

YOUR

GUIDE

TO

WILLOW

HOUSE

EVERYTHING YOU NEED TO KNOW

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HELLO

My name is Michelle and I am the manager of Willow House and I understand that right now things must feel very strange for you.

If you are reading this, it's probably because your social worker has talked to you about coming to live with us. We want you to know that we understand it is scary when things change and that we will do all we can to ensure you are safe.

My team and I are here to look after you and care for you in the best way possible, we don't want to take the place of anyone that is already important to you and we would like you to know that where we can we will do our very best to ensure that you still see everyone that is important to you as long as it is safe to do so.





A LITTLE BIT ABOUT US

I felt it important to let you know a little bit about us, so you know what to expect so here goes:

Willow House is a home to 3 children and this can be boys and girls mixed. Most of the children that come to live with us do so because of reasons out of their control, we try really hard to make sure we are respectful of each other.

We all work really hard to make everyone feel welcome and treat people equally but at the end of the day all young people are different and sometimes need different things at different points in their lives.

Generally, things will stay the same and only change if they have too, including your school. You will have your own bedroom and I encourage all children to get involved and decide how they would like their bedroom decorated so that it's to your taste, although you might have to bare with us a little to plan time to get it done.

There is absolutely no expectation that you will have to stay in all day every day, you will still be able to see friends and go out. All we ask is that you keep in touch and be as open and honest about where you are going so that we can make sure you're safe. Unfortunately, if we can't make contact with you and we don't know where you are we may have to involve the police and we would much rather communicate and think outside the box to prevent this if we can.

Our main aim is to provide a homely environment where young people can develop and grow and be supported to reach their full potential. We value each young person as an individual and want to build positive relationships between young people and adults.

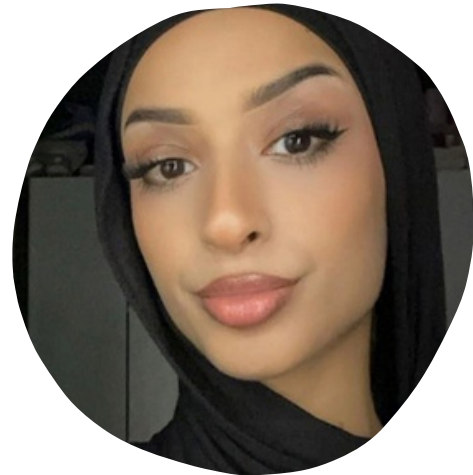
We understand that your parents/ carers are important to you, which is why they are important to us too, and we are not here to replace them.



MEET THE THE TEAM



Hi I'm Shannon I love all things arts and crafts, and I am a pro at video games! My favourite things to are swimming and baking :). I love to do hair and make up and in my spare time I do eyelash extensions for people

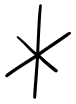


My name is Nabil But you can call me Nabz. I really value listening, making others feel valued and understood. I enjoy all sorts of activities currently go gym, hiking, swimming and try to get my 10k steps in daily. My cooking isn't the greatest, but I'll try my best, on the other hand I have OCD so you will always catch me cleaning!! I always try to make everyday a positive day from chilling to doing something spontaneous I'm always down!!



My name is Imogen I like to spend time outdoors going on walks and exploring different places, I love spending time with all animals and really love cats in particular! I enjoy doing barbering in my spare time and love to listen to all kinds of music. I enjoy cooking and my favourite food is curry!

MEET THE THE TEAM



Hi I'm Thea I am 24 and obsessed with the gym, specifically weight training!! I enjoy reading and getting out and about, I LOVE coffee, baking and listening to the most girlie pop music out there!



Hi, I'm Carlene a proud mum, passionate cook and baker. I love to solve problems and creating positive outcomes. I love to make people smile and feel supported, weather in the kitchen or out in the community. I lead with heart and purpose.



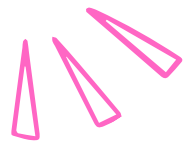
'CASUAL' STAFF MEMBERS



We have a small pool of casual staff members who support the home, by coming in to work shifts as and when they are needed. We strive to maintain consistency with regards to this so that you all know our familiar faces.



STAFF APPLICATION PROCESS



Staff members applying to work within our home undergo an application process. We do welcome you all to be a part of their interview process, as we value your feedback with regards to potential team members joining our team.



