

Children's guide



Muswell Hill Children's Home

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WELCOME TO MUSWELL HILL

This booklet contains most of the information you need to know about your new home. We want you to be very happy all the times and our dedicated staff will help you to learn and achieve life successes.

WHAT WE CAN DO FOR YOU

Below are the aims and objectives of Muswell Hill Children's Home;

- **To make sure you are well cared for** (To meet all of the needs of the children residing at the home)
- **To make sure staff look after you properly** (To ensure that, the staff team care for the children in accordance with recognised national standards and good practice)
- **To have placement plans which will be guiding staff on how to look after you appropriately** (To have care plans in place for all children)
- **To help to keep you safe all the time.** (To ensure all risk areas are known and appropriate risk assessments are in place.)
- **To help you to be happy with what you want to do** (To provide for the physical, emotional, cultural, spiritual and social needs of the children)
- **To make sure that, there are lots of activities for you to do** (To provide the children with stimulation and suitable activities)
- **To always keep in touch with your families and anyone else who is important to your care** (To encourage and support the children's family links and to closely involve those with an interest in the children's care)
- **To make sure you go to school or college** (To ensure that whatever the disability, the children attend school and that they have the opportunity to achieve their educational potential)
- **To help you to be a good person.** (To promote the development of positive behaviour through gentle teaching methods and through praises, rewards and recognition.)
- **To treat you properly** (To promote an active recognition of children's rights)
- **To make sure you are treated fairly.** (To promote policies of Equal Opportunities/valuing diversity and anti discriminatory practices.)
- **To work closely with everyone who cares about you** (To promote positive relationships with other agencies in order to help provide a framework for interagency co-operation)

WHAT ARE THE RULES OF THE HOME?

- No Smoking
- Be respectful to others
- Be in the home when you should be
- Be polite and well mannered
- Treat the home with respect
- Remember to keep the noise level down (particularly music!)
- Attend all important programs about you including meetings, medical, reviews and education

YOUR OWN SPACE

All bedrooms have entertainment and practical soft furnishing such as television/DVD, Bed room lamp, study lamp, desk and chair, mirror, waste bin and wardrobe hangers



Your room can be decorated to your liking within reasonable choices. Staff can help you put things on the walls or put pictures up of your family and friends.

COMMUNAL AREAS

Side view of lounge and dining



These are the communal areas of the house. You can do activities, watch TV, play on the computer, play games on x-box or just relax!



YOUR KEYWORKER

You will be assigned to a keyworker who will work closely with you in order to meet your needs including your need of clothing, meetings, basic advocacy needs to your family and social worker and every other necessary need. Your keyworker will always make him/herself available to speak to and will want to know how you are doing.

HOW ARE YOU FEELING?

You will get the chance to say how you are feeling and to express your views and opinions about the care you receive and any decisions being made about you.

This will be done through individual key work sessions with a member of staff and through the weekly house meetings.

BULLYING

We adhere to a strict anti-bullying policy. We do not accept any form of bullying at the home. Staff will challenge you for any attempt to cause harm by bullying.

All Forms of Bullying Will Be Treated As Follows:

Staff will be informed of what has happened and it will be recorded and forwarded to the appropriate authorities including the police. All forms of bullying will be recognised and deemed totally unacceptable.

If you are being bullied or know someone else who is suffering some form of bully in silence, please disclose to a member of staff.

EQUAL OPPORTUNITIES

All staff and young people are subjected to the same opportunities to enjoy and achieve at Muswell Hill Children's Home. This implies, nobody will be discriminated against, on the grounds of their race, gender, sexuality, disability, culture or religion. Everyone has the right to be treated fairly.

Be kind to everyone and treat people how you would like them to treat you!!!

The Golden Rule; be on to others as you would like others to be on to you!!!

COMPLAINTS

If you are unhappy or worried about anything at all, then you should speak to someone you trust. Staff will always listen to you without judging or interrogating you. Staff will help you as much as possible in keeping you safe and happy at all times. The Lighthouse will take your complaint seriously and staff will tell you what will happen.

If you can't talk to anyone at the home then there are other people who can help you are as listed below;

Parents or relatives

Social Worker or Team Manager

The Independent Reviewing Officer

Children's Rights Officer (Haringey) 020 8211 7813

Children's Commissioner (Anne Longfield) 020 7783 8330

The home's independent visitor –Mike Hale 07775 654 632

The local police 0208 340 1212

Young person Line 0800 1111

Young people's Legal Centre 020 7636 8505

NSPCC help line 0800 800 500

Child line 0800 1111

Child line in Care 0800 88 4444

Allegation against staff (LADO) 020 8489 1406

Child Protection Advisor 020 8489 1061

OFSTED 0300 123 1231

Haringey Local Safeguarding Children's Board 020 8489 1472

IF YOU RUN AWAY (UNAUTHORISED ABSENCES)

Hopefully you will be very happy and you will never want to run away. However, if you are upset, worried or angry you should try and speak to a member of staff or fellow resident before you decide to run away. But if you do run away, our staff will have to inform the police, your parents and your social worker/EDT, all within a certain reasonable time when you shall be expected to return to the home.

