Your Children s Guide

Onyx House
Stepping Stones Care
Version 2.0
15.6.2024



stepping stones
inspiring future generations

Managers Welcome

Let me welcome you to Onyx House



Caprice Thomas
Acting Manager



I am the manager at Onyx House and I am really looking forward to welcoming you into the home.

At Onyx House, we want everybody to feel welcome and feel part of our Onyx Family.

We understand moving somewhere new can be difficult, we want you to know the whole team are on hand to support you and help you settle in to Onyx House. You will always find someone ready to listen to anything you would like to share and talk about.

You are important to us and we will always try our best to make you feel secure and happy! The team and I are excited to welcome you to this lovely home. Onyx House is somewhere that you will feel safe, happy and supported.

I really hope this children's guide helps to answer some of the questions you may already be thinking of about our home. Myself and the rest of our team are really looking forward to meeting you!

Onyx House



















Meet The Team





Caprice - Manager

Deputy Manager



Lucy – Saturday Support



Neve – Senior support



Ben – Senior support



Danielle – Senior support

Reece- Team member

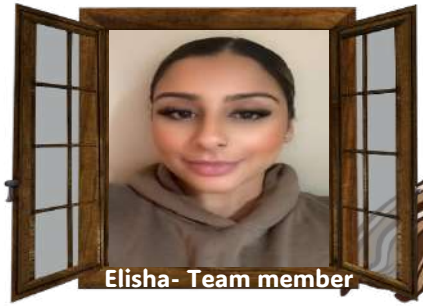


Holly – Team member

Alan- Team member



Kerrie- Team member



Elisha- Team member

- Team member

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 on your eye sight for example.

We also have our own psychologists who work closely with our home; their names are Liam Barret-Hawkings & Sarah Stringfellow. You will see them from time to time in our home as they spend time getting to know you and us.

If you would like to have some Therapy or just a 1-1 chat, 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 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!. You will be given money and support from us to buy things for your new room and you can start thinking about what colours 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, listen to music, help sort out your clothes 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 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 way 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 in-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 / games night in the loft or 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.



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 want you to be kind and respectful to other children living here.

You cannot go in other children's bedrooms

We don't like Swearing so we ask that you don't do this.

We love to hear your music playing in the home but we need you to be mindful of noise levels and turn the volume down if we ask you too.

We will not accept any kind of bullying in the home. This includes hurting other children 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.

There is no drugs or alcohol to be brought into 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.

No smoking in the home

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



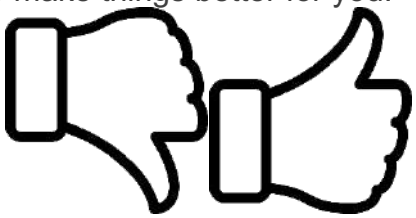
Complaints

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 adult in the home about how you are feeling but you can also fill in complaints form too.

These will be available on the desk which is placed on the landing.

There will also be some envelopes and posting stickers for you so that you can pop your filled in form into one before giving it to a team member or you can post it yourself should you not want to share it with anyone. 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.