



Care Acre
Children's Home

Making a Real Difference

YOUR GUIDE TO:

**TULIP HOUSE
OXFORD**

Telephone: 01865 5586786



FIND US
WHERE WE ARE?



#Oxford United FC
8 minutes away!



#Hollywood Bowl
8 minutes away!



#VUE Cinema
8 minutes away!



#Ice Rank



HOW WE TREAT EACH OTHER



At Tulip House, we expect to treat each other in a way that we expect to be treated ourselves. **No one should be** singled out because they are different, for example, they have a different skin colour, hair colour or sexual orientation. At Tulip House, we believe that each person should have the opportunity to enjoy themselves and achieve their full potential. If you feel that this is not happening at any time during your stay, then please inform a member of staff, or your social worker.

Birthdays, and cultural and religious festivals are celebrated and regular different theme for evening meals held as appropriate. If you would like to visit a particular place of worship than let our staff know and this will be arranged. Let us know if you are already attending a place of worship locally and we can help you to continue this, or we can help you find a local church, mosque, synagogue or temple. You may wish to express your cultural identity or religion in your own bedroom, and we can assist you to access relevant books, posters and memorabilia. Tulip House, will always expect you to show mutual respect to everyone's culture and beliefs.



Our Home





CARE PLAN & CONTACT

Care Plan - When you move into Tulip House, a placement planning meeting will take place within 72 hours. This will look at what your needs are and what we can do to make you feel comfortable. We will always involve you when discussing your care plan and putting this together during your LAC review. This is reviewed every six months and you will always be invited and given the opportunity to express your feelings. Everyone involved in your care will try and take your wishes and feelings into account before decisions are made.

Contact - We understand that living away from your family and significant others will be extremely difficult, but we are always here to support and talk to you.

Our staff aims to promote positive visits with family and significant others and we will always encourage you to keep in contact with them and support you in any way that we can. We have to ensure that you are always safe and sometimes we will have to come with you and stay during contact sessions, or it may be held in a contact centre with other staff present. We will always make sure you arrive on time and can collect you. Sometimes you will be able to call your family and this will also be supported by staff. If you are allowed visits unsupervised or overnight contact then we will always take you there and pick you up. It is important during this time that you can be contacted on your mobile phone and this can also mean that you can call us at any time.

Mobile Phone – You will be allowed to have your mobile phone unless there is a good reason why you should not.

Sharing Information – The home has a confidentiality policy in place for all the staff that work at Tulip House which means that your life and experiences are not shared with people that do not need to know. The staff that are involved in your care have access to information about you within the home, if we need to share this information about you with other people it will be only to other agencies involved in your care e.g. CAHMS and GP. We pride ourselves in being honest with you, we will always tell you the truth. If you tell us something that puts you at risk of harm then we have a duty of care to you to report this, so the information you tell us at times has to be passed on to protect yourself.



BED TIMES



At Tulip House, we are keen that you get regular and restful sleep.

Bedtime will be dependent upon your age, whether it is a school night or a weekend/holiday.

This will be set by your key worker.





BEDROOM AGREEMENT

There are specific rules relating to your bedroom that we expect you to follow whilst living at Tulip Home



- Not to store or have any inappropriate items in your bedroom.
- To keep your bedroom as tidy as possible.
- To not damage the items in your bedroom.
- To not enter other young people's bedrooms.
- Our team can enter your bedroom with you if you allow them too, they will keep the door open so everyone knows they are in there.
- Our team will need to check your bedroom once per week to check that it is clear from damage and safe for you. Our team can also enter your bedroom if they believe you have inappropriate items in your bedroom or which are unsafe.
- We want you to feel happy and proud of your bedroom and we will help you to personalise this.





KEYWORKER

At Tulip Home, you will be allocated a key worker within 5 days of your arrival. We will discuss your interests and hobbies and will buddy you with a staff member who will enjoy doing the same things with you or who we feel would be able to support you best.

Your key worker will help you with the day-to-day things and be available to talk with you about your future plans. They will also help you buy clothes, toiletries, things for school and make appointments for you.

Importantly, your key worker will liaise with your social worker regularly to keep them up to date and will arrange things like your contact visits and come with you to attend meetings such as; your LAC reviews and education reviews.

Your key worker will ensure that you have EVERYTHING you need & will always be looking for new fun things to do & will be involved with you whether it be a mini holiday/trip, Christmas presents, your favourite Easter egg, Music gigs or joining a local football club.

Your key workers will sort it for you!



DRUGS & ALCOHOL

At Tulip House, we have a ZERO TOLERANCE policy on drugs and alcohol on or off the premises. We do not support the use or misuse of drugs or alcohol.