DISCIPLINE & BEHAVIOUR

We expect you to behave properly and to treat others fairly and with kindness and respect. However, there might be times when you will misbehave and our staff don't reward misbehaviour. This might lead to the staff giving you a sanction. The purpose of the sanction is not to punish you but rather to help you learn how to behave more appropriately in the future. This may include being told off, missing

out on some activities, delayed pocket money, forfeit phone top-up, or being given extra chores.

There are certain sanctions that are not allowed. These are called prohibited sanctions which are listed below.

We are not allowed to punish you by (Prohibited sanctions)

- **Smacking or hitting** (Any form of corporal punishment)
- **Stop you having food and drink.** (Deprivation of food or drink)
- **Stop you from taking medication, seeing a dentist or doctor.** (Use or withhold medication or dental treatment.)
- **Not letting you sleep when you want** (Intentional deprivation of sleep)
- **Not letting you have some money.** (No more than 2/3 of basic pocket money to be stopped.)
- **Making you wear the wrong clothes** (Insisting a child wear distinctive clothing during the day, i.e. pyjamas. Uniforms for school, scouts are acceptable)
- **Looking at your body.** (Intimate physical examination of young people.)
- **Not letting you talk to your family or friends.** (Restrict visits or telephone calls from parents, friends as punishment.)
- **Lock you up in your room.** (Lock a young person in a room.)

FIRE

We have to make sure you are safe all the time. You will be told what to do if you hear the fire alarms sound. We will do fire drills which is a form of practice in fire evacuation or getting out of the house. Try to remember to follow simple and complex instructions from staff.

VISITORS

Visiting, meeting and speaking to family and friends is very important and we encourage it very highly. If for some reason you can't see or speak to your family, that also will be respected and followed by staff as part of your safeguarding care instructions.

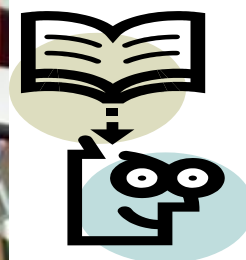
You can also choose not to see or interact with a particular group of people including a family member, a friend or an acquaintance, Staff will support your decision too.

RECORDS

Staff have to write a lot of information about you every day in a record book called a daily log. This information will include what you have been doing in general. Staff will observe you on your health, your socialising techniques, education, eating habit, anti-social behaviour, all incidents and non-incidents. You have the right to request for this information about you but because of data protection, you also have to give staff some notice in order to remove third party information from the file. Furthermore, there may be times when you will be denied access to certain type of information and such information is called confidential records.

If you are not sure about your rights to information about you then ask!

EDUCATION



The home will encourage you to go to school or college.

If for some reason you cannot go to school, we will provide or source out alternative educational arrangements for you

YP'S HOUSE MEETINGS



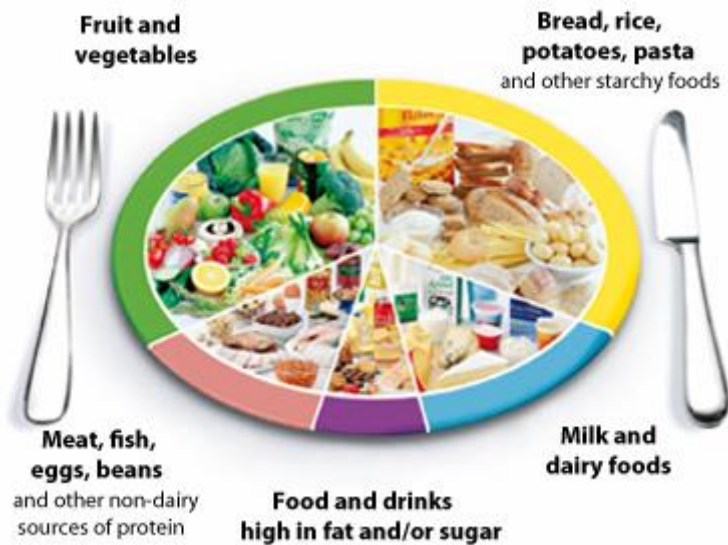
The YP meeting is conducted once a week. This meeting is chaired by one of you in turns and observed by staff. The meeting offers you the opportunity to express your feelings and speak up your needs including your diet needs.

YOUR MONEY



You are entitled to a certain amount of weekly pocket money according to your age bracket. You are also entitled to a monthly allowance for clothing, toiletries and hairdressing. Good behaviour and meeting set targets is also rewarded financially. Your keyworker will tell you how much you will get. We can look after your money and valuables in a safe lock and key environment.

FOOD



Our multi-cultural staff team provide the added advantage to provide a variety of cuisines. They will work to meet up to your diet needs at all times. If you have any allergies or you cannot have certain foods because of religious or cultural reasons, we will make sure you have something else to eat.

**We do expect and will encourage you to eat a healthy diet and to try new things!
You should never be hungry!**

ACTIVITIES

We will do lots of fun activities while you are living at Muswell Hill. The in-house activities includes; Cooking, Art and craft, Games, Music, computer games, watching television and outdoor garden games.

We will also go out and participate in the local community activities programs such as;

Swimming, shopping, cinema, ball games, camping and farm visits



If there is anything else you need to know please don't hesitate to ask any of our dedicated staff. They will be willing to be of assistance to you at all times.

YOU ARE VERY MOST **WELCOME**, PLEASE
ENJOY YOUR STAY AT

**MUSWELL HILL CHILDREN'S
HOME**