



Living with Bluestones Medical Complex Care

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Contents

Word List	1-2
Welcome to your new home	3-4
Living in your new home.....	5-6
What to expect from us and what to expect from you.....	7-8
Your health	9-10
Education /apprenticeships/vocational training	11-12
Staying in touch	13-14
Online safety	15
Your personal info	16-18
SEED	19
House rules	20
Inspections	21
Making a complaint	22-23
Contacts	24-28
Young Person's Acceptable Use Agreement	29

Word list

Abuse: When someone treats you in a way that is hurtful, unfair, or makes you feel unsafe.

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 if there is 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 all about the customs, traditions and way of life.

Customs: Are the traditional ways of doing things that people in a particular culture or community follow.

Responsible 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 and help you progress with different parts of your journey. Each Champion of Care will be responsible for different areas, for example – health & hygiene; healthy relationships; education and employment; activities; income and finance; identity and keeping safe.



Word list

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

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.



Welcome to your new home !



Hi

Welcome to Bluestone Medical Complex Care and Buttercup House. 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.

Intro

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 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 will always be 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 if permission has been given. Immediate searches may be necessary where there are reasonable grounds for your wellbeing and safety.

The home has communal areas including a lounge and kitchen. There is a garden located at the rear of the house.

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

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

- **Buttercup House is located at 7 Mayfield Park, Saltney, Chester, Flintshire, CH4 8FA**
- **it is a 3-bed detached house and is decorated to a high standard.**
- **The home comprises of 3 bedrooms, one with an ensuite, large bathroom, a lounge, a dining room and a kitchen area.**
- **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 



What to expect:

What you can expect from us:

- We will involve you when making decisions about your life.
- We will give you privacy and access to your personal possessions.
- We will support you with shopping and ensure that you eat a healthy diet.
- We will guide you with regards to your education and help you get ready for vocational studies or apprenticeships.

What we expect from you:

- That you treat others with respect and respect the home.
- Understand that we have a responsibility to run the home in the best interests of everyone who lives and works there.



What to expect:

Keeping 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 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.





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 explain why the drug rules exist and ensure that you understand what the consequences are if you do not follow the rules.

We understand that you may not be ready to talk to us, but you may be ready to seek 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 independently. We know that applying for jobs and courses can be daunting so we are here to help!

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

We will help you decide which options are best for you and how you can work towards them. We will give you all the practical help you may need, like filling in application forms, making phone calls, sending off your CV or preparing for an interview. We can help with bus passes, stationary, work clothes and equipment – just ask.

Entering into any form of education, work or training can be daunting so we will help you develop your skills and confidence.





Greenhouse



What is Our Greenhouse?

Our Greenhouse is your very own online platform to help educate you in academic subjects, like Maths and English. You can also learn life skills such as how to start a tenancy agreement or how to write a CV.

You will have your own account within this platform and be able to take lessons and track your progress to know where you are up to and what areas you need to improve in.

There is also a wellbeing section which gives tips and advice on mindfulness and exercises. You can learn more about yourself with our interactive games and quizzes to open your mind about career paths and different ways of learning.





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 who are important to you.

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

Activities and hobbies

We can help you meet new people through activities and hobbies. We will support you with new skills and help you improve your wellbeing. There are many activities and opportunities in Chester and the surrounding areas.

Buttercup House is close to various leisure and recreation facilities, shops, supermarkets, restaurants and colleges.



Going out

When you are going out to visit friends or out on 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 at the agreed time.

Money, clothes and personal things

We can help you set up bank accounts, payment plans, direct debits and standing orders which will help you manage your money.

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 and respect.

By participating in weekly house meetings and forums, you can tell us about any grumbles that you may have and any suggestions about 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 resolve it.





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 champion of care will always listen to you, take what you say seriously and respond quickly to help keep you safe.

Not all people online are real or honest, even if you like or trust someone that 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 advice first.





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 those who need to see it.

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

You can talk with your champion 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 you would like them 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.

We make sure equal opportunities are built into how we recruit and treat our workforce. We 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 or speak to the home manager.



Health & Safety

Your safety is our priority and we will do everything we can to keep you, visitors and us safe from the risk of fire and other hazards. In the event 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.



SEED



What is SEED?

Our SEED model has been developed to ensure there is a clear progression and care plan at whatever stage you are at in your own journey. We want you to gain two GCSE's, improve in life and social skills, understand tenancy agreements and have employment opportunities by the time you leave us. Following the stages in our SEED model you will be able to see how far you have come with a focus of moving forward and developing yourself further. The stages in the SEED model are:

- **S – Stability & Safety** ensures an environment that promotes overall well-being and enables our individuals to believe they can thrive.
- **E – Empower & Enrich** form another integral part of the care model, focusing on promoting individual empowerment and holistic enrichment.
- **E – Educate & Enhance** are essential components of the SEED care model, focusing on continuous learning, skill development and overall enhancement of individuals' knowledge and abilities.
- **D – Develop & Discharge** focuses on the final stages of the development of individuals under our care and their eventual transition or discharge from the care setting.






House Rules

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






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.





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 a champion of care/key worker first. They will try to sort out what's wrong or you can speak to someone else that you trust. If the matter is not sorted out by doing this, you can contact the home 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](https://twitter.com/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/>

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
[glizen.org](https://glitchcharity.co.uk/about/) 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 Utaoh – Asian Victim Support 07968 621 079
- EACH (homophobic bullying helpline) 0808 1000 143
- DIAS (Disability Information and Advice Service) 0117 903 8900



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)





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.

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: _____