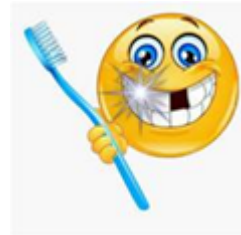
It is illegal to purchase drugs and illegal to purchase alcohol under the age of 18, meaning you can be arrested for either of these offences.

If it is believed that you have alcohol or drugs on the premises then we will telephone the police and conduct a room search. Also, if it is believed that you have purchased illegal items with the money given to you by staff at the home then you will have to return to supervised spends and the money will only be spent with staff until further notice.

If you continue to misuse substance then we will refer you to an agency who will come out and speak to you and provide you with the right support to help you. They will have the capability to work with your GP so that you can access all the services available.



HEALTH & PERSONAL HYGIENE!



Appointments - Your health is very important to us and this is why we will register you with a doctor, dentist and an optician. If at any time whilst living with us you have a health concern then let us know and we can book the correct appointment for you. You will also have regular check-ups that you will be expected to attend with Staff.

Medication - Any medication prescribed or un-prescribed by your doctor will be kept in a locked cabinet in an office. We will give this to you daily at the required times unless otherwise stated and you must show our team that this has been taken. If it is self-administered, then we will do a risk assessment and check with you whether you are comfortable taking your own medication. We will then remind you to take it and provide you with a medication box.

Personal Hygiene - At Tulip House, you will always have access to the bathroom and shower facilities which can be locked for privacy. When moving into the home you will be provided with new bedding, toiletries and towels. You should wear clean clothes each day and we will be on hand to help you wash your clothes depending on your age and abilities. You should wash daily and brush your teeth twice a day.

We may use different rewards & incentives if this is something you struggle with as your health & hygiene is incredibly important to us.

Importance Of Health And Hygiene



Oral Hygiene



Bathing Ritual



Hair Care



Foot Hygiene



Toileting Hygiene



Hand Hygiene



Coughing and Sneezing Hygiene



Home Hygiene



COMPLAINTS



- If you are unhappy with the way you are being cared for or with anything in the home then you have the right to tell us. We have a responsibility to take this seriously and look into the matter for you.
- There is a complaints procedure in place at Tulip House. There are complaint forms that can be completed and found in our education room. All complaints are kept confidential meaning that only those who are involved or need to know for your safety will be told.
- Complete the form with as much detail as possible about your complaint and who it involves etc. Hand the form to who you feel comfortable with giving it to. If you do not want to hand it to any staff on shift then this could be provided directly to Sarah (Manager) or if you do not want any staff at the home to see your complaint then this can be sent directly to James McCabe, the Responsible Individual.
- You will be offered whether you would like an independent person involved with your complaint.
- You will receive a reply within 7 days addressed directly to you detailing what is being done about your complaint.





Ofsted are responsible for inspecting Tulip House and is the governing body making sure that our home is safe and that there is a base standard which shouldn't go below.

During your time at Tulip House, an inspector may visit to observe and monitor the home and to make sure that you are receiving good enough care and that the home is trying to meet your needs.

Ofsted will usually visit once a year and they will give feedback in the form of a report which can be requested by you. The inspector will spend the whole day with you and the staff to learn what happens and what it is like to live at Tulip House. They may even stay for dinner!

You can also write to Ofsted to complain and their address is: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231



FOOD

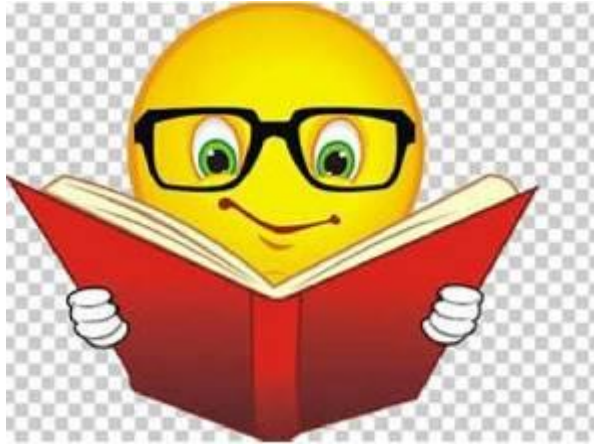


There are three main meal times per day, breakfast, lunch and dinner. We will always respect any dietary or religious requirements, so feel free to be open with us. In particular make sure you alert us to any allergies you may have. You are also able to have healthy snacks which are available throughout the day.

Mealtimes are not set in stone and are dependent upon everyone's activities. We always try every night to sit down together and have a meal and we encourage a positive, sociable atmosphere. It is very important to show respect and to get to know each other and encourage everyone to build relationships naturally.

