

Sandstone House

Children's Guide







Sandstone House is a real home







Managers Welcome

Catherine Neal

I’m Catherine and I’m the Manager at Sandstone House. I am really looking forward to welcoming you to our home!

We know some days we may go through ups and downs, and we are committed to supporting you, we hope we can have lots of fun along the way. Sandstone House is somewhere that we want you to feel safe, happy and supported.

You will always find someone ready to listen to anything you would like to share or talk about. I really hope this children’s guide helps to answer some of the questions you may already be thinking of about our home.

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

Meet the Team



I am Sam, the Deputy Manager. Sometimes I will work in the office with Catherine and sometimes I will supporting you directly.
I really love animails and have lots of pets. I also really like Stitch!

I am Marie, I am a Senior at Sandstone House. I really love baking! But my favourite food is Indian Takeaway!





My Name is Amy, I am also a Senior at Sandstone House, I really like working out and going to the gym.

I'm Naqeeb, I am a Senior as well at Sandstone House. I really like gaming and Anime!





I am Ayla - I work one or two days a week at Sandstone. I have worked at Sandstone House for 5 years

I'm Tracy - I am a support worker at Sandstone House. I really love animals.





Hi - I'm Junior, I'm a support worker to at Sandstone House. I love bike rides and doing fun activities

I'm Sue-Ann, I really love to listen and support the young people at Sandstone House

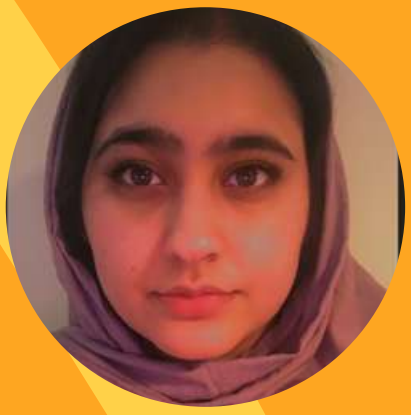




I'm Theresa, I am a support worker at Sandstone House. I really enjoy cooking

I'm Sharon - I am also a support worker at Sandstone House. I love to go and have my nails done!





I'm Sabrina - I really love to cook as well. I am also a support worker at Sandstone House

NICE TO MEET YOU

Your Keyworker is

The whole team are here to care and support you, but your key worker is someone who will oversee your care to make sure you get everything you need.

- Make sure that all your health appointments are booked
- Check you have clothes, uniform, and anything else you need
- Support you to develop new skills
- Help you prepare for meetings you want to be a part of, and talk on your behalf on the meetings you don't
- Plan your birthdays to be just how you want!

Sandstone's commitment to you

LISTEN AND UNDERSTAND – We will take time to learn about you from you and the people who know you. We want to understand what you have been through and what you will need from us.

CARE WITH KINDNESS– We will look after you in a way that fits just for you. We want to build a caring connection that allows you to grow as who you are.

BUILD CARING RELATIONSHIPS – We will give you a safe and loving space for you to explore who you are, where you have come from, what has happened and develop who you want to be.

GROW BEYOND HURT – With our care, we hope that you will feel safe enough to be able to share your story, understand it and grow from this to feel hopeful about your future.

STEP TO YOUR NEXT CHAPTER – We will support you in a smooth, positive and planned transition to your next chapter and keep in touch with you to support you through this process.

Activities













We hope you enjoy activities, and there's lots of great options local to Sandstone House. We make activity planners each week so you can plan ahead to make sure you get the opportunity to do all the activities you love.

Whenever you feel ready, we can have a look for you to join some local clubs, groups or sports teams. This will be a great chance to make new friends.

At home we do enjoy board games, arts and crafts, pamper nights, garden fun and movie nights.

Those who matter you, matter to us too!

Time with your family and friends

We will always support you to have time with your family and friends. Spending time with people you love and care about is important, and we will work with your social worker to make sure you have plans in place to see them where you can.

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.



Your Health



We will register you with our local dentist, doctor and optician so that you can have regular check-ups and appointments when you need them.
We have our own counsellor, who visits the home regularly. You can chat and spend time with them if you wish to, and everything you say to our counsellor will be kept between you two – unless they are worried of harm to you or others.

We like to make homemade healthy meals to eat and we hope that you will give us meal ideas each week to go on the weekly menu and shop.

Your Education



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

School/College can be difficult at times and there may be days you feel you are struggling. 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 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 , 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 religion and culture

If you practice religion, or feel it is something you want to look into, we will always support you to visit places of worship and celebrate any religious events or festivals such as Christmas, Diwali or Eid.

We like to celebrate and learn about different cultures at Sandstone House, and our team can involve you in their celebrations if you wish to be part of them.



Your Space and Privacy

You will be able to decorate your room to your own taste so you can feel at home. There will be money available for you to buy things to really put your own stamp on it.

We will always knock on your bedroom door before entering and 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.

We will support you in keeping your room clean and tidy. We will ask you to bring any cups downstairs to be washed and we pop-in in the day to make your bed and open windows to allow some fresh air in. We will help you deep clean on a weekend with hoovering and polishing.









Why not circle the colour you would like for your room?

Money allocated to you



Age	Pocket Money per week
8-12 years old	£10
13-14 years old	£12
15-16 years old	£14
17-18 years old	£16

Age	Clothing allowance per week
8-12 years old	£10
13-18 years old	£15

Allowance	Per Week
Takeaway	£10
Toiletries	£6.25
Activity	£40
Haircuts	£5

You will receive pocket money every Saturday and the amount you get is based on your age.
We also save £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 haircuts and toiletries.

What a day at Sandstone House looks like...



During the weekdays, the time you need to get up will depend on what time you need to be at your school. 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 around lunchtime, as we will have fun plans for the day.
We will support you with your routine and encourage what suits you best – shower/bath in the morning or evening.
Breakfast will be made for you in the morning unless you want to make it for yourself and of course we will help you do that!

AFTERNOON

Once your education is finished for the day, we make sure we have lots of fun things planned, whether it's taking you to one of your weekly sports clubs, youth groups, to see your friends or taking you on a fun activity with us.

We like to have meals together each day at around 6pm. We welcome any help if you want to join us in cooking. We all sit at the table together and this is a good time for us all to catch up on how everyone else's days have been, and have a giggle.



It's all about relaxing on the evening. Whether that's watching some TV together, playing some card games, or doing some arts and crafts. When its time to settle, we will support you in the routine you would like. We can run you a bath, read a book with you, help you do your hair, or just have a general chitchat before bed.

The time that we help you to settle might be different to other children living in your new home. This is for different reasons such as your ages or how you choose to be settled. We can talk about your own bedtime before you move in and work out what's best for you.





At Sandstone House we do weekly checks just to make sure the home is safe and everything is in working order.

Sometimes this will include us testing the fire alarm or checking the windows are safe in your room.

We will also have a fire drill every month to make sure you know what to do incase of an emergency.

You deserve to have your say in how we care for you in the home. We will always be interested to know your opinions, your preferred choices, any ideas and even what you may not be happy with to see if there is anything we can do differently. 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.

Having your say...



WE WANT YOUR FEEDBACK



We do monthly 'check-ins' where we ask you about activities, things around the home, any ideas of change and meal ideas going forward.
We also check in to see how things are with school or education and anything else that is important to you

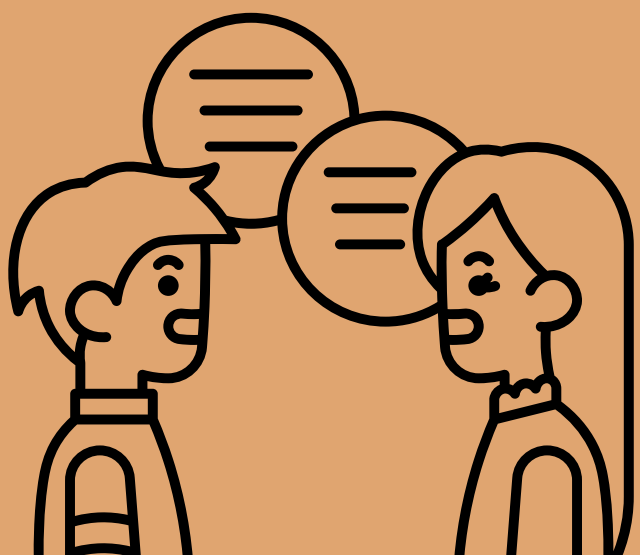
Making a complaint

If there is something that you are feeling unhappy about, you can fill in a complaints form. These will be available in the dining room, in the cabinet under the mirrors and once you have filled this in, you can pop it under the door of the office, give it to one of the team members at Sandstone.

As well as having our own ways for you to make a complaint you can also always talk to a team member, 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.

When you hand in a complaint, these will be looked into by the homes manager, unless your complaint is about the homes manager, then this will be dealt with by another manager of a Stepping Stones Home. Management will talk to you to investigate your complaint. They will keep you informed as they investigate and once the investigation is completed, you will be given an outcome hopefully with resolutions or answers that you are happy with. You will always have the opportunity to discuss this outcome.





IMPORTANT CONTACT DETAILS

WE CAN HELP YOU FILL THIS IN IF YOU WANT...

MY SOCIAL WORKER IS

.....

THEIR NUMBER IS

.....

THEIR EMAIL ADDRESS IS

.....

MY ADVOCATE IS

.....

THEIR NUMBER IS

.....

THEIR EMAIL ADDRESS IS

.....



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

HOUSE RULES

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

Your bedroom is your space and your peers' rooms is their space. If you wish to play together in your rooms, we will support you with this and ask that you remain respectful of each others boundaries and space.

We use kind words to one another.

We love to hear your music playing in the home, but we need you to be mindful of noise levels, especially when it gets late and we may ask you to turn the volume down.

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

We don't take photos or video's of others without their permission.

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. This is a fire risk and puts the home in danger.

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

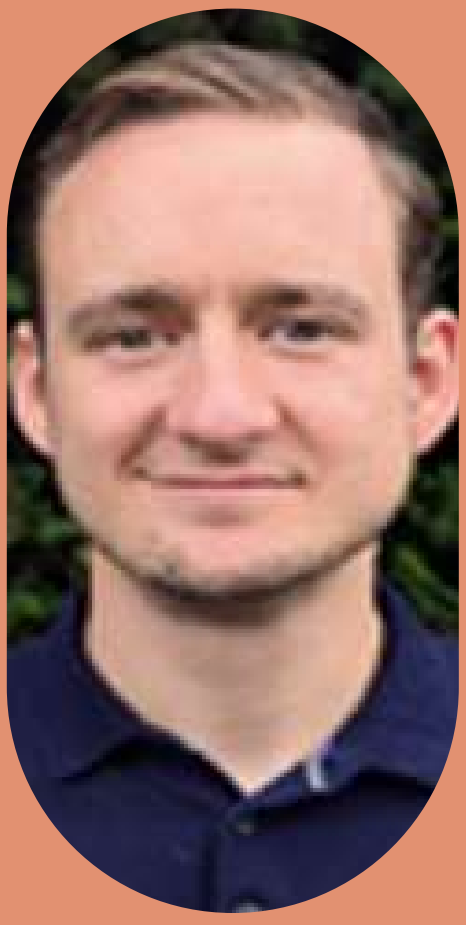
Our Wifi will turn off at a time to help support you get a good nights sleep.

Only games and films appropriate for your age are to be played and watched in the home. If you are watching something in a communal area, we ask that you respect the age of your peers.

This is Lucy - She is the Responsible Individaul at Sandstone House. She will come and visit us once a month, she is looking forward to meeting you! Lucy is also a big Football Fan. She supports Aston Villa!!



Other people you'll see at Sandstone House



Hi - my name is Jon, and I am the Independent Visitor for Sandstone House.
Every month I will visit you, the home and team to make sure that you are receiving the best possible care.
As part of my role I would like to spend time talking to you and hearingabut your views of the care you receive, so if you see me about please come and chat to me!





Need extra support?

Childline
0800 1111

Ofsted
0300 123 4666

Young Minds
Youngminds.org.uk

Beat Eating Disorders
0808 801 0711

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

Shout
Text 'SHOUT' to 85258

FRANK
0800 776600
talktofrank.com

NSPCC
0808 800 5000
help@nspc.org.uk

Children's Rights Alliance
0207 278 8222

