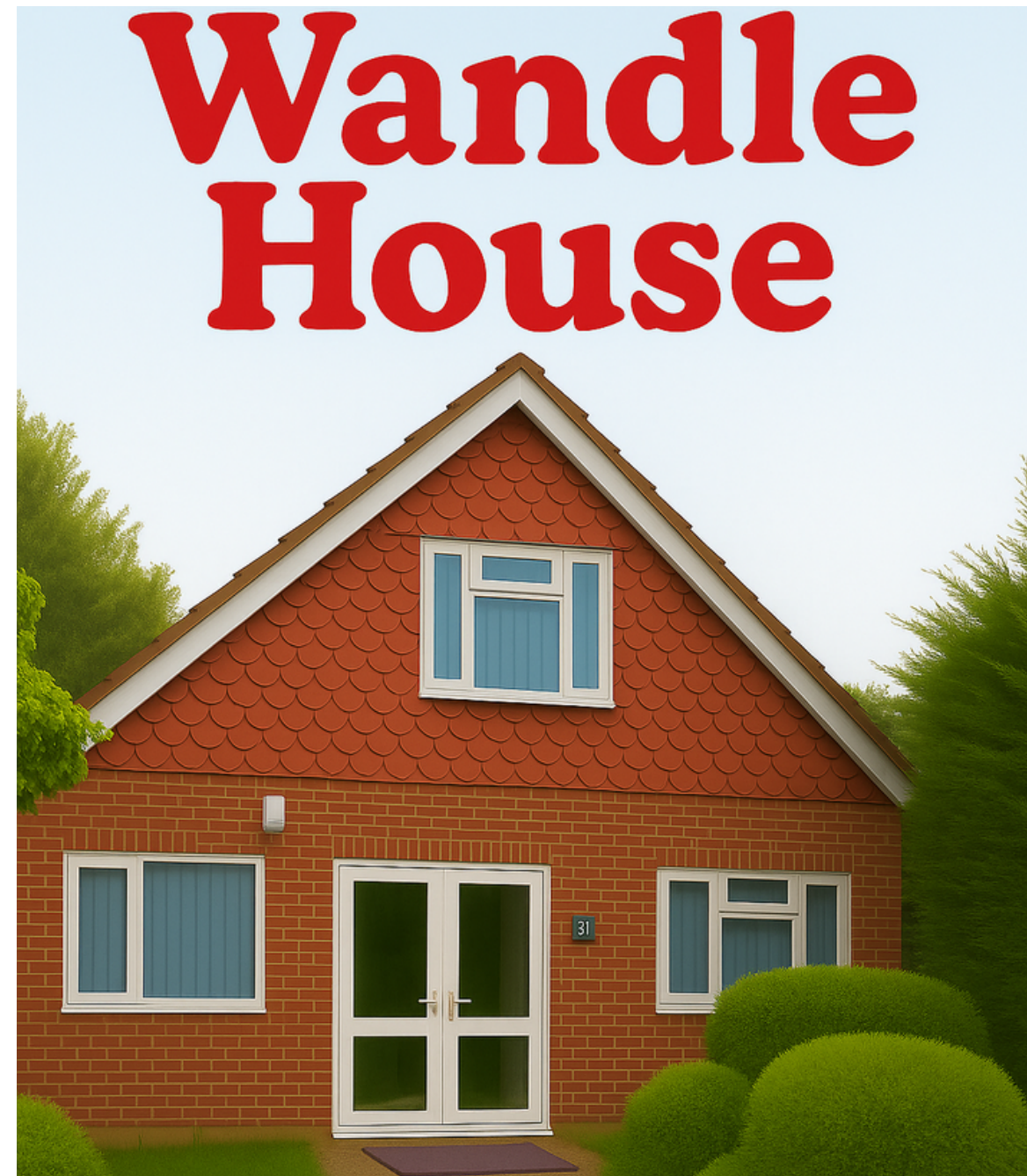


JUNE,
2025



SERVICE CHILDREN'S GUIDE WANDLE HOUSE



**THIS BOOKLET IS YOUR PERSONAL COPY FOR YOU TO KEEP. IT
EXPLAINS THE RULES AND PROCEDURES THAT WANDLE HOUSE USE
TO KEEP YOU SAFE AND WELL IN YOUR NEW HOME!
PLEASE KEEP IT IN A SAFE PLACE.**

THIS BOOKLET BELONGS TO:



1. Welcome to Wandle House
2. Your new home and the staff
3. Can I personalise my room?
4. What time do I have to go to bed
and get up?
5. What pocket money am I entitled
to?
6. Personal hygiene & cleaning of your
room
7. Can I use my mobile telephone?
8. Key Workers
9. Can I smoke?
10. Mealtimes
11. Am I allowed out on my own?

12. Do I have to go to college?
13. What happens if I break the rules?
14. What if I use illegal substances?
15. Can I use the internet?
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17. Bullying
18. Your CHARTER OF RIGHTS
19. How to make a complaint
20. USEFUL CONTACTS & TELEPHONE
NUMBERS
20. Understanding the Guide



WELCOME TO WANDLE HOUSE!



Hi, and welcome to Wandle House. This may be the first time that you've been away from your family, or you may have moved here from another placement, but it doesn't matter because the Staff and other young people at Wandle House are here to look after you.

