Your Childrens Guide

Welcome To Amber House

Stepping Stones Care
Version 2.5
08/12/2025





Managers Welcome

Hi,

I'm Sophie and I'm the Manager at Amber House. I am really looking forward to welcoming you to our home!

We know some daysmay be more challenging than others but we are committed to helping and supporting you along the way. Amber House is like our own extended family, somewhere that we want you to feel safe, happy and supported, with no judgement!

There will always be someone available to talk to, however big or small, whether it's day or night! We hope to make some amazing memories with you, helping you to become the best version of you!

The whole team at Amber House are looking forward to welcoming you soon!



Sophie Ingleby
Home's Manager



Let me welcome you to Amber House

A Welcome from the Home's Deputy Manager!

WELCOME TO OUR HOME!!

We are here to help you grow, learn, and thrive, and we believe that each child deserves the opportunity to reach their full potential.

We are proud to offer a space where you can explore your creativity, build new friendships, and create wonderful memories.

You'll usually find me around the home having fun! And I am always here for a chat if you need

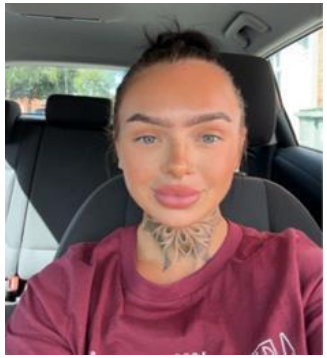
I love arts, crafts and pamper nights!

I can't wait for you to join us and become a part of our family.



Jess Milne
Home's Deputy Manager

MEET OUR SENIOR TEAM!



Hi I'm Vicki, I'm 27 and have been working with children over 4 years.
I love going to the gym and on hikes, I have 2 cats who love going on adventures and come paddle boarding with me on holiday at the beach.
My favourite movie is Shrek.
Look forward to finding out all about you! 😊



Hi, I'm June, and I've been at Amber House since we opened back in 2022.
I enjoy eating out, and spending time in the garden.
I love to read and I like exploring the world. I enjoy building positive relationships and having a laugh,
I'm excited to meet you 😊



My name is Hannah and I've been at Amber House since we opened back in 2022.
I like to get creative with arts and crafts which is something we could do together.
I love animals, especially dogs and horses – I can even ride horses! 😊



Hi, I'm Emma and I have been at Amber House since we opened back in 2022.
I have a dog called Cleo who I love a lot! I won't be here to meet you when you arrive as I am on maternity leave but perhaps, I will meet you soon 😊

MEET THE REST OF OUR TEAM!



RSW

Hi, I'm Nav and I've been at Amber House for around 2 years.
I love to get stuck in with activities and fun games!
In my spare time, I love to play on the PlayStation and go to the gym so we could do this together if you would like to 😊



RSW

My name's Annie and I see myself as a friendly and caring person.
I enjoy days out and activities – especially in the summer 😊
In my spare time, I like listening to music and going to yoga. I also like to travel and see new places, maybe we could explore somewhere new together?



RSW

Hi, my name is Tony. I've been at Amber House since October 2024 – everyone is lovely and welcoming here!
I have a little doggy called Piglet and I adore her!
I like going on walks with my dog and playing computer games – we could play together some time! 😊



RSW

My name is Claire and I am fairly new to Amber House, however during my time here, I have found it to be lovely!
I have a little dog called Arlo who is like a little piglet as he snorts a lot 😊
I like to listen to music in my spare time and, as an animal lover, I like to visit zoos and farms – perhaps we can go there one day?



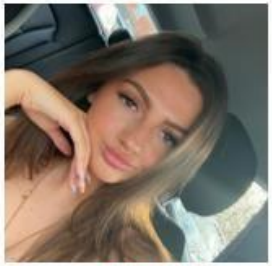
RSW

Hi, I'm Leigh. I've been at Amber House since February 2025.
I enjoy having lots of fun and travelling.
I have a French bulldog called Cush.
I look forward to welcoming you into our home!



RSW

Hi, I'm Joe (with an E!) 😊
I've been at Amber for a while now and everyone has become like a family to me.
I love to help people to achieve their dreams!
In my spare time, I love listening to music and visiting horse tracks.
I am also qualified in floristry so I am able to make some beautiful flower arrangements.



RSW

Hi, I'm Latisha and I am the newest member of the team.
I have previously worked in a school and at a local farm – I love animals! I also like beauty and getting my nails and lashes done, I even qualified to do eyebrows which I love! 😊 I also enjoying going for walks and going to the gym.

Welcome to Amber House!





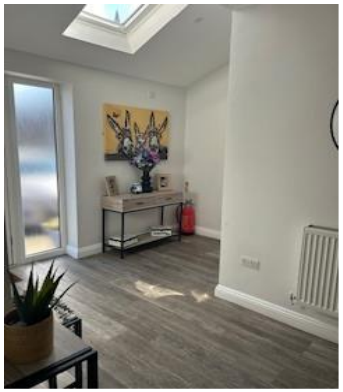
















Time with Family and Friends

We will always support and encourage you to have time with your family and friends who are a big part of your life. Spending time with people you love and care about is important for you and so we will work with your social worker to make sure you have plans in place to see them when this is agreed with everyone.

We will also help you to write letters make telephone calls and support in buying important festival gifts such as Christmas or Diwali and birthday gifts too.



Activities

We hope to keep you busy with our weekly activity planners visiting new places and trying new activities! We are very lucky to have so much going on around us to take you to see.

We hope that once you have settled in your new home that you may wish to join local clubs, groups or even sports teams, we have plenty to offer in our local area, and it is such a good way of making new friends locally to us.

As well as activities outside of the house we also plan lots of stuff at home whether it be BBQ's, pamper nights, game nights etc.



Your Health is important to us

We will register you with our local dentist, doctor and optician so that you can have regular check - up appointments but also in case you ever felt unwell or needed a further check for example; on your eye sight or teeth.

We also have our own in-house clinical team who work closely with our home; their names are Sarah Stringfellow and Liam Barrett -Hawkins. You will see them from time to time in our ho me as they spend time with the carers but also like to get to know the children who live with us too.

If you would like to have some Therapy, they are available for that too.

We like to make homemade healthy meals to eat and we hope that you will give us great ideas each week as we like you to help us choose the weekly menu and what goes into our shopping lists.



Your Education Matters

Your education is important to us and we want to make sure you reach your own goals in school to help you when you are older.

School/College/ Employment can be difficult at times and there may be days where you feel you are struggling but we will always support you and work with your school to help you overcome any problem.

We will help you get to school and back every day and if and when the time is right we will also look into you making your own way to school because we aim to build on your independence.

If you move in and do not have a school then we will work with your social worker to find a new one that is perfect for you. Until a new one is found, we will have a mixture of work to complete with us or a private tutor helping you at home and some fun educational trips too



Your Space and Privacy



We believe that being able to decorate your new room is important as it will help you feel comfortable and relaxed in your new space! There will be money and support available from us to buy things for your new room and you can start thinking about what co lours you might like to have on the wall, be as creative as you can!

Your bedroom door will have an alarm that can be set at night, this is just so that we can keep you safe however it will only be turned on if we feel there is a good reason for it to be.

We will always knock on your bedroom door before entering and we hope that you feel comfortable to let us relax with you, listen to music, help you sort out your clothes and help you keep your bedroom tidy etc.

You will be offered your own key for your bedroom if you ever wanted that extra privacy from other children living in our home too.

Your Money

You will receive pocket money each week and the amount you get is based on your age. Please view our table below:

Age	Pocket Money
8-12 Years	£10
13 Years	£12
14 Years	£12
15 Years	£14
16 Years	£14
17-18 Years	£16



Age	Clothing Allowance Per Week
8-12 Years	£10
13 Years	£15
14 Years	£15
15 Years	£15
16 Years	£15
17-18 Years	£15

Other Allowances

At Amber House there is opportunity to earn extra money towards your weekly pocket money by completing your own incentive charts that are made personalized with you and for you.

We will also be saving £5 a week for you, which you will get, from your social worker when you turn 18.

You will get money for other things too such as clothing, toiletries such as hair care and shower gels.

A Usual Day

Mornings

During the weekdays, the time you need to get up will depend on what time you need to be at your school or college. Otherwise, we would be waking you up around 8:30am to wash, dress and be ready for the day by 9.30am.

Sleeping in later is fine at weekends, although we will encourage you to be up before lunchtime, as we will have fun plans for the day.

Afternoons

Once your education is finished for the day, we make sure we have lots planned for you in the week. You may have some free time with friends in the local area or want to join us on a fun activity.

You will always have the most important say and choice in what you would and would not like to do.

We like to have meals together each day between 5 – 6pm. This is a good time for us all to catch up on how everyone else's days have been, and we would love for you to get involved and help us cook from time to time.

Evenings

We always make a plan for each evening and this could be anything from having a movie night in the house to going out to the cinema or an activity of your choice.

We want to help support you at night time in whichever way works best for you so we will work together to create the best routine possible for you that might include us reading a book helping you do your hair, or a general chitchat.

The time that we help you to settle to bed each night might be different to other children living in your new home. This is because of different reasons such as your ages or how you choose to be settled. We can talk about your own bedtime before you move in.

Your Religion Matters

If you practice a religion or even if you feel it is something you would like to start looking into, we will always support you to visit places of worship and to celebrate any religious events and festivals such as Christmas, Diwali or Eid.

At Amber house, as well as religion, we also celebrate culture. We do this at Amber house by having culture nights from time to time where we choose a country from around the world and celebrate their culture by cooking their authentic food. We all get involved by choosing which country we would like to celebrate and we also talk lots about this in our monthly home meetings. We enjoy this as we all learn some fun facts and get to experience foods and educate ourselves about other cultures around the world.



Having your say

You deserve to have your say in how we care for you in the home and even with how the home looks. We will ask your opinions; ask your choices, your ideas, and even what you may not be happy about in different ways such as our weekly children's meetings, or fun questionnaires. It is important that you feel you can talk to us at any time about how you are feeling or if you would like to change anything.

We do have some House Rules

We may get knocks at the door from visitors or people such as the postman. Please allow a carer to answer the door.

We want everyone to be kind and respectful to other children and carers in the home.

Your bedroom is your own, you cannot go in other children's bedrooms and they cannot come into yours.

We don't like swearing so we ask everyone not to do this.

We love to hear your music playing in the home. We need to be mindful of noise levels and turn the volume down if it is too loud.

We will not accept any kind of bullying in the home. This includes hurting other people with aggression or with hurtful words.

We understand most children have lots of different 'apps' on their phones such as snapchat or Facebook but we ask that you do not add any of the other children living in the home on these apps.

Drugs and alcohol are not allowed in the home. If we had worries that you may have had substances outside of the home, we would be worried and would need to speak to your social worker and put a support plan in place.





There is no smoking or vaping allowed in the home or on car journeys, we appreciate if you are able to show acceptance to the homes rules.

Complaints

It is important to us that you are able to share when you are not happy, or if you feel that you are not being listened too. If we can change something to make it easier for you and others in the home, then we would like to do that. You can talk to any grown up in the home about how you are feeling and you can fill in a complaints form.

These will be available in the hallway at Amber house, in the complaints box there are pens available so that this is made as easy as possible.

There will also be some envelopes for you so that you can pop your filled in form into one before giving it to a grown up or if you feel more comfortable you could always push it under the office door or give it to your social worker.

As well as having our own ways for you to make a complaint you can also always talk to your family, teacher, social worker, or advocate if you are unhappy. They will help us to know what we need to do to make things better for you.



Your important contact details

SOCIAL WORKER

ADVOCATE

CHILDRENS RIGHTS COMISSIONER
Rachel De Souza
Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT 020 7783 8330
info.request@childrenscommissioner.gov.uk



Support Available

ChildLine
0800 1111

NSPCC
0808 800 5000
help@nspcc.org.uk

FRANK
0800 77 66 00 talktofrank.com

X2Y
07847 421 795
info@x2y.org.uk

Anti-Bullying Alliance
0800 1111 aba@ncb.org.uk

Beat Eating Disorder
0808 801 0711

Ofsted
0300 123 4666

Children's Rights Alliance
0207 278 8222

You also have the right to ring any of the telephone numbers on this page at any time.

We hope you will also like to meet with an advocate who works independently just for you. This advocate will speak on your behalf and ensure your rights are always being met.

We will offer to make a referral for your own advocate regularly in case you were to change your mind.