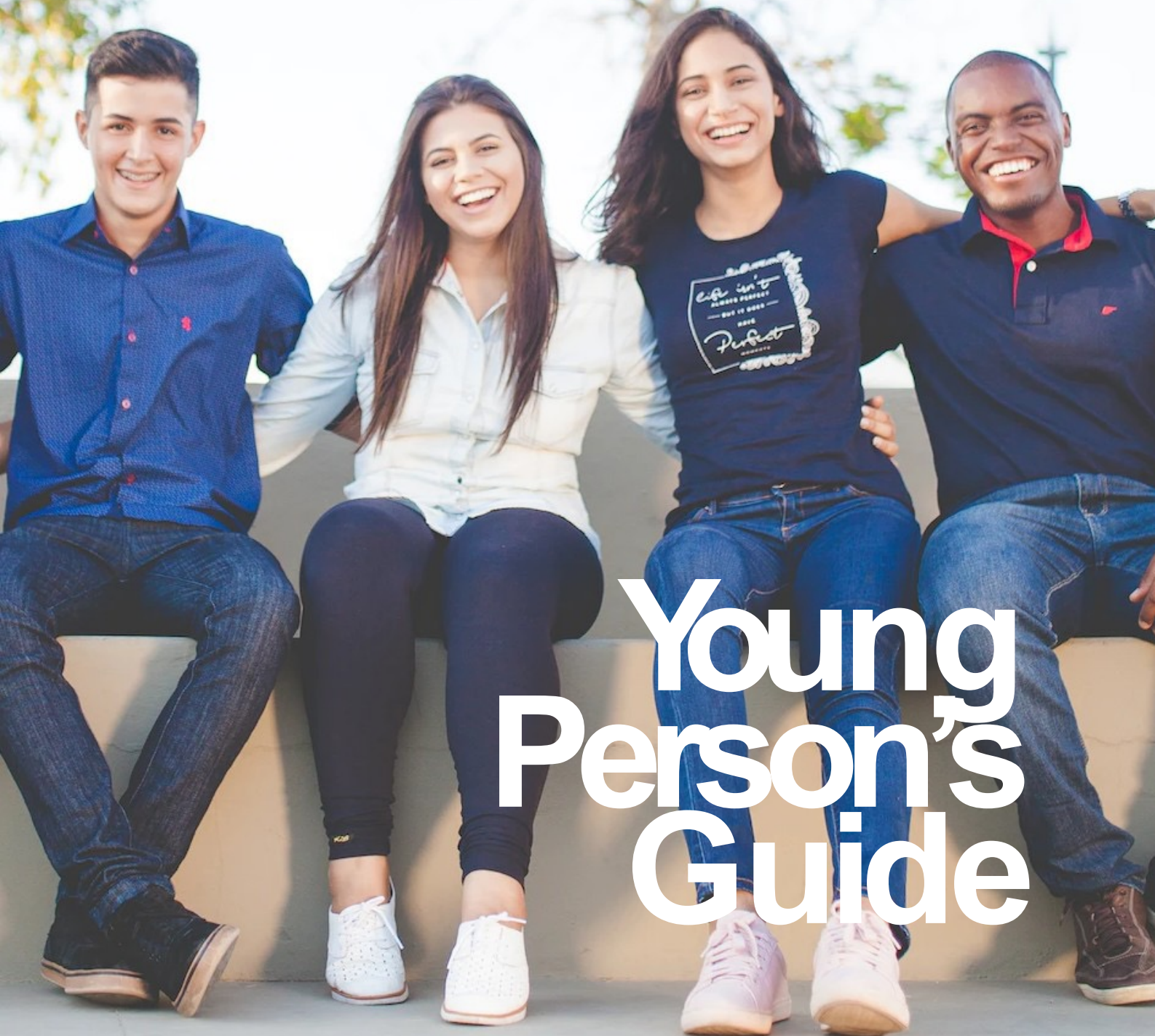




SEACREST
— CARE SERVICES —



Young Person's Guide



Welcome to Seacrest Care Services Limited

Seacrest Care Services Ltd.
Arise Harlow Innovation Park,
Maypole Boulevard, Harlow, Essex,
United Kingdom, CM17 9TX.



Hi,

Welcome to Seacrest Care Services Limited. This may be the first time that you've been away from your family, or you may have moved here from another placement, but it doesn't matter because the Staff and other young people here are readily available to look after you.

This booklet has been designed, with the help of the young persons who live here, to help you settle in, explain some of the expectations of you, and the rights that you have as a young person being **"looked after"**.

We do understand that you may be feeling worried about coming to live here. Many of the young people who come here have similar feelings. Everyone is new at first, so the other young people can relate to your feelings. We know that these feelings can include being:

Upset, Hurt, Scared, Anxious, Nervous, Angry, etc.

