



Living with Bluestones Medical Complex Care



Welcome to your-
new home !



Hi

Welcome to Bluestone Medical Complex Care and Daisy House, supporting you through to the next stage of your independence. We understand you may be feeling a little anxious, but we will do everything we can to help you settle in.

We want you to make this house your own and to treat it as a blank canvas. With this in mind we have created your very own house web page, where you can find information about your house and even design your bedroom yourself. Of course, there are rules, for you and for us so that we both know what we can and cannot do.

You should never be afraid to ask questions, we will always be happy to answer them as best we can. Read on to find out about your new house and how to design your bedroom.

Introduction

This guide is designed just for you, to tell you a little bit about the home, what you can expect from us and what we expect from you.

The home and the people who look after you

We will do our best to make sure that you are happy, kept safe from harm and made to feel as though you belong. We are here to look after and support you. We will always be here for you when you need us. There are always at least one of us on duty, and you can also contact the Home Manager for support.





Living in the home

We expect you to make your own bed and keep your room tidy. We will respect your privacy and will only enter your room with your permission. However, room searches can take place if you have been informed or permission given. Immediate searching may be necessary where there are reasonable grounds for young wellbeing and safety.

The home has communal areas, including a lounge, and a kitchen/diner, additionally, there is a large garden located at the rear of the house.

We will help and support you to do things for yourself, such as washing and ironing your clothes, shopping, cooking, and cleaning and will also support you with transport. Daisy House is close to transport links.

The home is a non-smoking residence. This applies to both staff and young people.

- DAISY HOUSE IS LOCATED AT 20 NELSON STREET, SHOTTON, DEESIDE, CH5 1DJ
- THE HOME IS A 3 BED TERRACED HOUSE.
- THE HOME COMPRISES OF 3 BEDROOMS, 2 BATHROOMS, A LOUNGE, A DINING ROOM AND A KITCHEN.
- YOU WILL HAVE YOUR OWN BEDROOM AND HAVE A SAY IN HOW IT IS DECORATED.
- THERE IS AN ENCLOSED, REAR GARDEN THAT GIVES A GREAT OUTDOOR SPACE



Design your bedroom

We want you to be involved every step of the way when moving into your new house, therefore we have set up your own web page to design your bedroom and tell us a little bit about you.

Follow the QR code/link below to start designing your bedroom



Link 

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Making a complaint

We are always trying to improve our services, and so we will occasionally ask you for feedback on how we are doing. However, if you feel unhappy with any of the services, we encourage you to make a complaint.

If you have a complaint, discuss it with your champions of care/key worker first, they will try to help to sort out what's wrong, or you can ask someone else you can trust. If the matter is not sorted out by doing this, you can contact the Homes Manager or Operations Manager.

We will confirm receipt of your complaint, investigate, and respond in writing. If at this point you are not satisfied you have the right to appeal. You can take the matter to one of our directors.

If you want the help of an advocate to make a complaint, staff will support you. You also have the option to make complaints to your placing authority, information on how to do so is available in the home.



Making a complaint

In addition, complaints can be made or to obtain a copy of a report from the Regulatory Authority, CIW, via post, telephone or email. The contact details are as follows:

CIW

Sarn Mgnach

Llandudno Junction

LL31 9RZ

Tel: 0300 7900 126 Email: ciw@gov.wales

Twitter: @care_wlaes Facebook: Care Inspectorate Wales

The Children's Commissioner for Wales, Rocio Cifuentes, also offers free support, advice, and information to anyone in care, leaving care, living away from home, or working with children's services. Their contact information is as follows: Children's Commissioner for Wales: Llewellyn House, Harbourside Business Park,

Harbourside Road

Port Talbot

SA13 1SB


Tel: 01792 765 600 Freephone: 08088 011 000

Email: post@childcomwales.org.uk

Web: <https://www.childrenscommissioner.gov.uk/help-at-hand/>




Inspections & checks



Occasionally, inspectors will visit the home. They may want to talk to you about what it is like living at the home and ask you if you think that you are being looked after properly.

You can talk to them in private if you wish. You should always speak freely with them and tell them exactly what you think of the staff, support and the environment.



What to expect: What you can expect from us and what we expect from you

What you can expect from us:

- To involve you when making decisions about your life.
- Your own privacy and personal possessions.
- Support you with shopping and eating a healthy diet.
- Support you with your education, and help you get ready for vocational studies/apprenticeships.

What we expect from you:

- Have respect for others, respect for the home and respect for yourself.
- Be confident in beginning your journey to living independently.
- Understand that we have a responsibility to run the home with your input.



What to expect: What you can expect from us and what we expect from you

Keeping Myself Safe

When you start working with us, we will always prioritise helping you to stay safe.

Safety can relate to:

- Your physical health
- Your mental health
- Your relationships
- Safety in your home and in the community

We will listen to you and work with you to:

- Help you prevent or manage anything that could potentially cause yourself or others harm.
- Make sure that you feel safe inside and outside your home.
- Get you help if you are at risk of harassment, crime, or violence.





Online & mobile safety

No one has the right to make you do anything that feels wrong online or on your phone, so if you feel you need support, the most important thing to do is to talk to someone you trust about it. Our champions of care/key workers will always listen to you, take what you say seriously and respond quickly to help keep you safe.

Think about who you're talking to, not all people online are real or honest, even if you like or trust someone you've met online never share personal information or anything that identifies you.

Think before you post, try not to retaliate, or reply without seeking help first.



Contacts

- Online & mobile safety
- <https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/>
- General online safety advice
<https://www.childnet.com/help-and-advice/11-18-year-olds>
- Staying safe online <https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/staying-safe-online/>
- Mobile safety
<https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/mobile-phone-safety/>
- Bullying & cyberbullying
<https://www.childline.org.uk/info-advice/bullying-abuse-safety/types-bullying/bullying-cyberbullying/>
- Homophobic, biphobic or transphobic bullying
<https://each.education/homophobic-transphobic-helpline>
- Relationships. The internet.
https://www.thinkuknow.co.uk/14_plus/
- Staying safe online
https://www.livewell.cheshirewestandchester.gov.uk/Information/Keeping_Children_Safe_Online
- Become a responsible digital citizen
digizen.org or <https://glitchcharity.co.uk/about/>
- Report potential crime <https://www.ceop.police.uk/SafetyCentre/> or <http://www.iwf.org.uk/report/> or <https://saferinternet.org.uk/>
- Hate crime reporting <https://saricharity.org.uk/about-us/> or report-it.org.uk or www.stophateuk.org

Hate Crime Support

- SARI (Support Against Racial Incidents) 0117 942 0060
- Awaz Utah - Asian Victim Support 07968 621 079
- EACH (homophobic bullying helpline) 0808 1000 143
- DIAS (Disability Information and Advice Service) 0117 903 8900





Your personal information

Confidential information about you will usually not be shared outside of the organisation without your consent. Your personal information will be kept secure on our systems - access to your information will only be given to workers who need to see it.

What should I do if I need to talk to someone about anything I am worried about?

You can talk with your champions of care/key worker who works at the home. The staff team know that it will have taken courage for you to speak to them. The member of staff will discuss with you what steps they would like to take to support you.

Support service for advocacy

We can facilitate an advocate on your behalf. An advocate's job is to provide you with information, advice, and support to ensure your views are heard, understood, and taken seriously by people making decisions. They can help you voice your thoughts and feelings whilst living in the home.





Cultural, Spiritual and Sexual identity

Here at Bluestones Medical Complex Care, we don't just accept people's identity, we embrace and promote your individuality. Equality is about challenging discrimination, promoting inclusion and equal opportunities.

Diversity is about respecting and celebrating the differences between people and creating a culture where everyone can participate, thrive and be themselves.

We want to make sure that no one is discriminated against because of their: Age; Sex; Gender identity; Sexual orientation; Race, ethnic or cultural origins; Religion and beliefs.

Make sure equal opportunities is built into how we recruit and treat our workforce.

Review the diversity of our workforce to identify areas for improvement and set ourselves equality goals.

If you think you are being discriminated against in any way, please talk to your champion of care/key worker or ask to speak to the Homes Manager.



Health & Safety

Your safety is our priority, we will do everything we can to keep you, visitors, and us safe from the risk of fire and other hazards. In the case of an emergency keep calm and leave the home safely and quickly. The house staff will ensure you have a plan of the property and know the fire exit route and assembly point. You should not try to put out a fire yourself, call 999 and ask for the fire service - be ready to tell them the address.



Your health

We will make sure that you are registered with a doctor, dentist, and optician. If you want to, you can stay with your own doctor, dentist or optician. We will encourage and support you to make appointments yourself. We will give you advice about staying healthy and safe. This will include things like diet and exercise, smoking, drinking, drugs, and sexual health.

Wellbeing is about looking after yourself both physically and mentally. Your champion of care/key worker will talk to you about your physical health and your mental wellbeing.



Your health

- Support with physical health can include things like:
 - Looking at your diet and learning about healthy eating.
 - Understanding who else can help you with your health, for example, doctors and dentists.
 - Looking after your sexual health - knowing where to go for contraception and how to stay safe sexually.
 - Getting help with stopping smoking, drug, or alcohol problems. We will make it clear to you why the drug rules exist and make it clear what the consequences are if you do not follow the rules.

We recognise that you may not be ready to talk to us, but you may be ready to seek out advice & guidance, and you can do that from any of these sources.

- BDP

<https://www.bdp.org.uk/children-and-young-people/>

- Young Minds

<https://www.youngminds.org.uk/young-person/coping-with-life/drugs-and-alcohol/>

- Frank

<https://www.talktofrank.com/>

- NHS

<https://www.nhs.uk/live-well/healthy-body/drug-addiction-getting-help/>

- Your GP or another professional





Education / apprenticeships / vocational training

You will be given help throughout your time with us to develop the skills you need to move on and live more independently.

We know that applying for jobs and courses can be daunting - so we are here to help!

There are loads of college and training courses open to anyone, regardless of your age or qualifications and plenty of jobs, apprenticeships, and volunteering opportunities for people with all levels of experience.

We will help you work out which options are best for you, and how you can work towards them. We will also give you all the practical help you might need, like filling in application forms, making phone calls, sending off your CV, or preparing for an interview.

We can help with anything you might need to get into a job or education like; bus passes, stationary, work clothes and equipment - just ask.

If you don't feel quite ready to get into education, work or training we will help you build up your skills and confidence to get there.





Staying in touch with friends & family

We aim to work with your family as much as possible, we welcome and encourage visits from your parents, family, friends, and other people important to you.

Any visitors to the home will be asked to sign the visitors book on arrival and departure.

Activities and hobbies

We can help you meet new people through activities/hobbies, support you with new skills, and help you improve your wellbeing.

There are lots of activities and opportunities in the surrounding areas. Daisy House is close to lots of indoor/outdoor leisure and recreation facilities, shops, supermarkets, restaurants, colleges, and sports. There is also a large retail park nearby with a cinema complex.



Going out

When you are going out visiting friends, or to an activity, we will want to know when you will be back. If you are going to be late, you should let us know. If we think you are at risk, we may report you missing to the Police if you do not return to the home.

Money, clothes and personal things

We can help you set up bank accounts which will help you manage money in and out.

Listening to you

Your voice matters. When decisions are being made about you, we want to hear your views. We will treat you with dignity & respect. Be heard - by participating in weekly house meetings, and forums, where you can tell us about any grumbles you may have, and any views on the running of the home. If there is anything that you are not happy about, please tell us and we will do our best to sort it out.



Word list

Abuse: Is using or treating someone wrongly or badly.

Advocate: Is someone separate from the Local Council who can help to put forward your views.

Assembly point: Is the place you should go to if the fire alarm goes off or there's an emergency.

Corporate Parent: The City Council is responsible for providing all children in care with everything that a good parent would. Every day social workers carry out this role and all council staff can play their part to support children in care, but the main responsibility rests with the elected City Councillors.

Cultural background: Is a way of life.

Customs: Are ways of behaving/beliefs that have been followed for some time.

Operations Manager/Nominated Individual - Is the person who has overall responsibility for the home and the staff, ensuring young people receive the relevant support whilst in our care.

Home Manager: Is the person in charge of the home.

Deputy Manager: Deputy Manager works with Manager and is in charge when Manager is not available.

Champion of care/key worker: Staff member who will support you during your stay at S House.

Health plan: Shows how we will support you to stay healthy.



Word list

Independent Reviewing Officer: Is the independent person who runs your reviews and checks that your plan is working well for you.

CIW Inspectors: Will check that you are getting the correct support in the home, and the setting is acceptable for you.

Leaving Care Team: Will help you to get ready for your future life when you have stopped living in homes. They will help you to find a place to live, a job or to go on to further education.

Nutrition: We encourage and support all young people to learn to cook, and to buy your food with your weekly budget and cook a nutritious meal.

Statement of purpose: Gives details about the home. This includes the home's aims, objectives, policies, procedures, facilities, and the services it provides.



Contacts

Childline

ChildLine is a private and confidential service, meaning that what you say stays between you and ChildLine. Whether you're feeling stressed, anxious, lonely, or down—we're here for you. Counsellors help lots of young people with all sorts of things, like bullying, problems at home and self-harm. A free advice service, open 24 hours a day. Call free on 0800 1111. Calls are confidential and won't appear on your home phone bill. You can also use a mobile. Calls from 3 (Three), BT Mobile, EE, -2, -range, T Mobile, Virgin or Vodafone mobiles won't show up on the phone bill either.

Childline in Care

A free advice service for children in care which deals with general problems, mistreatment, abuse, bullying and many other issues.

Tel: 0800 884444 (6-10pm)

Children's Legal Centre

Legal advice for children and young people.

The Children's Legal Centre, 38 Great Portland Street, London W1W 8QY

Tel: (Young People Freephone): 08088 020 008 Web:

www.childrenslegalcentre.com

National Society for the Prevention of Cruelty to Children (NSPCC)

The NSPCC provides information, advice, and counselling to anyone concerned about a child's safety. NSPCC, Weston House, 42 Curtain Road, London EC2A 3NH.

Tel: 0808 8005000 (24 hours)

Email: help@nspcc.org.uk Web: www.nspcc.org.uk

NHS 111 (National Health Service)

Gives information and advice about health.

Tel: 111 Web: www.nhs.uk



Contacts

Children's Commissioner for Wales

Llewellyn House, Harbourside Business Park, Harbourside Road, Port Talbot, SA13 1SB

Tel: 01792 765 600 Freephone: 08088 011 000

Email: post@childcomwales.org.uk

Web: <https://www.childrenscommissioner.gov.uk/help-at-hand/>

CIW

Responsible for inspection of children's homes and monitoring.

Sarn Mgnach

Llandudno Junction

LL31 9RZ

Tel: 0300 7900 126 Email: ciw@gov.wales

Police

Police maintain order, prevent, and detect crime.

In an emergency call 999 non-emergency call 101

Children and Family Court Advisory and Support Service (Cafcass)

Provides information to help children and young people understand what happens in court.

Tel: 0844 353 3350.

<https://www.cafcass.gov.uk/>

Child Exploitation and Online Protection (CE-P)

Provides useful advice about keeping children safe online.

www.thinkuknow.co.uk

Action for Children

Provides help for vulnerable and neglected children, young people, and families

Tel: 0300 123 2112 Web:

www.actionforchildren.org.uk



Contacts

C-RAM Children's Legal Centre

Provides good free legal advice to children.

www.childrenslegalcentre.com

08088 020 008

Maytree provides support for people who are feeling suicidal and provides a 4-day or 5-day stay. Call 020 7263 7070 for more details and to be assessed. Email address: maytree@maytree.org.uk

The site is in London and they are hoping to open another house in Manchester in 2020.

Papyrus the national charity for prevention of young suicide. They run HOPELineUK which is a National Confidential Helpline. Phone: 0800 068 41 41 / Text: 0778 620 9697 / email: pat@papyrus.org.uk (Mon-Fri 10am-10pm / Weekends & Bank Holidays 2-10pm)

Drugs & Alcohol Services

- TALK TO FRANK Text 82111 or call 0800 77 66 00
- NACOA (For children of alcoholics) 0800 358 3456
- DrinkAware 020 7766 9900

Health including sexual health

- NHS Coronavirus (COVID-19) vaccine information
- NHS: Sexual Health
- Brook: Sexual Health for young people

Gangs and Crime

- Catch 22

Social and mental wellbeing support for support lesbian, gay, bi and trans people in the UK

We actively support the rights of all LGBTQ+ pupils, parents and staff to be safe and to be treated fairly and respectfully. We will provide access to information and services to allow them to develop an understanding of their own identity, culture, and context.



Contacts

- **LGBT Switchboard** Switchboard is an LGBT+ helpline - a place for calm words when you need them most. They're here to help you with whatever you want to talk about. Nothing is off limits and conversations are 100% confidential. Call 0300 330 0630 (10am-10pm daily).
- **RU Coming Out?** Real life coming out stories.
- **Meetup** allows people to search for relevant groups in their area. You can also set up your own.
- **FFLAG** supports friends and family members of LGBT people.

General useful support and advice for lesbian, gay, bi and trans people in the UK

- **Equality Advisory Support Service (EASS)** advises and assists individuals on issues relating to equality and human rights across England, Scotland and Wales. Phone number 0808 800 0082.
- **Citizens Advice (CA)** provides free, confidential, impartial and independent advice on a broad range of subjects, including debt, benefits, housing, legal matters, employment, immigration and consumer issues. You can find details of local CAs on their website.

Support for trans people, families, and allies

- **Mermaids UK** family and individual support for gender diverse and transgender children and young people. Mermaids is passionate about supporting children, young people, and their families to achieve a happier life in the face of great adversity.
- **The Gendered Intelligence (GI) Network for Therapists and Counsellors** aims to support therapists and counsellors to enable a positive experience in a therapy setting for trans people (including young people) and their families. Here's a [link](#) to the PDF version.
- **MindLine Trans+** a confidential emotional, mental health support helpline for people who identify as transgender, agender, gender fluid and non-binary. Phone number 0300 330 5468.
- **National careers service** phone number 0800 100 900 & [websitenationalcareers.service.gov.uk](https://www.nationalcareers.service.gov.uk)



Our Greenhouse is our very own e-learning platform offering the following services:

- Student learning and resources
- Teaching resources
- CDP lessons and resources



Our Greenhouse

Student Learning

The Greenhouse offers lessons developed by teachers that students can use for key stage 1, 2, 3 and 4 for Maths and English. The lessons are created into bite sized chunks, that are easy to go through in short bursts with interactive quizzes and games throughout. There are assessments throughout to ensure the students are learning what is needed for an exam along with mock exams and sections to ask our instructors questions. All progress can be tracked and monitored.

Along with curriculum based subjects, there are also lesson plans and resources for people to learn about topics they are passionate about and want more knowledge on, such as languages, social media, technology and much more.

Teaching Resources

We have included a section to help students teach themselves about them themselves. They can use our careers guides and quizzes, which can assess their personality and passions and what careers may be best suited with an offering of advice, lessons and resources around career paths. We also have a wealth of information around finances and budgeting for real world situations, with easy to use calculators and explanations around terminology for loans, mortgages, saving accounts and paying bills.

This section has also been developed to help people that may not be teaches help the students with their studies. There are easy to follow lessons on here in our 'Sharp Thinking' library for topics that are constantly changing, such as AI, which people can learn themselves before helping others. On the Greenhouse there is information around PSHE, to help mentors have the knowledge and resources to hand to help overcome the knowledge gap with topics in these areas and how to approach a young person in a positive way.

CPD

For care workers to be the best they can be, they need to have accessible learning material on hand to upskill and progress. This section offers e-learning CPD courses that can be used to improve knowledge in certain areas and gain extra qualifications to advance in their career.





House Rules

- Pocket money/clothing money given to you when you have cleaned your room.
- Extra pocket money can be earned:
 - For tidying bedroom/hover room/change bedroom.
 - Engaging in education/life skills activities.
- You are not allowed in the staff office.
- Attend to personal/oral hygiene daily before education/activities.
- Damage to the home will be taken out of pocket money.
- No inappropriate/sexualised language, including videos/music/Youtube.
- Respect other people's opinions and treat others how you would like to be treated.
- No smoking or vaping in the house.
- If you have gone out, return to the home at the agreed time.
- If you want to change your plans whilst on free time, the ask permission from your carer first.
- If you have any problems try and talk to your carer/Home Manager.
- If you wish to make a complaint there is a QR code you can scan and it will be followed up.





Young persons acceptable user guide

When on the Internet using a computer, laptop, mobile phone, games console or any other web enabled device I agree to:

- Keep my personal information private. This includes my full name, age, address, photos, school information, telephone numbers and places where I spend time.
- Ask my carer for permission if I need to give my personal details.
- Keep my passwords and nicknames secret.
- If someone upsets me block them and tell someone
- Tell my parent, carer or social worker if I see anything that upsets me or if someone asks to meet me.
- Never meet someone I have met on the Internet unless my carer or social worker gives permission, and a responsible adult goes with me.
- Never use the Internet to upset another person.
- Never download illegal or harmful stuff
- Take regular breaks if asked.
- Set up a list of Home Internet Use Rules

I accept that my Internet access can be monitored, filtered, or blocked to ensure that I am safe.

Your Person's Name: _____ Signature: _____

Carer's Name: _____ Signature: _____

Social Worker's Name: _____ Signature: _____

Date: _____ Renew Date: _____