All young people will participate in the weekly menu plan. We like to cook using fresh foods, and enjoy a healthy diet in our home. But don't worry there is always room for a tasty dessert! You are always welcome to join in and help prepare the meals and desserts. There is an expectation that you will help with setting and clearing the table. Supper will be offered before your bedtime. Supper may consist of cereal, toast, fruit and a drink. This is to be eaten before you go to your bedroom.





EDUCATION & EMPLOYMENT

Education - For those young people who attend mainstream education or any other education provision then you will be fully supported by the staff at the home to keep this placement going. If you have to move school in order to be closer to Tulip House then you will be supported in doing this as we want to make sure you are comfortable.

You will be expected to have an education. We will provide alternative education and activity for you such as; swimming, work experience placement and tutoring etc while a suitable placement is found. We want you to achieve your full potential and for you to work towards as many qualifications as possible. Your key working team will also work with you to discuss your future career plans and can organise college courses and work experience, if required.

Employment - If you have left school and are not going to college then we expect you to find an apprenticeship and we will support you to do this. If you think that there will be difficulties with finding work because of your age, gender, cultural identity, or any other issues then you can always speak to the staff in the house, your social worker or an Independent Visitor.

There are some laws that cover the employment of young people aged 13 to 16 years. The law states that: You cannot be employed under the age of 13 years; you cannot work during school hours (except during school holidays) and you cannot work before 7.00 a.m. or after 7.00 p.m. We will ensure that your employer does not break these rules and we will support you.



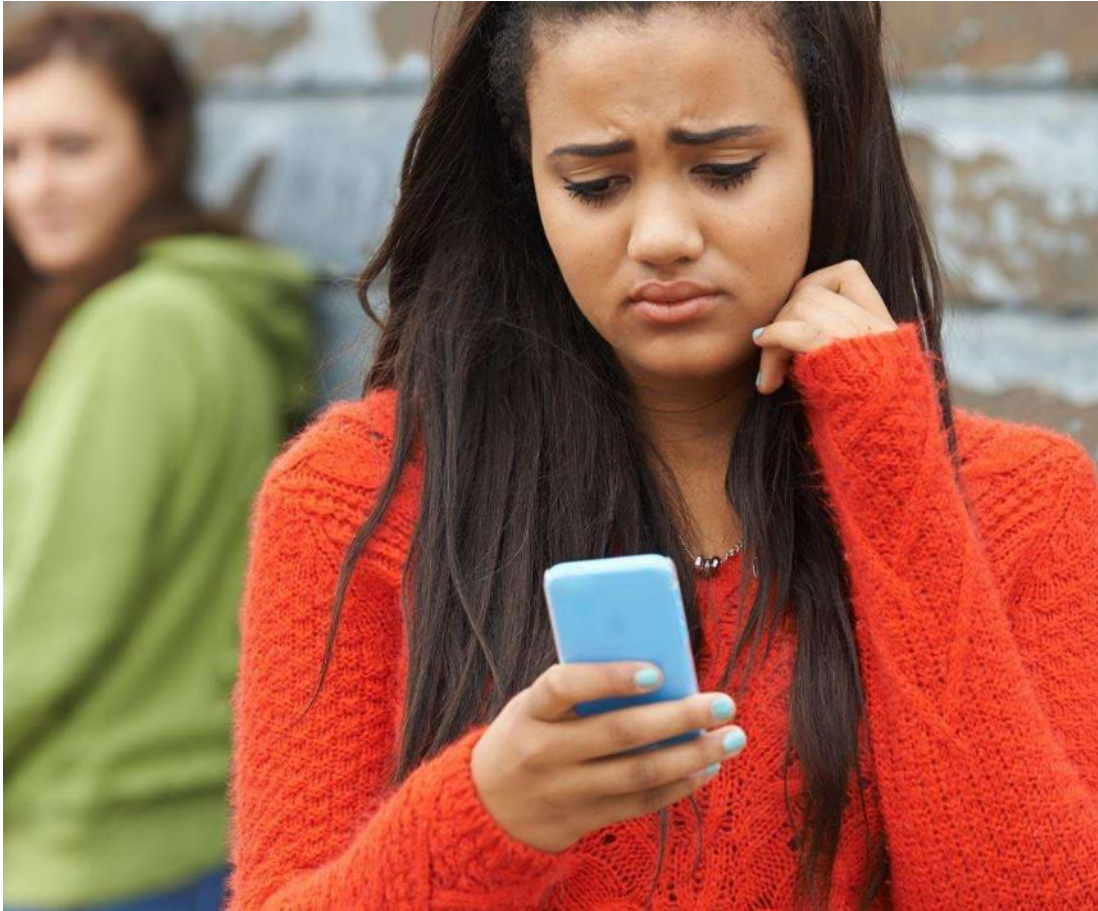
SMOKING & VAPING

Tulip House is a no smoking/vaping home, and you are not permitted to smoke on the property. This includes in the house or in the garden.