This is a home where you can feel safe, cared for, and listened to by all the people around you. We encourage young people to listen to each other and to share their feelings as appropriate.

Our aim is for you to have the chance for lots of different opportunities, and to achieve things that will help you to feel happier and better about yourself.

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Your new home *and the staff.*

Seacrest Care Services Ltd. provides “live-in” (semi-independent) accommodation for a number of young persons. In the Home you will find the following facilities:

- Your own bedroom
- Shared bathrooms and toilets
- A shared kitchen
- A communal TV/activities lounge
- laundry facilities

The Staff at Seacrest Care Services Ltd. are all professionals in their own right. They do not live in the Home - they work there on a shift basis. Each Staff member wears an identity badge with the name by which they would like to be called; e.g. “Jenny”, “Chris” etc.



Our Homes

Frequently Asked Questions.

Will I have my own bedroom?

All young people have their own rooms in our Home so, yes, you will have your own bedroom!

Privacy and Security: You will have a key to your room to ensure your privacy. Staff will always knock before they come in unless it is an emergency situation.

Can I personalise my room?

Yes, you are encouraged to decorate your room and to bring as many personal belongings as you want. Most young people like to personalise their room with pictures, books and posters etc. At the point of moving in staff will go through your bags and make a list of all your belongings.

What posters can I put up?

We know that most young people like to put up pictures of their favourite stars, celebrities and football teams. However, we do not allow pictures of a violent, sexual or pornographic nature in the Home.

What time will I have to go to bed and get up?

Bedtime in our 16+ services is 11pm. You don't have to go to sleep straight away if you don't want to; you can read, watch a film etc. However, you will need to keep the noise down.

The time in the morning that you have to get up will depend upon whether or not you go to school. Usually, this means that we will wake you at 07.00 am on a school day, and 08.30 am if you don't go to school.

Do I get money as a looked after child?

Most young people get a form of weekly allowance from social care. The amount you receive will depend on factors considered by social care. We may also offer opportunities to some money by completing extra tasks or chores around the house.

Personal hygiene & cleaning of your room

Hygiene is important and we expect you to have at least one bath or shower every day. You will also be encouraged to clean your teeth twice a day, and to change your clothes on a daily basis. The Staff will help you learn how to wash, iron, and take care of your clothes. You will be expected to clean your room and change your bedding at least once a week.

Can I use my mobile telephone?

Yes, you can bring your mobile phone into the Home with you.

An important consideration here will be your age and if the staff have concerns over your wellbeing. If it turns out that you are unable to manage a phone, the Staff who support you will manage it for you, and a plan will be put in place which will enable you to have the phone at certain times.

However, if Staff feel that you are capable of managing your phone, then you will be able to keep it. You have the right to make calls to friends, family, and other people involved in your life as long as the time of day is reasonable.

Key Workers

Each young person is allocated a Key Worker. These are adult staff members who are there to ensure that all of your day-to-day needs are met. These needs include ensuring that you receive your appropriate medical and health care, making sure that you're registered at the local GP and Dentist, talking to your social worker, and arranging home visits when needed. They will also help you develop your living skills and prepare you for leaving our home and living independently.

Most of all, your Key Workers are there for you to talk to and confide in if needed. They will talk to you about things that may be bothering you or making you unhappy, or things that you're struggling with, and try to help you overcome them.

Can I smoke?

It is better for you, and those around you (through “passive” smoking - inhaling other people’s tobacco smoke) if you don’t smoke, but we recognise that some young persons do smoke. However, for the benefit of your own health, and to obey the law, you will not be allowed to smoke anywhere inside the Home.

If you do smoke, there are designated areas outside the building where smoking is permitted. Staff are also able to support you to give up smoking with the support of your GP or health visitor.

e-Cigarettes: You are not allowed to “smoke” e-Cigarettes anywhere in the Home, inside or outside. Though there is no burning of tobacco involved, e-Cigarettes work through the inhalation of heated, “neat”, nicotine vapour (now called “vaping”). Since nicotine is highly addictive, we classify it as a banned recreational drug as far as Seacrest Care Services Ltd. is concerned.

Mealtimes

Preparing for adulthood involves being able to make healthy, nutritious meals. Staff will support and teach you safe methods of food preparation, cooking and storage. Don’t worry if you have never cooked before, learning to cook can be lots of fun! Adult staff at the placement will support you to make shopping lists, and go your grocery shopping.

Am I allowed out on my own?

Yes, you are allowed out on your own, however, for many young people, the transition to independence is a journey. You will have adequate support provided by adult staff within the home depending on your level of independence when you first move into your new home. We will make sure you are confident in getting out and about and are able to keep yourself safe without a staff member.

Do I have to go to school?

Most young people aged 16-18 who live here go to school or college. If you are not in school or college when you arrive, then we will support you to engage in education, employment or training. We can support you with enrolling in college, attending employability clinics, putting a CV together and interview preparation. We will support you every step of the way.

What happens if I break the rules?

If you display an incident of unacceptable behaviour, then you will be treated fairly and the incident considered on an individual basis. If sanctions are considered appropriate, then these may be imposed for some time and may be lifted based on discretion of the Staff at the time. For example, you will be expected to pay for or help repair items that you break or damage.

Whilst we respect your rights to privacy and dignity, if we are concerned that you may have something in your room that is illegal or could pose a danger to yourself or others, then we may conduct a search of your room to find and remove the item in accordance with our policy on Room Searches. Unless in extreme circumstances, you will always be made aware of this and given the opportunity to hand over whatever it is we're concerned about, and to be present during the room search. Two staff members will carry out all room searches, and you will be expected to cooperate; if not, we retain the right to contact the Police who will carry out their own search in accordance with the law.

What if I use illegal substances?

Seacrest Care Services Ltd. is committed to providing a safe, healthy and secure environment for all the young persons who live here, and for our staff who work here.

An important part of achieving this is a total ban on the use, storage and supply of illegal drugs (sometimes referred to as "recreational" drugs) in the Home. If you are using illegal drugs yourself we consider your safety to be at risk, and we shall need to share this information with other people to make sure that you're kept safe and receive the help you need.



Strategies for the management of drug use within the Home include various forms of counselling or education, in addition to the use of appropriate sanctions such as grounding or supervised spending to prevent you from gaining access to illegal substances.

You have the right to privacy for yourself and your property. However, if staff suspect that you are carrying drugs they will ask you to empty your pockets. If they believe you have drugs in your room they will search your room in line with our procedures.

“Legal highs”: These are new psychoactive substances that consist of mixtures of chemicals designed to give the same effects as illegal drugs such as ecstasy or cocaine but which have been specially formulated to get around the Misuse of Drugs Regulations. They are sold as research chemicals and labelled as “not for human consumption” to get around the law, and can be very dangerous if consumed. These chemicals must not be brought into the Home or consumed at any time.

Can I use the internet?

Yes - but with restrictions! Our Home has Wi-Fi internet facilities and you can have access to them in line with our Safeguarding young people policies which have been designed with your safety in mind.

Can I participate in activities?

Yes - we encourage you to keep fit and healthy, and to support this we offer free gym memberships and can facilitate a wide range of activities for you to take part in. Activities can be indoors (e.g. pool, bowling), outdoors (e.g. cycling, swimming, cinema, trips out), and can include short holiday breaks.

Bullying

We do not tolerate any form of bullying at our Home. Bullying can be either physical or verbal, and we expect that in the past some of you will have experienced bullying of some sort. If you have then you will know how it made you feel. If you feel that you are being bullied then you should tell an adult who will help you deal with the situation.

In the past, you may even have bullied somebody yourself as a way of coping with your own negative feelings of sadness or being worthless. If you feel that this is the case and that others may think of you as a bully, talk to the adults who work with you. They will listen and help you to learn

new and better ways of coping with your feelings, change your behaviour, and become a better person. Well done!

Your Charter of Rights

As a young person at Seacrest Care Services Ltd. you have the following rights:

- The Right to have your personal dignity respected.
- The Right to be treated as an individual.
- The Right to have your cultural, ethnic and religious needs accepted and respected.
- The Right to have your emotional and spiritual needs accepted and respected.
- The Right to personal independence, personal choice and to take responsibility for your actions.
- The Right to receive care appropriate to your needs from adults who are experienced in young person care.
- The Right to develop and maintain social contacts and interests.
- The Right to have access to your personal records.
- The Right to participate as fully as possible in the writing of your own Care Plan before and during your stay.
- The Right to have, and to participate in, regular reviews of individual circumstances, and to have an advocate or advisor present.
- The Right to participate in the making of decisions about daily living arrangements within the Home, and to be consulted about any proposed changes.
- The Right to have access to a formal complaints procedure, and to be represented by a friend or advisor if you wish.

How to make a complaint?

Every young person has the right to be listened to, and here at Seacrest Care Services Ltd. we believe that it is important that when a young person is unhappy with the way they have been treated by a staff member or another resident, they can talk to someone about their feelings and what they would like to see happen.

If you feel the need to complain, you should first speak to the staff on duty, preferably your Key Worker. He or she will try to resolve the issue either with you or for you. If you are unhappy with the outcome then you should follow the Home's formal procedure for handling and managing complaints which your Key Worker will talk through with you. You might be asked to write down a few facts, and your Key Worker can help you with this, using a special Complaints Handling Form.

We can also help you to complain to your local authority if you want to, and again your Key Worker can help you with this.

It is important you understand that you will never be victimised or treated unfairly for making a complaint.



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*“We can’t wait to see you grow,
improve yourself, and take control of
your life, and we’re here to help you
do all of those things”*

The Seacrest Team