Our Children's Guide

Topaz House



Stepping Stones Care
Version 1.0
30.04.2025

Manager's Welcome

Let me welcome you to Topaz House

Hi,

I'm Karen and I am the Manager at Topaz House. I am really looking forward to welcoming you to your new 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. Topaz House is somewhere that we want you to feel safe, happy and supported.

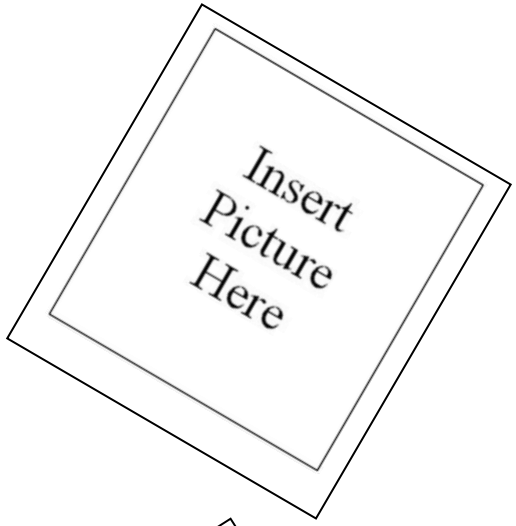
You will always find someone ready to listen to anything you would like to share or talk about. I really hope this children's guide helps to answer some of the questions you may already be thinking of about our home.

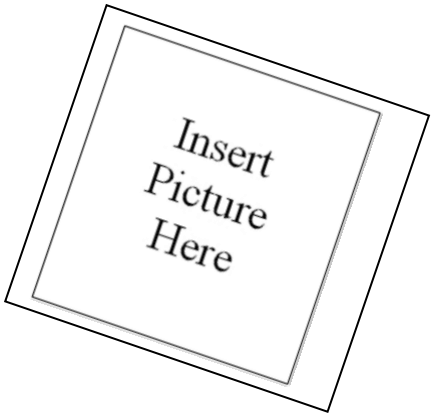
The whole team at Topaz House are looking forward to welcoming you soon!

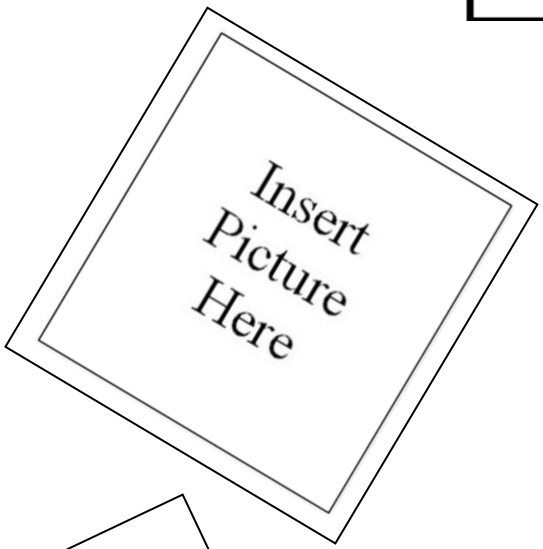


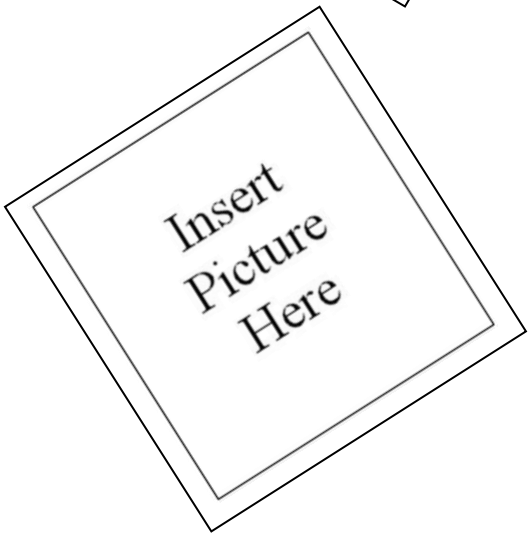
Name: Karen Banton
Home Manager

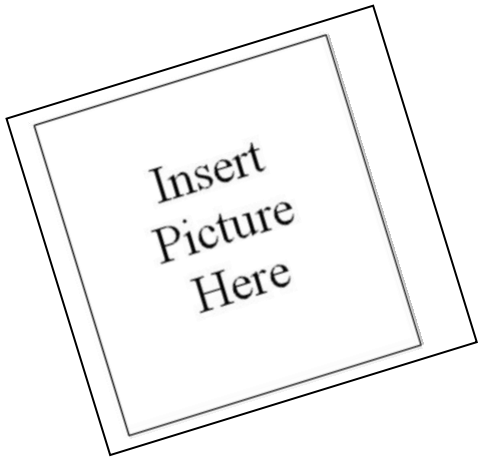
Topaz House

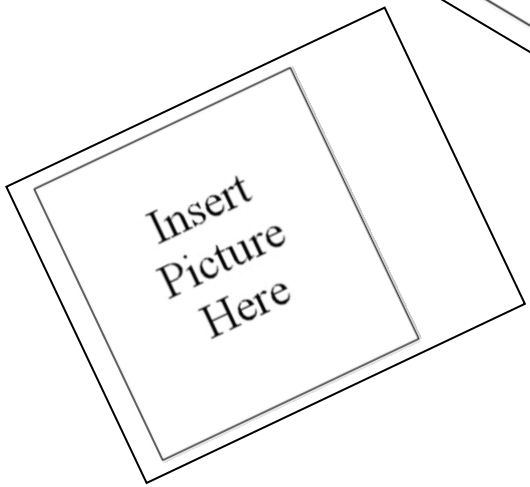

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Time with family and friends

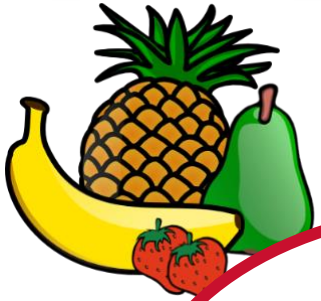
We will always support and encourage you to have time with your family and friends who are a big part of your life. Spending time with people you love and care about is important for you and so we will work with your social worker to make sure you have plans in place to see them wherever we can.



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 eyesight for example.

We also have our own psychologists who work closely with our home; their names are Sarah Stringfellow and Liam Barratt- Hawkins. You will see them from time to time in our home as they spend time with the adults but 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'd like you to help us choose the weekly menu and what goes into our shopping lists.

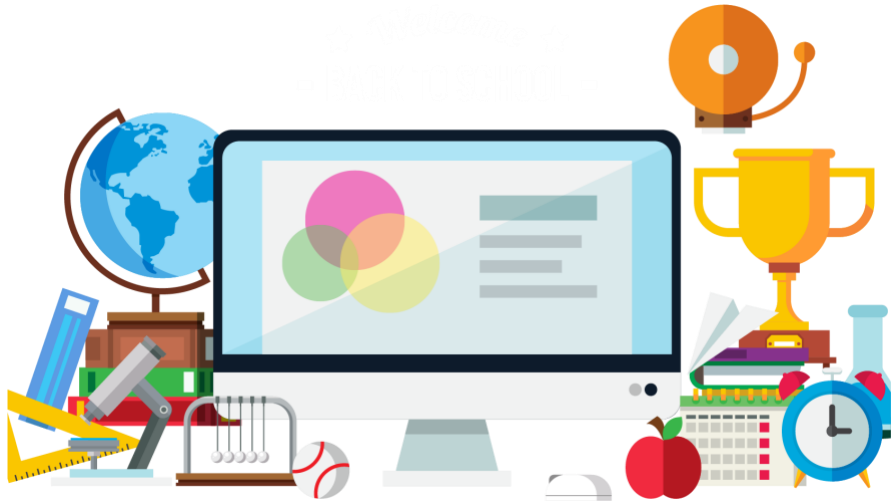
Your Education Matters

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 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 problems.

We will help you get to school and back every day and as you get older, we can look into you using the bus or walking.

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.



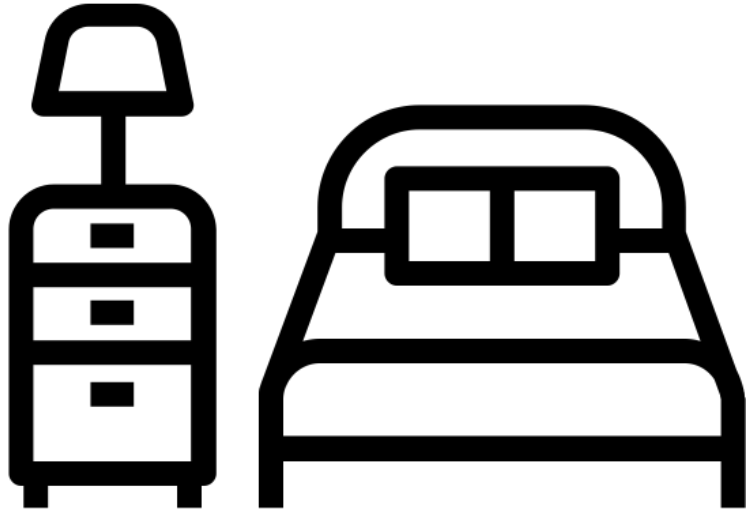
Your Space & Privacy

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 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 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

At Topaz house there is opportunity to earn extra rewards by completing your own incentive charts that are made personalized with you and for you.



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. 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 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 a grown up and maybe another child who lives with you too. You 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 have a giggle too!

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 a roller disco or an activity of your choice.

Helping you settle to bed at night is important because getting a good night's sleep will help you to wake up feeling refreshed. We will work out 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 Topaz house, as well as religion, we also celebrate culture. We do this at Topaz 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; 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.

your voice counts

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 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.

If you are able to have a mobile phone, 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 without their agreement.

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 allowed in the home.

We may get knocks at the door from visitors or people such as the postman. Please allow an adult 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 grown up in the home about how you are feeling and you can also fill in a complaints form.

These will be available in the hallway at Topaz 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.