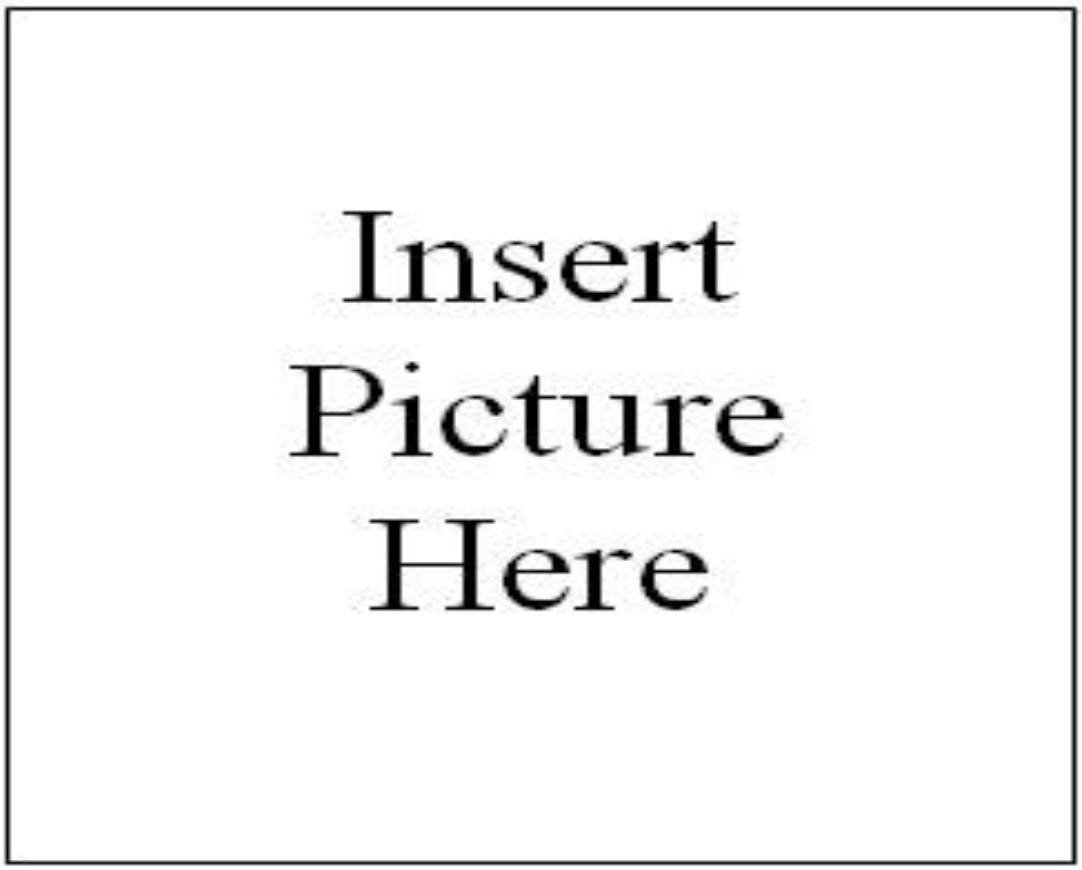
Your Children s Guide

Emerald House
Stepping Stones Care
Version 1.0
09.01.2025



Let me welcome you to Emerald House

Jemma Mitchell
Home Manager



Hi,

I'm Jemma, the Manager at Emerald House, and I'm so excited to welcome you to our home!

We understand that there will be good days and challenging ones, and we're here to support you through it all. Our goal is for you to feel safe, happy, and supported, and we hope to have lots of fun together along the way.

There's always someone here who's ready to listen to anything you'd like to share or talk about. I hope this children's guide answers any questions you may have about our home.



Emerald House









Insert Picture Here



Time with Family and Friends

We will always support and encourage you to spend time with your family and friends, as they are an important part of your life. Spending time with those you love and care about is vital, so we will work with your social worker to ensure you have a plan in place to see them when it's agreed by everyone.

We're also here to help you write letters, make phone calls, and support you in buying meaningful gifts for special occasions like Christmas, Diwali, and birthdays.





Activities

We're excited to keep you busy with our weekly activity planners, exploring new places, and trying out fun activities! We're lucky to be surrounded by so many great things to see and do.

Once you've settled into your new home, we hope you'll consider joining local clubs, groups, or even sports teams. There's so much to offer in our area, and it's a wonderful way to meet new friends close by.

In addition to activities outside the house, we also plan lots of fun things at home, whether it's BBQs, pamper nights, game nights, and more!

Your Health is important to us

We'll register you with our local dentist, doctor, and optician to ensure you have regular check-ups, and to make sure you're supported if you ever feel unwell or need additional checks, like for your eyesight or teeth.

We also have our own psychologists, Sarah Stringfellow and Liam Barratt-Hawkins, who work closely with our home. You'll see them around from time to time as they spend time with the adults and also get to know the children who live with us.

If you're interested in therapy, they're available for that as well.

We love making homemade, healthy meals and hope you'll share your ideas with us each week! We encourage you to help choose the weekly menu and pick what goes on our shopping list.



Your Education Matters

Your education is really important to us, and we want to help you reach your goals at school to set you up for a bright future.

We know that school or college can be tough sometimes, and there may be days when you feel like you're struggling. But we'll always be here to support you and work closely with your school to help you get through any challenges.

