Your Children's Guide

Coral House
Stepping Stones Care
Version 1.1
10.09.2024



stepping stones
inspiring future generations

Manager's Welcome

Welcome to Coral House...





Hi,

I am Rose and I am the manager at Coral House.

It is understandable that you may be feeling a little anxious about what to expect, so this guide is to help you understand a bit more about us before you settle in.

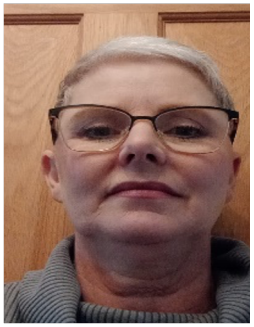
We are a friendly and welcoming bunch who will always be at hand to help you with any worries you may have.
The team are here to help you feel safe, secure and supported.

We are really excited to welcome you to our home!

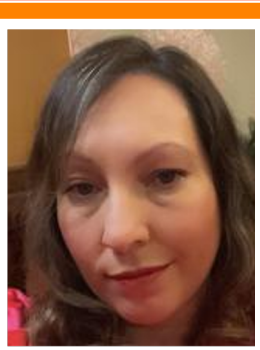
Meet the rest of the team...



Jess



Janice



Liz

Chris



Adrian



Amy



Kealie



Kayleigh








Coral
House



Time with family and friends..

- We understand how important it is for you to spend time with the people that matter to you.
- We will always support and encourage you to spend time with the people you care about and will work with your social worker to put plans in place to see them.
- We will also help you write letters, make phone calls and support you to buy gifts for birthdays and any dates or festivals that you celebrate.





Activities..

- We will support you to continue with any clubs you go to and any activities that you enjoy. When you have settled in we can also help you to try some new ones too..
- Whether you enjoy sports, Gym, Bowling, swimming, cinema, shopping, restaurants or gaming, we're lucky to have a lot going on in Bromsgrove - We are really close to Worcester and Birmingham too.
- Along with activities outside of the house, this will be your home and we want it to be as fun and enjoyable as possible. You can choose to have movie nights, BBQs, pamper nights, baking, games nights – We look forward to your suggestions!

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. We will keep these in our diary, will remind you of dates and support you to get there.
- We have our own psychologists who work closely with our home; their names are Sarah Stringfellow and Liam Barret- Hawkins. You will see them from time to time in our home as they spend time with the carers but they will also like to get to know you too.
- Your mental health is important to us. At Coral House you will have trusted adults to talk to - Sarah and Liam too. We can also help you to access any additional support you may need.
- We like to make healthy, home cooked meals for the house and we look forward to hearing your ideas to contribute to the weekly menus and shopping lists.





Your Education matters..

- Your education is important to us and we aim for you to reach your own goals in school.
- We understand how hard School and College can be at times and there may be days where you feel you are struggling. We will always support you and work with your school to help you overcome any issues.
- We will help you to get to school and back every day - If and when the time is right we will also look into you making your own way to school to build on your independence.
- If you move in and do not have a school, 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 school work with us or a private tutor helping you at home and some educational trips too.





Your space and privacy..

- We understand that choosing how to decorate your new room will help to make you feel at home. There will be money and support available from us to get your new room ready - Please 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



Other Allowances

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



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 gel.

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 support you at night time in whichever way works best for you so we will work together to create the best routine possible. This could be helping you with drying your hair, reading a book, having supper and a chat or giving you your own space to relax.

- 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 your personal preferences. We can talk about your own bedtime before you move in.

Your religion matters to us

- If you practice a religion or 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.
- At Coral house, we also promote and celebrate different cultures. We can do this by having culture nights, for example choosing a country from around the world and celebrate their culture by cooking their authentic food, listening to their popular music or doing a quiz.
- We have regular house meetings where we can share ideas for celebrations of different religions or cultures





Having your say..

- You deserve to have your own say in how we care for you and also how the house looks.
- We will ask your opinions; explore your choices, your ideas, and what you may not be happy about. We can do this in various ways such as in 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 want everyone to be kind and respectful to other children and adults 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 do 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 either of these 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.
- We may get knocks at the door from visitors or people such as the postman. Please allow a carer to answer the door.



Complaints

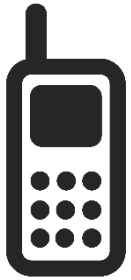


- It is important to us that you can share when you are not happy or if you feel that you are not being listened too. If we can change something to make it easier for you then we would like to do that. You can talk to any adult in the home about how you are feeling and you can fill in a complaints form.
- These will be available in the hallway at Coral 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 form into one before giving it to one of us. If you feel more comfortable you could always push it under the office door or give it to your social worker.
- Alongside our Complaints procedure, you can also talk to any trusted adult if you are unhappy, such as a family member, teacher, social worker or advocate. It is important that you feel happy with us.



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 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 voice is always heard.**
- **We will offer to make a referral for your own advocate to ensure your views and wishes are considered when decisions are made about your life.**