KEY WORKER



Every child living at Willow House will have a Key Worker. This is an adult who will work closely with you during your stay. They will go with you to your Planning Meetings, Care Reviews and talk to you regularly about what is going well for you, what we are worried about and what we need to do to help you.

Your Key Worker will know about any forthcoming appointments that are being held and will take you to them if you would like to go. They will be responsible for keeping your file up to date and letting the rest of the team know if there is anything specifically we need to be doing to help you. REMEMBER that all adults are here to help and support you and will be happy to listen to you.

“IT REALLY HELPED ME TO START WITH KNOWING WHO MY KEY WORKER WAS AS I COULDN’T REMEMBER EVERYBODY’S NAME”

“IF SOMEONE ASKED ME FIVE YEARS AGO TO MOVE HERE, I WOULD HAVE MOVED HERE BECAUSE I’VE HAD THE BEST BIRTHDAY EVER. IT’S JUST GREAT!”

“I’VE GOT EVERYTHING I’VE EVER WANTED”



THIS IS OUR HOME

OUR HOME IS A LOVELY VICTORIAN END TERRACE, WHICH IS LOCATED IN THE LEAFY SUBURB OF MOSELEY.

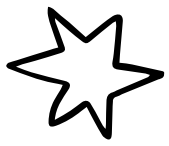
"I DID NOT REALLY KNOW WHAT A CHILDREN'S HOME WOULD LOOK LIKE, BUT IT IS JUST A NORMAL HOUSE REALLY"

"I LOVE BRINGING MY FRIENDS TO THE HOME, TO SHOW THEM MY COOL ROOM"



"I LIKE HOW BIG THE HOME IS AND THE WAY IT LOOKS"

"I CAME TO LOOK ROUND AND HAVE SOME TEA BEFORE I MOVED IN, IT MADE ME FEEL LESS SCARED"



A PEEK INSIDE



THE BEDROOM

THE KITCHEN



THE LOUNGE



THE GARDEN



WHAT WILL YOU ASK ME TO DO?

This is your home and we always encourage you all to take part in the running of the home. Please tidy up after yourselves and if you could help with the cleaning, particularly at weekends it would be appreciated.

Any small thing that helps us such as clearing pots from the table after a meal, washing up, stacking the dishwasher and making a cuppa is always appreciated.

We are interested in your wishes and feelings so talk to us about your ideas / suggestions any time, but once a month we will have a children's meeting and you can all get together to talk about any matters about living together in the home / suggestions for holidays and activities.

Whilst you live with us here you will be responsible for keeping your own room tidy but this is something we will help you with. You will also be asked to strip your bed, Hoover, polish and bring down dirty laundry on a Saturday morning, which is pocket money day ☺. You will be given your own key to your bedroom if you want to lock it when you are not in it. If you need help with your jobs the adults will support you with this.

You can use your bedroom when you want to be on your own and have your own space and a place to store your personal possessions. However, there will still be times when the adults will need to go in your room to check on you. Before entering the adults will knock on the door and let you know we need to come in.

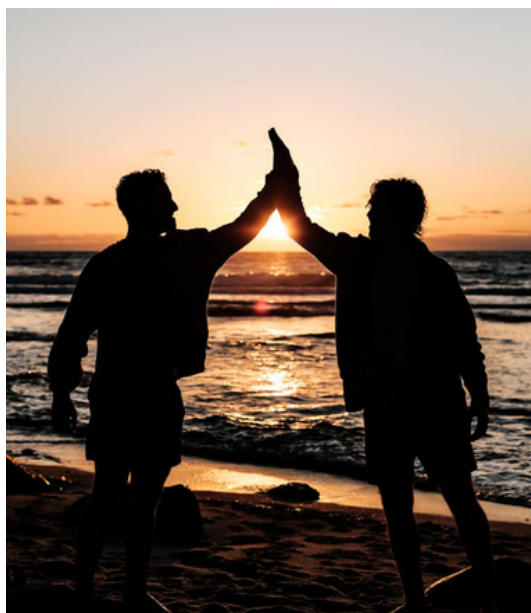


ACTIVITIES

We believe in the importance of activities and experiences for all of our children, engaging in these will keep you busy and help you feel more confident generally. If you have any interests or hobbies, i.e. skating, horse riding, dancing, playing football etc. these will be actively encouraged and supported. Please discuss this with your Key Worker as soon as possible.