None of our young people are to hold smoking items within their bedroom or in the property. All must be handed in when entering the home. We understand that addiction can be hard, and when you are dependent on nicotine, it is easier said than done to give up. We will support you through this process and put in place a plan that will help you towards a healthier lifestyle.

If at any time during your stay at Tulip House, you wish to stop smoking then our staff can take you to





ANTI-BULLYING & ANTI-DISCRIMINATORY PRACTICE



Bullying is any behaviour which is planned either consciously or otherwise to frighten or disturb another individual. We **DO NOT TOLERATE** bullying in any form and will take this very seriously if it occurs. We complete regular bullying workshops to ensure everyone is aware of what bullying is and that immediate action will take place if this is seen or heard.

Bullying can be physical (e.g., hitting someone), verbal (e.g. calling someone names), sexual (e.g. someone touching you in a place you do not like) or someone acting in an aggressive or threatening way.

Every staff member at the home is dedicated to creating a safe environment for you and if you feel that you are being bullied by another resident or staff member then please talk to another staff at the home or the home manager. We are committed to promoting and safeguarding your welfare so do not be afraid to approach us.



POCKET MONEY AND SAVINGS

Whilst living here, you will be given a weekly pocket money allowance of £10 a week and you can earn a further £7 a week by completing a daily chore in the house and kitchen task during evening meal times. You can spend your money on treats such as sweets, posters, music, etc or save for a rainy day!

Whilst you reside at Tulip House, you will receive £5 per week savings and once you turn 18 social services will give you access to your savings.

You will also be able to get a haircut every 6 weeks.



CLOTHING MONEY

You will also be allocated £60 clothing money per month. One of the team will help you shop for your school uniform, underwear, footwear and outdoor clothing.

Clothing money can only be used for clothing! You can of course express and select your own individual style and staff wherever possible will try and accommodate this.



GOALS



We will carefully plan goals and expectations for you so that you can achieve and receive the positive reinforcement to continue to make positive choices.

You will have 3 goals and at the end of each night you and a staff member will review each goal to see if you have met your target. If you achieve 21 points or higher in a week then you and a staff member will receive a top leisure voucher worth £10 each to do an activity together. If you receive 16 points or higher in a week then you both receive a medium leisure voucher worth £7 each to do an activity together and if you achieve 15 points or below then you both will receive £5 each to do an activity together.

You can go to the cinema, bowling, mini golf or get a coffee!

You can save up your leisure vouchers for a bigger activity such as theme parks but this needs to be agreed with your key worker in a key work session. You can have 3 unused leisure vouchers at one time otherwise you lose them.





HOUSE HOLIDAY

Each year the house will go on a holiday as a group, we would like your input on activities and places to go. This will be a mini holiday and usually in the summer holidays.



FIRE FIRE!



- We have fire alarms which are tested weekly and you will know when the test is due to take place by staff members. We will also do fire drills and we will discuss the fire safety guide with you.

What to do if you hear the fire alarm or discover a fire?

- Step 1: Leave the building by the nearest fire exit
- Step 2: Remember to stay Calm and do not stop to collect any personal belongings. Go to the fire assembly point which is the lamp-post, located outside at the front of the home and do not enter the building until directed by our staff
- Step 3: Please remember, if you discover a fire in the building, do not attempt to put the fire out and immediately inform staff and leave the building.

You can help us keep everyone at our home safe by:

Not smoking in the home

Not playing with matches/lighters in the home

Not burning candles in the home

Not messing around with electrical equipment

TEAM MEMBERS WILL CALL THE FIRE BRIGADE AND THE POLICE MAY ALSO ATTEND

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Useful Numbers

Childline- 0800 11 11

- Office of the Children's Commissioner
02077838330
- Info.request@childrenscommissioner.gov.uk

National Youth Advocacy Service

- 08088081001
- help@nyas.net
- www.nyas.net

Ofsted-0300 123123

- You can also write-Ofsted, Piccadilly Gate,
Store Street, Manchester, M1 2WD
- Go online -www.ofsted.gov.uk
- Email- enquiries@ofsted.gov.uk



DO YOU HAVE ANY QUESTIONS?



Take this opportunity to ask any question. We understand that this can be a scary experience so don't be afraid to ask any staff member.

Our team at Tulip House would like to welcome you and hope we can make some fun memories together on your journey with us.



I have read the young person's guide

With

Your signature:

Tulip House Signature:

Date:

