



C H E R R Y

• B L O S S O M •



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CHERRY

• BLOSSOM •

• Welcome to Cherry Blossom.

We hope you will be happy here; we will do all we can to ensure your time with us is both enjoyable and helpful to your personal growth and development.

At **Cherry Blossom** we want to make sure all your needs are met, and that this is the home where you can feel safe, stable and supported. We understand that moving is unsettling, but you'll get to know all of us, and we'll help you to settle.

We aim to:

- Protect and uphold your dignity and rights.
- Listen to your wishes, feelings and views.
- Help you to feel special and cared about.
- Help you to build your confidence.
- Help you to promote positive time with your family, friends and other people important to you.
- Provide a home that considers your race, culture, religion and where you are at in your life.
- Work in partnership with the people involved in your care.
- Provide a nurturing and supportive environment which encourages you to grow and flourish in all aspects of your life.
- Provide residential care workers and keyworkers that will help you in meeting your needs.
- Provide you with comfortable and spacious accommodation and facilities.
- Support you with your education and life skills.
- Keep you up to date with anything that is happening.



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Equal Opportunities Statement

Cherry Blossom is totally committed to the principle of equal opportunity. That means everyone is treated fairly and without discrimination, no matter what race, religion, language, culture, sexual orientation, age or gender the person has.

Cherry Blossom values the differences we all have and will seek to encourage that attitude in the staff and children. We understand that this may be a difficult and confusing time for you, but please do not be anxious about asking any questions; staff are always available and will do their best to help you.

To help make things a little easier, we have produced this booklet to give answers to some of the questions you may have.



How Long Will I Live Here?

This will depend entirely on you and your social worker.

We will only agree to your placement if you and your social worker think it will work for you. If for any reason you are not happy you must let us know so we can work things out, it is very important to us that you feel supported.

How Many Young People Live Here?

Cherry Blossom can have two young people.

Will I Have My Own Room?

You will have your own bedroom and you will be encouraged to personalise it to make it feel homely. You can bring your own belongings.

It will be your responsibility to keep your room clean and tidy, but we are here to help with this. As this home is regulated by law, we will need to do health and safety checks in your room to ensure that you are safe, and any hazards do not also place other parts of the home or people at risk.

You will be given a key for your room, which you must not give to anyone – this includes family members. Lost or damaged keys must be reported immediately to a member of staff, and you will have to pay for a replacement key. We cannot accept any responsibility for any item in your room if you don't comply with this.

How Much Money Will I Get?

You will be allocated money according to your age for weekly pocket money.

Staff might need to hold your money and support you to spend it.

Additionally, **£5.00** a week will be held by Cherry Blossom as part of your savings, this will go with you when you leave us.

10 years old - £5.00 **13 years old - £8.00**
11 years old - £6.00 **14 years old - £9.00**
12 years old - £7.00 **15 years old - £10.00**

You will have £15.00 a month allocated for toiletries, which is held by staff. (Receipts must be produced or spending will be supervised.)

If you require any other items this will be assessed based on gender, race or religious beliefs.

You will also have phone credit of £5.00 a week, if you have a phone.

You will be allocated a set amount of £50 per month to cover clothing.

This will be spent under the supervision of a member of staff.

Will I Have To Do Chores?

As part of your routine, you will be expected to help with the chores in the home. This is part of your learning and will help to keep the home safe and clean. Please remember that helping can be fun!

Can My Friends Visit?

You may invite your friends to your home, but this must be discussed with the other young person who live in the home and the staff team and agreed by the Manager. Visitors are only allowed two at any one time. Issues of safety and risk must be considered for all individuals. You must understand that the staff team can stop contact if they feel that you are at risk or that the relationship is inappropriate. It is important that:

- You ask permission before bringing someone into the home.
- Take responsibility for your friend.
- Make sure that the individual has permission from their parent or guardian, staff will need their parent/carers contact details and speak with them before they visit.
- The person coming into the home must respect others who live in the home.
- You may show a visitor your room, but they cannot remain in your room.

Can My Visitors Stay Overnight?

We have a responsibility to make sure that all the young people living at Cherry Blossom are safe and this will be paramount to our decision. It will be dependent on a number of factors and be on a case by case basis.

Can I Stay Overnight At A Friends?

This can only happen by special written agreement from your social worker or placing authority. This includes overnight stays with family members.

Can I Have Free Time?

This will depend on your age and Care Plan. Before having free time, we like to build trust, need to ensure you are settled and familiar with the local area. Once we feel it's the right time, we can support you to build up free time. The length and times of your free time will be discussed and agreed with both the homes manager and your social worker. This will be kept under review at all times.

Do I Have A Keyworker?

Yes, you will have a keyworker. Your keyworker will be responsible for:

- The administration of your personal file
- Providing you with individual time
- Acting as your advocate

You will be expected to meet with her/him at least fortnightly to go through your Care Plan and work out a programme just for you to help you to become more independent.

Your keyworker is also there to talk to you about anything that may be bothering you. And you will have co-keyworkers too. The Manager is also there for you to talk to about your Care Plan and anything else you wish to talk about. The Manager and your Keyworker will be part of your meetings with other professionals

We will risk assess each young person and the level of staffing; this could be lone working or 2:1, sleep in or waking nights. Staff will always be available to you and there to support you every day. There is always an On Call Manager day and night for any issues, concerns or worries to support young people and staff

What Other Support Is Available?

You may be provided with any specialist support from trained professionals who your social worker will refer to. Additionally, if you have a particular religious, cultural, racial, linguistic or educational need or a specific need regarding disability or sexual orientation you will be provided with the guidance and support needed from within the home and also

externally to ensure that you develop a sense of your identity. We are a therapeutic home, so you will have weekly individual therapy too.

Can I Make Phone Calls?

Yes! There is a phone in the office you can use. Be considerate as abusing the phone will cause us to impose restrictions on its use. The staff will monitor phone calls after this period and advise you on inappropriate use. Sometimes it is agreed with your social worker that calls need to be supervised, but this will be discussed with you.

Can I Cook My Own Food?

Where appropriate you will be encouraged to assist in the planning and preparation of meals. Food will be planned together a week in advance. You will be encouraged to eat a well-balanced and nutritious meal. Anyone with a specialist diet due to health, culture, race or religion will be encouraged to share their beliefs with others in the house and we will provide any specialist food to reflect these requirements.

Use of the kitchen must be supervised to ensure safety and you will have free access to the kitchen unless there are specific safety or risk issues to be considered. If a specific programme requires independent cooking skills then you may use the kitchen unsupervised.

Can I Have A TV In My Room?

Yes, and you will also have access to a communal smart television. When watching films and programmes, we must ensure that the content is age appropriate and that it does not cause offense to others. Any person watching television, which raises any issues for them, should be encouraged to discuss these with a member of staff.

Can I Use The Washing Machine?

Staff will assist you initially with using the washing facilities. Then you will be expected to do your own washing.

Your Keyworker will assist you with monitoring your laundry and encourage you not to leave items of clothing lying around.



Complaints Procedure

Cherry Blossom welcomes and encourages you and/or your family to tell us how we are doing even if that is not very well.

Complaints will be taken seriously and dealt with right away. We can support you to make a complaint and explain how we manage these.

If you have a complaint, please speak to a member of staff who will provide you with the complaint's procedure and form. We will also let you know the outcome of your complaint and give you the opportunity to discuss further if you wish.

All complaints will be recorded and within the constraints of confidentiality available for inspection by placing local authorities.

It is important that you are supported throughout this process and given every assistance and opportunity to have your views taken seriously.

You will be encouraged to discuss your complaint with individuals outside of the organisation who can offer you extra support if you're not happy with the outcome or procedure.



Cherry Blossom's manager is Danni, she is also a safeguarding lead and her email is dannii@cherryblossomhome.co.uk

Wayne Grey, is the companies designated safeguarding lead and our service & Operations manager. His email is wayne@cameronandco.org

Below are details of outside organisations which you can contact if you have a complaint or require support:

- Ofsted 0300 123 4666
- The Citizens Advice Bureau: 0870 126 4026
- Childline/ NSPCC: 0800 1111

Other useful links for advocacy support-

<https://www.actionforchildren.org.uk/> 020 312 40600

<https://www.nyas.net/> 0808 8081001

<https://www.childrenscommissioner.gov.uk/publication/independent-advocacy-for-children-and-young-people-in-care/> 0800 528 0731

The Children's Commissioner for England is Dame Rachel de Souza who promotes and protects the rights of children, especially the most vulnerable, and stands up for their views and interests.

All complaints are treated with confidentiality, and we will not put you in a position where you feel uncomfortable and wished you had not complained. All complaints will be recorded regardless of nature of complaint and will be placed on your file and the complaints register.

If you ask someone to make a written complaint on your behalf, we will appoint someone who is independent, and they will work with the registered manager and your social worker to investigate the complaint.

The independent person reviews the complaint in an impartial way and their role is to ensure that the complaint is conducted fairly.

If you remain dissatisfied, then you can make a further complaint with your placing authority that will take appropriate action under their procedures. The Complaints Procedure operates within the equal opportunity's framework. Staff will deal with all complaints in a non-discriminatory way.

Staff will also ensure that practical assistance and support is offered to people whose first language is not English or who have communication difficulties when they make a complaint.

Education and Leisure Activities

At **Cherry Blossom** we don't have a school at the home, but we do have a school at our larger residential children's home where we can provide access to education, which is appropriate to age, ability and aptitude and which is relevant to your particular needs. You may also have online learning or a tutor come to the home.

Cherry Blossom has a focus of providing 'continuity of education'. We will engage in consultation with previous placements and local education authorities.

You will have a desk in your bedroom and there is communal IT facilities and the opportunity for young people to study in their own time.

Activities within the home will take account of the cultural, racial, religious and any other special interests of the young people in our care. Special occasions such as birthdays will be celebrated, as the person would wish. We will plan and facilitate both group and individual activities by providing staff and funding. Reading material and magazines which are appropriate and not offensive to others will be made available.

We will not allow the use of games or DVD's, which have a Certificate of 18 (or 12/ 15 if not age appropriate). Caution will always be supervised when using the Internet and we have internet safety in place, to ensure you are safe when using the internet.

You will not be able to access or download inappropriate information, pictures or movies from the Internet. There will be regular monitoring of the use of the computer system and your portable devices to ensure that there are no breaches. We do not condone the downloading of illegal music or videos.

We want you to enjoy activities, talk to staff about what you'd like to do and within reason we can plan some great trips. In the local area we have many parks, leisure centres, and places for days out.



Go Ape is a very fun local activity.



Birdworld is near us. It has hundreds of different birds such as parrots, owls, penguins and many others.

Combating Bullying

This type of behaviour is unacceptable. Bullying may be whispering, staring, calling someone's name, hitting etc. any behaviour that makes someone else uncomfortable and insecure in your presents.

The Prevention of bullying is the best way forward. But should it occur both staff and young people need to work together to create a positive place for all to live.

We strive to minimize and stop all bullying, through the staff being observant and taking action to support the victim and help the bully to understand their own behaviour and to change the unacceptable behaviour. We believe by young people being empowered to discuss the issues, we can all work together to creating a positive attitude.

The staff will address issues of bullying through conversation and/ or the use of educational material or a consequence.

Abconding/Unauthorised Absence

As soon as it becomes evident that a young person has left without permission, staff will follow the missing protocol by checking the premises and local area. The Police will be called, and the young person's social worker will be informed. A return home interview will also be arranged.

Fire Instructions

There will be a regular fire drill (which may happen at any point during a 24hr period) and all young people are required to participate. Staff will go through this with you on a monthly basis. Your first fire drill will be completed when you move in.



Health and Safety Policy

This is an issue that affects us all. Cherry Blossom strives to ensure that this home is comfortable and well maintained. It should be a place that all young people are proud to bring friends and family to.

- It is important that we all try to look after the furniture and the equipment provided.
- We report any damage to the staff on duty.
- We all need to play our part in the chores around the home to ensure the home is clean.
- All rooms within the home and around the house will have a daily health and safety check.
- Remember smoking in the house is Not Permitted, as it is a potential fire hazard and illegal.
- Young people will not be allowed to have candles in their rooms or burn incense.

First Aid Box

All staff will be trained in basic first aid. All young people will be advised on basic first aid and encouraged to take a certificated First Aid course. A first aid box will be readily available and in line with health and safety regulations. This will be kept in the Office.

If you have hurt yourself and need attention, please see a member of staff immediately. Details of any treatment given will be recorded in the first aid book. If your skin is broken the staff member treating you will wear gloves in order to ensure no infections are passed between the staff member and you.

If you are hurt outside the home and you think it is serious, ask for help or if you are able to reach a phone contact 999 and ask for an ambulance.

If you feel unwell as soon as you begin to feel ill inform a member of staff. Explain clearly how you feel, what the symptoms are and how long you have been feeling this way. If you have taken or been given any form of medication inform the member of staff straight away.

Medication

If when you arrive at the home or during your stay you are prescribed any medication you will need to hand it to a member of staff who will give it to you at the proper times. All medication will be locked away. The name and a full description, details of dosage, and the time given will be recorded in the medical book and signed. You will be assessed prior to being allowed to self-administer medication. Items such as asthma inhalers can be kept on you but not left lying around.

Sex Matters

Your keyworker will discuss safe sex and be on hand to offer advice, guidance and answer questions regarding sex education and sexuality. We can arrange appointments with external agencies if you have any concerns that you do not want to discuss with staff too. Please ask whoever you feel comfortable talking to about the types of protection, which is best for you and how to cope with the emotional impact of an active sex life. Staff can also provide leaflets and show you information online.



Preparation for Leaving Cherry Blossom

Planning is essential to a successful transition whether that's to semi-independence, a new residential home or if you can return to your family home. All significant persons i.e. the person concerned, the placing authority, parents/guardian (depending on contact arrangements) are involved in the planning process.

A successful move can only be established if young people have the building blocks in place, i.e. stability, continuity, positive self-image, self-esteem, strong supportive links, positive education/training, identity and good preparation. We aim to put this in place for young people leaving our care.

For all our young people who leave us we aim to offer:

- A leaving activity
- An album of your time with us

Please help us to do this by ensuring your behaviour never means for health and safety reasons or to protect another child that you must leave without this ending. Cherry Blossom will continue links with young people who have left for as long as the young person requires. Support from other organisations can be provided if necessary.

House rules

1. You may have a key to your bedroom and the contents of that room are your responsibility. If you misuse your key e.g. lend it to other young people, staff may have to review whether you are responsible enough to keep it. You should take pride in the appearance and cleanliness of your room.
2. Should your behaviour be deemed as disruptive or dangerous staff may have access to your bedroom when necessary, or complete a room search. This might have to happen without your permission if we have significant concerns about your safety and well-being.
3. Upon admission an itemised list of your possessions will be made. Any items which are potentially harmful to self or others will be looked after by staff or handed to your parents or social worker, e.g. knives, heavy chains, large bunches of keys, tools, cigarettes, lighters, etc. Any further use will be supervised by staff. Any further additions to the list must be accompanied by a receipt or note from a responsible adult.
4. You must inform us when you intend to leave the building, where you are going and who you intend to meet. You must only do this within your approved free time plan and answer any welfare calls. If you are not back half an hour after your expected return time you will be reported to the Police.
5. All young people are expected to dine together. Mealtimes are a special occasion in one place and at a table. Do not wander around the house eating food.

