We hope that this will give you a good understanding of what it is like to stay at James House, and an idea of the activities you may like to do when you stay here. If when you read this, you have any questions or worries, ask us. We are here to help.

WELCOME TO JAMES HOUSE

James House is a place where you can come and live. We are situated along Whitefoot lane at Bromley. We have three bedrooms where you can live from medium to long term. We hope to make your stay as warm, homely, and welcoming as possible.

The home is a terraced house that has a one-bedroom, kitchen, dining room, lounge, and a toilet. Upstairs there is one bathroom for young people, staff office and two bedrooms for young people. Outside to the back of the house is a garden with lots of places to have fun and play games.

WHO STAYS AT JAMES HOUSE?

We can accommodate up to 3 young people between the ages of 8-17 years, who may need to spend time away from home. Every young person who will come to stay at James House will have a learning disability that has been diagnosed by their doctors/consultant.

TIME OF STAY?

Your social worker will assess this through the discussions that take place with you and your family. You will stay here from a medium /permanent long-term basis, and this could be dependent on your needs and wishes which can be up to the day you turn 18 if agreed.



WHAT IS A CARE PLAN/PLACEMENT PLAN / RISK ASSESSMENT?

A care plan/ placement plan/risk assessment helps us to understand and meet your needs in a safe environment while staying at James House. With help from us, you and your family/carers will put this information together before your stay, and this will be updated regularly as you grow and change.

FILES

Each young person has a file with information about them, and history and present days records, which are kept in a cabinet, locked in the office. The file will include your personal care plan and daily notes about your care. For example, details of how you are getting on staff and young people and things you have been doing. You will be encouraged to make sure your views about your time at James House.

PERSONAL INFORMATION: YOUR RIGHT TO KNOW

You have the right to be described the information we have about you, to be told why we are using it and who we may share it with.

REVIEWS

Reviews are meetings to check the care plans that were made for you are right for you. Your first review will happen within the first three months of your stays at James House, and after that, they go to every six months.

Reviews give you the chance to have your say about the care you receive at James House, so it is important that you attend. An example of something you might raise at a review is the need for an advocate to speak on your behalf.

WHAT IS IMPORTANT TO YOU

Wherever you are from and whatever your values, we will support you in the following your culture's practices and beliefs. For example, this may mean a diet and or going to a place of worship. It is also important that you respect other people in the home and are tolerant of each other's differences. You can expect these needs to be met and respected. If you wish to attend church or a place of worship your keyworker will be happy to arrange this.

KEEPING IN CONTACT WITH FRIENDS AND FAMILY

We know how important your family and friends are to you, and we will help you to keep in touch by letter, telephone calls and visits. Arrangement for contact is a very important part of the care plan so that you and important people in your life will be very clear about how, when and where contact will be made. If there is a restriction on certain contacts, this will be explained very carefully with you, and you will be supported with this issue by your key worker.

ACTIVITIES YOU MIGHT LIKE TO DO AT JAMES HOUSE.

Trampoline, soft play, bouncy castle, gaming with play station, arts and crafts, colouring, trips to parks and theme parks, train rides, trips to zoo and seaside, restaurant meals, cinemas, bowling,



playing in the garden play with toys cars, figurines, dolls, social time with friends, watch TV or DVD, trips to farm, going for walks, playing music, Karaoke, outings in the community, sports- football, netball, basketball etc. Baking and preparing food, enjoy trips to café, play on the computer and internet, shopping, Mencap club, Mencap disco on a Saturday night.

If you have any ideas for outings or activities or something you do at home which you would like to do while you are here with us, tell us about it, and we will try to arrange it for you.

If you are living at James House on a permanent long-term basis, we will ensure that for the duration of your stay: -

We will deposit a sum of £10.00 per week in a savings account for your future.

You will receive £10.00 per week pocket money.

You will receive £40 per month for clothing

You will receive £30 for birthdays and special events such as Eid, Christmas etc

We will pay your school dinner money

You will receive £30 for the toiletries that you require per month

You will have access to a phone and receive £10 per month for top up.

We will assist with travel fees to school (bus/train fare if applicable)

CLOTHING AND PERSONAL NEEDS

On your arrival at James House, your key worker will make sure you have adequate clothing, if not he/she will arrange this for you. You can choose what clothing you require (within reason) most young people like to save for many weeks and then go shopping for several items at once. The staff at the James House will accompany you on these trips for your safety and convenience. You will be expected to help look after your clothes.

EDUCATION

You will go to one of the local schools around here based on your level of needs. Wherever you go, we will support you by ensuring that your educational needs are met and that you are going to the right place. The staff at the home will go to parents evening and communicate with your school to make sure you are happy and making good progress. At the home you will access to a computer where you can do your homework and research for school projects- you can also use the internet which is a safe connection to the home. We will also teach life skills- such as being able to plan and cook a meal, use the washing machine, making your bed for example.

KITCHEN

We have a kitchen where you can help make something to eat or drink. We will try and buy things that you like and will always respect your religious, health and cultural needs when preparing food. We will encourage you to help us where possible to make your snacks and assist in preparing meals.



DINING ROOM / INDEPENDENT LIVING AREA

In our dining room, you can socialise with friends, have a snack, eat a meal, or do some homework.

DO THINGS GET LOST?

Unfortunately, things do get lost occasionally, but we do care about your things and try our best to ensure they all go back home with you. It helps us if all your clothing is labelled, and we receive a list of all your property.

STAYING SAFE

YOUR BEDROOM

You will have your bedroom; all bedrooms have their wardrobes and drawers to put your belongings in. A desk, chair, and television. At James House, we encourage you to decorate your bedroom to your taste. This is your area and can be locked, and you have the choice of holding your bedroom door key or not. This is a big responsibility and choice to hold your room key is yours. However, if you lose the key, then you will be expected to replace it out of your monies. When you go out from James House, it would be better if you hand your key to a member of staff, that way you will know it is safe.

We have a rule that we knock before entering another people's room; this is respectful. Your room is your own, but there is still an expectation for it to be looked after and tidy.

As this is your own space, we feel that it is better that young people do not spend time in each other rooms- there is lots of space in the rest of the home to spend time together. Staff will sometimes go into your room- this is not to look through your belongings, but we must check the rooms for health and safety purposes.

ROOM SEARCHES

The staff at the home might search your bedroom for items if we feel that you have anything in your bedroom that you should not have- such as cigarettes or lighters. The staff have the right to do this if they feel there is a legitimate reason. You should be aware that staff are going to search your rooms and you can also be present.

BEDTIME

Bedtime for everyone is from 8.00pm onwards, depending on age when you must get up for school the next day. However, at weekends and holidays periods you may stay up a little later if there is a suitable film or programmes that you wish to see on television or a late return from outside activity. We want you to go to sleep well and get rest to be healthy and prepared to enjoy and achieve. We understand sometimes it is hard settling at night and will support you if you are having any or settling problems.

CONFIDENTIALITY MAIL & PHONE MESSAGES

Staff will pass your mail and telephone messages on to you promptly, at appropriate times. Importantly, what you tell the adult about yourself will be treated as confidential and will only be passed onto others such as your social worker if it is felt necessary. It is important for you to



understand that we cannot keep secrets for you that could affect your personal or emotional well-being. Something that deeply affects you or places you or others in danger and needs dealing with. However, we will treat anything you tell us with sensitivity and respect and support you through the issues that are worrying you or leave you anxious. Normally your key worker will discuss this with you, and you will have a planned key working session. These sessions are recorded in a written report kept on your key working files.

THE USE OF TELEPHONE AND MAIL TO THE HOME

There is a telephone available for the use of all young people at James House when you are using the house phone the adults will monitor the number and length of calls as we are paying the bills. Calls will be discouraged during meal and meeting times.

RULES AND EXPECTATION

To keep things pleasant and safe for everyone, there are some simple rules:

Don't harm yourself or others.

Relationships between young people must be safe and appropriate.

Try not to damage things.

Attend school/college and other timetabled activities.

Do not leave the House or College without permission.

Do what you can to help with jobs.

Respect the regular bedtimes and rising times.

Attend group mealtimes and meetings.

Respect our visitors and neighbours.

Talk to an adult if you are unhappy or worried about something.

If you do something wrong, try and put it right.

If at any time you are not sure of what to do, ask one of the adults looking after you.

If you have difficulty in managing these rules, we will try to help you with this. If you break the rules, you must expect to face the consequences, either by making amends or losing the opportunity to do things. What is involved will be explained to you when you arrive. If you continue to have difficulties, we may need to arrange a meeting with your Social Worker to decide what to do.

FIRE DRILL

We have fire drills regularly where we must evacuate everyone from the building. This is, so we all know how to get out of the building in an emergency. We also test the alarm every week; this will usually be while you are at school. If you have any worries about the fire alarm, please tell us.

HEALTH



When you come to live at James House, we will help you to register with a local GP, dentist, and Optician. We will support all your health needs and assist you in attending appointments and staying healthy and well. Any medication you may be prescribed will be recorded on an individual medication plan, and you will be assisted to store and administer these, we will assess the amount of support you need to do this as independently as possible. If you are under 16, we will seek parental responsibility before administering medication to you. This will all be arranged before you come to live at James House.

DIET

We actively encourage you to have a healthy and balanced diet and offer a traffic light system to choose from the menu. We will also ensure that if you have a specific dietary requirement, it is met. This will include diets such as:

Halal

Kosher

Gluten free

Additive-free

Ketogenic

James House also ensures that your specific dietary preferences are recorded. If you have specific dietary requirements, you should inform a member of staff to ensure James House meets them.

Food and Mealtimes

Because it is such an important time, we always sit down together to eat, during mealtimes. We offer a good range of different meals and ask young people to help plan the menus and help with the shopping. Not everyone likes the same food, and some need diets to suit their health or culture. We will make sure the food you like is included on the weekly menu. You are asked to contribute your wishes for certain meals in your key working session. We actively encourage you to help preparing meals for the house, and we feel it is important that you learn about nutrition and diet and helping with food preparation and cooking, this will help with life skills.

YOUR RIGHTS AND RESPONSIBILITIES

YOU HAVE THE RIGHT TO:

be well

be loved and valued

be helped to learn and to be educated

be listened to

have positive relationships

develop self-confidence and dignity

shelter and nourishment



play

be safe

equal opportunities

develop responsibility

information and consultation.

YOU HAVE THE RESPONSIBILITY TO:

not hurt or harm other people

not put other people in danger

treat other people with respect and not to abuse them

not to take or damage another people's property

respect other people's privacy.

WE BELIEVE:

we do not tolerate bullying of any kind.

YOUNG PEOPLE'S BEHAVIOUR

When you are at James House if your behaviour becomes threatening or physically violent towards yourself or others, the staff where they feel it is correct will make you or others safe by restraining you. We will do this in a safe, dignified, and respectful way only as a last resort. This is not done as a punishment but as a means of ensuring that everybody is safe.

All staff at James House will receive training in Team teach which is a positive behaviour support level 2 training that emphasises the need to be proactive in supporting young people from the beginning rather than be reactive after any incidents and accidents that may occur. The training also includes physical intervention, de-escalation, and breakaway techniques and staff will receive training on this annually.

We aim to avoid injury, but it is possible that bruising or scratching may occur accidentally, and this is a regrettable but infrequent occurrence while attempting to keep young people safe.

We may also use 'sanctions' if we think you need some help to control your behaviour. These sanctions may mean things like you having to spend some time away from the group to calm down or not going on a planned outing. We will only do this if we think it is needed to help you to control your behaviour and we will give you the opportunity to alter that behaviour so that the sanction can be lifted. All restraints and sanctions are recorded in your file, and you are given a chance to discuss them with a member of staff.