We'll make sure you get to school and back every day, and when the time is right, we'll work towards helping you travel to school independently, as we want to help you build your confidence and independence.

If you move in without a school, we'll work with your social worker to find one that's the best fit for you. In the meantime, we'll provide a mix of work to do with us, a private tutor at home, and some fun, educational trips too.



Your Space and Privacy



We believe that decorating your new room is a great way to help you feel comfortable and relaxed in your space! We'll provide both money and support to help you buy things for your room, and you can start thinking about the colours you'd like for the walls—be as creative as you like!

Your bedroom door may have an alarm that can be set at night, but this will only be used if there's a good reason for it, and it's simply there to keep you safe.

We'll always knock before entering your room, and we hope you'll feel comfortable inviting us in to relax with you, listen to music, help you sort your clothes, or even assist you in keeping your room tidy.

If you'd like, we can also offer you your own key to your room for that extra sense of privacy.

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

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

On weekdays, the time you wake up will depend on when you need to be at school or college. If you don't have a specific schedule, we'll wake you up around 8:30 am so you have enough time to wash, dress, and be ready for the day by 9:30 am.

On weekends, you're welcome to sleep in a bit longer, but we'll encourage you to get up before lunchtime since we'll have fun plans for the day!

Afternoons

After your education for the day is done, we'll make sure to have plenty of activities planned for you throughout the week. You might want to hang out with friends locally or join us for some fun activities.

You'll always have the biggest say in what you'd like to do or not do, and we'll make sure your preferences are respected.

We love having meals together between 5 and 6 pm, as it's a great time to catch up on everyone's day. We'd also love for you to join us in the kitchen and help out with cooking from time to time!

Evenings

Each evening, we like to have a plan, whether it's a cozy movie night at home, a trip to the cinema, or an activity of your choice.

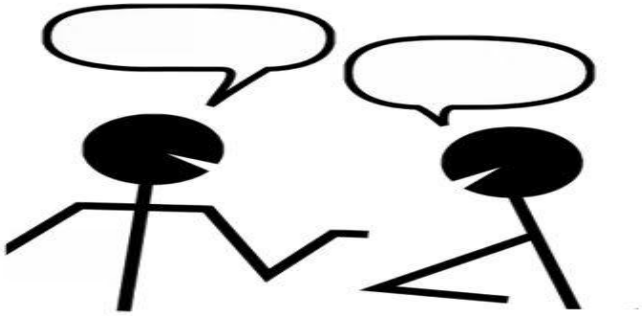
We're here to support you at bedtime in whatever way works best for you. Together, we'll create a routine that suits you, which might include things like reading a book, helping you do your hair, or just having a chat.

The time we help you settle into bed might be different from other children in the house, depending on things like age or personal preferences for how you'd like to be settled. We can discuss your bedtime routine before you move in to make sure it works for you.

Your Religion Matters

Whether you practice a religion or are interested in exploring one, we will always support you in visiting places of worship and celebrating religious events and festivals like Christmas, Diwali, or Eid.

At Emerald House, we not only celebrate religion but also embrace different cultures. From time to time, we host cultural nights where we pick a country from around the world and celebrate its culture by cooking authentic dishes. Everyone gets involved in choosing which country to celebrate, and we also discuss these cultures in our monthly home meetings. It's a fun way for us all to learn new facts, try different foods, and educate ourselves about cultures from all around the world.



Having your say

You have the right to have a say in how we care for you and even in how the home looks. We will regularly ask for your opinions, choices, ideas, and even about anything you're not happy with through things like our weekly children's meetings or fun questionnaires. It's important to us that you feel comfortable talking to us anytime about how you're feeling or if you want to make any changes.

We do have some House Rules

We want everyone to be kind and respectful to both the children and adults in the home.

Your bedroom is your private space, and we ask that you don't enter other children's rooms, just as they shouldn't enter yours.

Swearing is not something we encourage, so we ask everyone to avoid using bad language.

We enjoy hearing your music around the house, but we need to be mindful of noise levels. If the volume gets too loud, please turn it down so we can all be comfortable.

Bullying of any kind will not be tolerated in the home, whether it's through physical aggression or hurtful words.

We understand that many children use apps like Snapchat or Facebook, but we ask that you do not add other children from the home on these apps.

Drugs and alcohol are not permitted in the house. If we have concerns about you having either of these outside the home, we would need to talk to your social worker and create a support plan.

Smoking is not allowed in the home.

When visitors or the postman come to the door, please let an adult answer it.



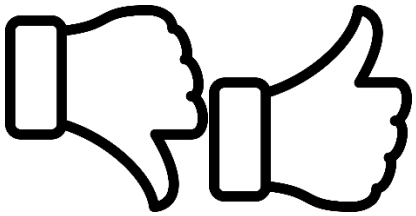
Complaints

It’s really important to us that you feel comfortable sharing when you're not happy or if you feel like you’re not being listened to. If there’s something we can change to make things easier for you or others in the home, we’d like to do that. You can talk to any adult in the home about how you’re feeling, or you can fill out a complaints form.

These forms will be available in the hallway at Emerald House, in the complaints box. We’ve also provided pens to make it as easy as possible.

There will be envelopes for you to place your completed form in before giving it to an adult. If you prefer, you can slide it under the office door or give it to your social worker.

Along with our internal process, you can always talk to your family, teacher, social worker, or advocate if you're unhappy. They will help us understand what we can 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.