If you are a member of a youth club or any regular club, i.e., judo, swimming, football, dance, team activity etc. these again will be encouraged. Please discuss with your Link Worker so that they can plan for payments, times, and transport. You can be as involved as you like with things that are going on, we are always willing to take you out on activities so we can enjoy these together. Our hope is that we can give you some nice memories to take away with you when you leave and we encourage the adults to keep records of things that you do so that you can look back on them. These will be saved in your own memory box

"IT WAS GOOD TO KNOW THAT I COULD STILL PLAY FOOTBALL, AS THAT IS A HOBBY THAT I LOVE"



ALLOWANCES

We do not want you to worry about money, whilst you are living with us we will ensure that you have enough things like clothing and toiletries. We like you to go out and have a shopping day with your Key Worker.

Every Saturday you will get your pocket money, the amount will depend on your age, but this will be explained when you arrive. You will be asked to tidy your bedroom and strip your bedding before you get it, this just helps us and you to develop some life skills, again there is always someone around that will help you with this.

When you turn 16 years old we will help you with any potential employment that you wish to seek, we will help you with a CV and help you with building your confidence and money management

"I LOOK FORWARD TO
POCKET MONEY DAY AND
SPENDING THE MONEY ON
THE THINGS I LIKE".





INDEPENDENCE LIFE SKILLS

"I LIKE LEARNING NEW THINGS AND DO THINK I HAVE BECOME MORE INDEPENDENT SINCE MOVING INTO RIVERSIDE".

At Willow House we want to prepare you for adulthood, we want to help you develop as many life skills as possible. We will help you learn to cook, clean, manage your money, use public transport effectively etc. Your Key Worker will ensure that you are reaching these milestones and achieving your maximum potential.

All the adults in the home will help you to learn and develop the skills that you need to be prepared and to succeed in your future.

From the age of 15 your Social Worker will start to complete some Pathway Planning for you and from the age of 16 onwards you will be allocated a Personal Assistant within your Social Care Team. You will have a PA until you are 25 years of age to support you with employment, housing and budgeting etc, this is so you have the support that you need.



MONITORING THE HOME

In order to keep you safe we will have a Ring Doorbell operating outside the front of the house and a motion sensor flood light at the rear with in-built camera. This is not to spy on you it just helps us keep you safe and protected whilst living here.. Here are some of the advantages to having this system in place:

- Keeping you safe in the home
- Keeps the home secure
- Scare off burglars or intruders
- We can be aware of who is approaching the house

Don't worry your key worker can explain this in more detail and will ask you to sign a form to say you are happy for us to use the system.



OTHER INFORMATION

Here is the boring but important bit.....You will hear us talk a lot about OFSTED and that is because they come in regularly to check that we are doing our jobs right and that young people feel safe and cared for, and we all really care about what they and you think of us and on OFSTED days you might be asked some questions about your care. All I would encourage you to do is be honest ☺.

An Independent Visitor will come to the home once a month to make sure that we are doing our jobs properly and they may wish to speak to you. They will send a report to the Manager and this will also get sent to our Ofsted Inspector.

You can contact Ofsted on 0300 123 1231

Or by post: Ofsted
Piccadilly Gate
Store St, Manchester
M1 2WD



POSITIVE RELATIONSHIPS

' Making, creating and maintaining positive relationships is as important to us as it is to you. We will support you to see your family members as agreed by your Social Worker, this may mean that we take you to see your family, support you to speak to them via telephone and/or by writing letters. We will provide you will support that you need in preparation for this and afterwards as we understand seeing family members or significant others can make you feel differently.

We will also support and encourage positive friendships and we will support positive social friendships within the wider community also, this might be by them joining us on an activity or making plans for you to join them on one



PSYCHOLOGY SUPPORT

' We recognise that you may have experienced some trauma within your childhood, which no person should have to experience. We will have our own dedicated psychologist who will help provide you with some support in relation to your experiences. They will support you with some 1:1 time and will also support the team to help them understand how your experiences have affected you. They will be in the home on certain days which means that you will be able to form a relationship with them and feel able to talk openly. They will also advocate for you having what you need to succeed in life.