SECURITY

All the outside doors are locked whenever young people are at home. Some inside doors are always locked for safety (for example, staff office); others can be locked when necessary (for example, the



main kitchen). Doors are not locked unless there is a good reason; this is decided based on the risk assessments of the young people who are staying at the time. The front door itself has a Keypad lock. This means that if there were a fire, the locks would automatically release, allowing young people and staff to leave the building. There is CCTV surveillance of the external premises.

KEY WORKER

When at James House you will have a person, who is called a key worker has special responsibility for your care. They will make sure that information is shared with the team, so we all know how to care for you. Your key worker and other members of staff are here to listen to your wishes and feelings, sometimes decisions can be made that you disagree with, and we will support you.

JAMES STAFF TEAM

James House has a dedicated staff team who have a wide range of different skills, training and backgrounds.

Staffing levels depend on the needs of the young people. All the staff believe that everyone should be treated with respect and dignity and given opportunity and choice. The team all have up-to-date DBS checks.

General information

When staying at James House, we will make sure that you get to school. We will organise your transport to and from school with education transport (on a school bus) or in a taxi. An escort will be provided if you need one. If you follow an education program at school or college, we will be happy to keep this up when you are living or visiting James House. We will also help you with any homework you may have.

While staying at James House, staff will keep a daily diary of what is going on in your life. This is done throughout the day and night, and you will be encouraged to add anything you wish to say to these recordings. This will be in a book called an observation book. You will also have photos which you can add too. At the end of every month, your key worker will complete a progress report which is shared with you, your next of kin and social worker on what you have been doing of the month including any health appointments, school attendance, and your general daily care.

If you come for a medium stay, a report will be sent home with you at the end of your stay for your parents/carers to read.

What to do if you feel unhappy or Sad

Sometimes things might happen that you don't like or understand, or that make you worried or unhappy. These kinds of things may have happened in the past or right now at the house where you are living, at the college, or something else. The first and the most important thing to do is talk to an adult and tell them what is bothering you. The person you speak too will listen and try to help you. Depending on what the problem is they may need to talk to other people and possibly your social worker. But we will try to help and support you through any difficult times.

WHAT IS AN ADVOCATE?



An advocate is a person who will help you say what you want or speak on your behalf. The Children's Rights Service can offer one-to-one advice if you have any questions or need advice. Your social worker could also act as an advocate for you. A good example of when you might need an advocate is at a meeting, or a review, where you may feel too scared to voice your own opinions. We can help you to get in touch with an advocate so that you can speak to them independently- we do this by requesting a referral from your social worker.

The Office of the Children's Commissioner

The Office of the Children's Commissioner
Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT

Tel: 020 7783 8330

Email: info.request@childrenscommissioner.gsi.gov.uk

Website: <http://www.childrenscommissioner.gov.uk/>

Dame Rachel de Souza is the current Children's Commissioner for England

She has a legal duty to promote and protect the rights of all children in England.

The role of the Children's Commissioner was created by the Children Act 2004 and has been strengthened by the Children and Families Act 2014. This Act has changed the primary function of the Commissioner from representing the views and interests of children and young people to promoting and protecting children's rights.

CAN I MAKE A COMPLAINT?

Yes, you can. If you are not satisfied with the service at James House, it may be most effective to try to resolve the matter by talking to a member of staff, your key worker or senior management of James House. If you are still not satisfied after the response you can speak to your social worker, advocate or someone that you feel comfortable talking to. You can also complain to Ofsted.

Address:

Ofsted National Business Unit

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel:0300 123 1231

email: enquiries@ofsted.gov.uk

CAN I MAKE A COMPLIMENT OR COMMENT?



If you wish to express thanks or make a comment, please tell a member of staff or the manager who will record this. All expressions of thanks or comments will be acknowledged and passed on to the members of staff concerned.

WHAT TO DO NEXT

If you want to know more about James House, or if you want to come and have a look, please contact James House, telephone 02038942278 or email: info@jameskidshome.com

We hope this guide has helped to give you a better understanding of the service we provide. If you need any more help, don't hesitate to call us, and we will do our best to help.