If you miss dinner, we will plate your meal up and place it in the fridge, you will not be allowed to cook a fresh meal when you come into the house.

It is important that you give your keyworker your likes and dislikes as this will help us plan a balanced diet with you.
6. Smoking is not allowed in the building but there is a designated smoking area outside the front of the house. We do not advocate smoking, and your keyworker will offer you ways to support you to give up. If you smoke outside the smoking area you are putting lives at risk and not respecting other non-smoker's wishes. Staff will NOT buy your smoking paraphernalia.
7. You may receive visitors by arrangement with the staff between the hours of 3.30pm and 9.00pm. Staff must be given ample prior warning of visitors. Guests are only allowed in the communal areas.
8. Telephone calls can be made on the home phone. No calls will be made or taken after 9.00pm unless an emergency occurs.
9. Time spent outside the home in the evenings and weekends will be negotiated by you, your social worker and your keyworker and will be detailed in your care plan.

Your Review Meetings

10. Television programmes are not allowed beyond bedtime except on Friday and Saturday. If TV/ music in the bedroom/s are being misused then the power to the electric sockets may be turned off so it is not disturbing the home, education or the neighbours.

11. The staff are responsible for anyone who enters the building. You must not answer the front door or admit anyone without the staff knowing.

12. You must notify your keyworker of any prescribed or non-prescribed medicine that you are taking. This will be kept in the locked medication cupboard in the staff room and administered correctly by staff.

13. Assaults or threatening behaviour on staff or other young people will not be tolerated. The placement of a young person displaying such behaviour will be immediately reviewed to ensure the safety of others.

14. The following will not be permitted on the premises:

- Offensive or potentially harmful items
- Illegal drugs
- Alcohol
- Canisters of gas, lighter fuel, solvents, etc.
- Stolen goods
- Damage to property belonging to others
- Theft
- Amorous or sexual relationships between residents
- Abusive language or behaviour

If you break any of the above rules the staff may have a legal obligation to call in the Police. In some circumstances this may lead to formal charges.

We will try to make Cherry Blossom a happy place for you to be. If you abide by the rules then that will keep the home feeling settled.

If you do not understand any of the rules or the reasons for them, ask a member staff who will be pleased to explain them.

Your review meetings are about:

- any changes in your circumstances since the last review.
- whether decisions since your last review have been carried out, and if not why not.
- whether your legal status is right; and whether it allows proper plans to be made in your long term interests.
- whether contact with friends and family is what you want, and what you need.
- whether your placement is meeting your needs.
- your education and what progress you are making, to see whether any actions need to be taken to support you better.
- what activities you are involved in and like doing.
- a report on your health and whether any actions are needed to make sure that you stay healthy.
- any help you might need in knowing and understanding who you are.
- what advice, support and assistance you might need.
- what preparation you might need for when the time is right for you to leave care.
- whether you have been visited often enough by your social worker and feel that they have listened to you.
- whether decisions for you have been taken and acted upon quickly enough.

You have to have a review within the first month of moving in, then three months later, then after that every six months unless things change.

These are reviews of the plans that have been made for how you are going to be looked after (called the Care Plan). They are not reviews of YOU!

An Independent Reviewing Officer known as an IRO always leads these meetings. Your Social Worker, the Manager and your Keyworker also attend.

The IRO will listen to you about how the review meeting is run and who you think should attend. Also, it might be that some places and times are better for you. You might prefer smaller meetings with fewer people.

It is important that you have a say and make choices while you are at Cherry Blossom. You can do this by speaking to the Manager, your Keyworker, your Social Worker or your IRO.

You are also able to tell people what you think and what you want by writing down or emailing suggestions that you have.

Important notes

Declaration

I have read and understood the Children's Guide and agree to abide by this.

Name:

(Please Print)

Signed:

Date:



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