COMPLAINTS

If ever there is something you want to complain about, we can talk about things and see if we can sort things out but if you feel like you need someone else to talk to about things you can contact your social worker or to speak to someone else outside of the home, the department that deals with complaints is:

We do have some complaints forms which you can write on and post in the envelope provided, you do not need a stamp, just ask a member of staff.

CHILDREN'S COMMISSIONER

Someone else that can help is a lady Called Dame Rachel De Souza she is the Children's Commissioner for England and her job is to fight for the rights of young people.

this is her
address:

Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT

INDEPENDENT ADVOCATES

Independent Advocates are available to support children and young people in your Child Looked After Review meetings. The advocate can offer you independent support and advice and make sure your voice is being heard.

We can make a referral to NYAS (National Youth Advocacy Service) for this.

An adult can request an advocate for any of you by submitting a referral:

<https://www.nyas.net/referrals/>





BE



KIND



ALWAYS

We do not tolerate any form of bullying. All children will be supported and encouraged to voice their views, wishes and feelings. Be Kind and act as a positive role model.

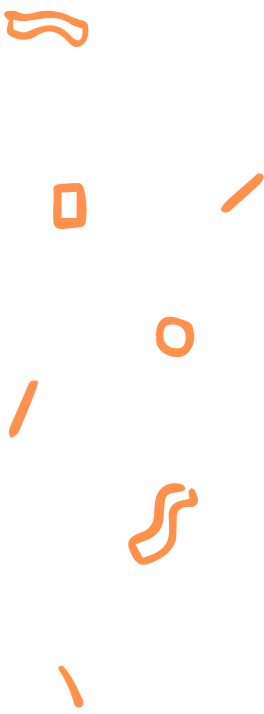


ALL ABOUT ME

Draw your face here, and then lift the fold to reveal your thoughts!

My name is

.....

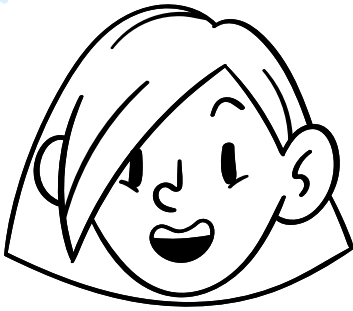


Go to the next page to complete the activity.



YOUR DAILY CHECK-IN

HOW ARE YOU FEELING TODAY?



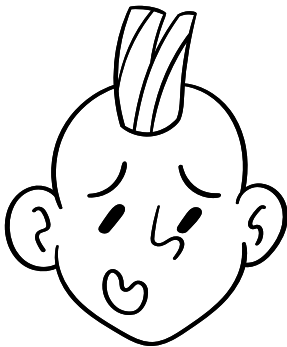
happy



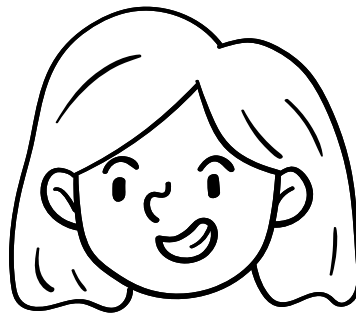
sad



angry



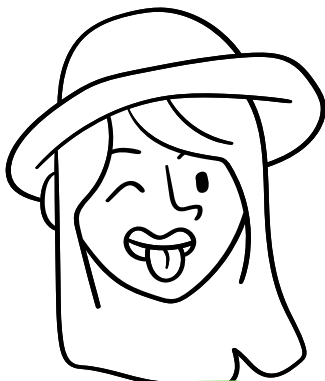
shy



proud



tired



silly



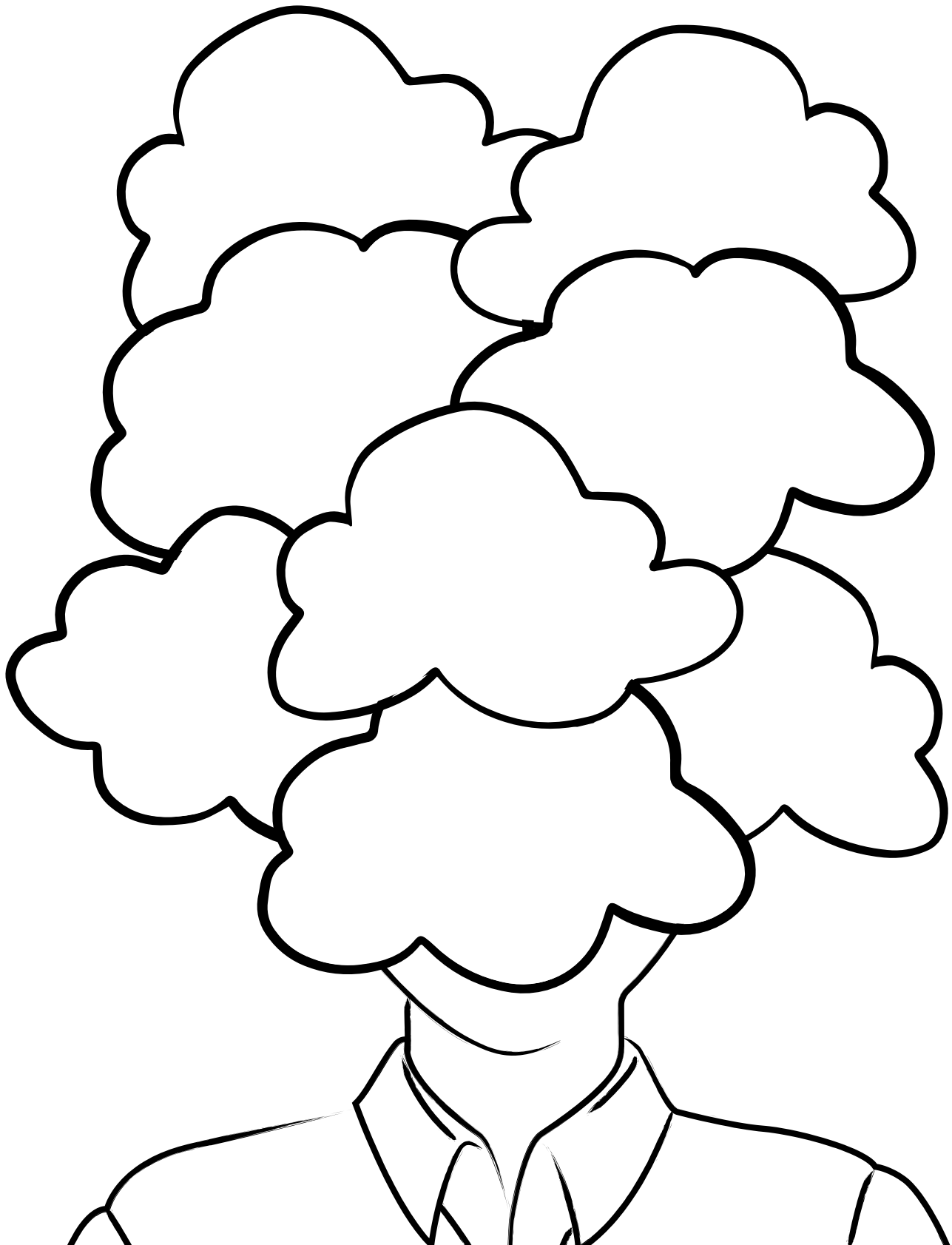
scared

You can feel more than one of these emotions.
Can't find your feelings here?
Share it to your grownup

A PEEK INSIDE MY MIND



In these clouds, write down all of your thoughts and feelings that are having. They can be happy thoughts, sad thoughts, worried thoughts, excited thoughts!



GRATITUDE JOURNAL



● I am thankful for

A large orange rounded rectangle containing three horizontal dashed lines for writing. A white star icon is positioned to the left of the rectangle.

● I am grateful for

A large purple rounded rectangle containing three horizontal dashed lines for writing.

● Notes

A large, solid blue rounded shape intended for writing notes.



"Move forward. Good things are up ahead."

SPACE WORD SEARCH

Circle words in the puzzle below

E Q D L H W N T P
S A M O O N A O M
U L R N N C L R E
N U S T A R S B R
E N A O H W O I C
A A T M A R S T U
R R U C O M E T R
Z G R A V I T Y Y
V E N U S G E R W



earth
sun
moon

stars
mars
saturn

venus
mercury
gravity

comet
orbit
lunar