This Booklet has been designed, with the help of the young people who live here, to help you settle in, explain some of the expectations of you and the rights that you have as a young person being "looked after".

We do understand that you may be feeling worried about coming to live here. Many of the young people who come here have similar feelings. Everyone is new at first, so the other young people can relate to your feelings. We know that these feelings can include being:

How Are You Feeling?



Based on the emojis tell us how you feel about your move to your new home with the right number. If you are in the mood for it you can write a few words too.

YOUR NEW HOME AND THE STAFF

ABOUT MEDS RESOURCES LIMITED

THE OUR MISSION

Care tailored to your needs and wellbeing.

OUR AIM

Our aim is to provide a safe and supportive living environment for young people as they transition into adulthood.

Our Children's Home services are designed to empower young people to develop the skills and confidence they need to live independently and achieve their goals.

OUR VALUES

We take responsibility for our work, words, and actions.

We cherish collaboration and relationships that result in successful teamwork.

We strive for excellence in all we do.

We will be sincere and transparent in our actions and inactions.



WHAT WE DO...

Our Children's Homes are designed to empower young people to develop the skills and confidence they need to live independently and achieve their goals.

At our Children's Home facilities, we strive to create a sense of community where young people can build positive relationships with their peers and staff members.

We believe that a supportive and nurturing environment is essential for young people to thrive, and we work to foster a culture of respect, understanding, and collaboration.

We recognise that every young person has unique needs and aspirations, and we are committed to providing individualised support that is tailored to each young person's specific situation.

Whether young people require assistance with budgeting, cooking, or accessing education and employment opportunities, we are here to help you succeed.

Above all, we believe that young people should have a voice in their own lives and in the decisions that affect them. We are committed to working in partnership with young people to ensure that they have a say in the support they receive and the direction of their lives. Our goal is to empower young people to take control of their futures and build fulfilling and meaningful lives.

CAN I PERSONALISE MY ROOM?



Yes, you are encouraged to decorate your room, and to bring as many personal belongings as you want. Most young people like to personalise their room with pictures, books, and posters etc. At the point of moving in staff will make a list of all your belongings.

WHAT POSTERS CAN I PUT UP?

We know that most young people like to put up pictures of their favorite stars, celebrities, and football teams. However, we do not allow pictures of a violent, sexual, or pornographic nature in Wandle House.

PRIVACY AND SECURITY:

Staff will always knock before they come in unless it's an emergency situation. Young people may go into each other's rooms with permission and under staff supervision.

WHAT TIME WILL I HAVE TO GET UP AND GO TO BED?



Depending on your age you will be expected to go to your room sometime between 8.30pm and 11.00pm. If you find it difficult to sleep, you can read, or watch a program to help you settle, the staff will help you plan something appropriate.

The time in the morning that you have to get up will depend upon whether or not you attend school, college or have any alternative arrangements for education.

Usually this means that we will support you in waking at 08:00 am in the week.

On a weekend you can have a lay-in until 10.30am. As a reward for good behaviour, we also allow bedtimes to be half-an-hour later on weekends.

WHAT MONEY WILL I BE ENTITLED TO?

All young people will receive weekly pocket money, Monthly Clothing money, toiletries, and incentive money. This is depending on age which ranges from 11 to 15. We also offer opportunities to earn more money by completing extra tasks or chores around the house and positive behaviour.



PERSONAL HYGIENE & CLEANING OF YOUR ROOM

Hygiene is important and we expect you to have at least one bath or shower every two days as a minimum. You will also be encouraged to clean your teeth twice a day, and to change your clothes daily. The Staff will help you learn how to wash, iron, and take care of your clothes. You will be expected to clean your room daily and change your bedding once a week.

CAN I USE MY MOBILE TELEPHONE?



Yes, you can bring your mobile phone into Wandle House, however sometimes young people are not allowed mobile phones, but this will be discussed with you

before you arrive. Most of the time the Staff and professionals involved in your care will assess how well you can manage your phone to help you keep safe.

An important consideration here will be if the staff have concerns over your wellbeing. If they do, we will talk to you about how you can manage your phone in a safe way.

If it turns out that you are unable to manage a phone the staff who care for you will manage it for you, and a plan will be put in place which will enable you to have the phone at certain times, but this will have to be agreed by your Social Worker or PA

You have the right to make calls to friends, family, and other people involved in your life as long as the time of day is reasonable, and if you do not have use of a mobile phone, you will be able to make these calls via the house phone.

A mobile phone contract will be agreed between you and the house manager about allowed usage.

KEY WORKERS



Each young person is allocated 1 Key Workers. These are adult staffmembers who are there to ensure that all your day-to-day needs are met. These needs include ensuring that you receive your appropriate medical and health care, making sure that you're registered at the local GP and Dentist, talking to your social worker, and arranging Wandle House visits when needed. They will also help you develop your living skills and prepare you for leaving care.

Most of all, your Key Workers are there for you to talk to and confide in if needed. They will talk to you about things that may be bothering you or making you unhappy, or things that you're struggling with, and try to help you overcome them.

IMPORTANT: NO SECRETS!

CAN I SMOKE?



It is better for you, and those around you (“passive” smoking – inhaling other peoples’ tobacco smoke) if you don’t smoke but we recognise that some young people do smoke. However, for the benefit of your own health, and to obey the law, you will not be allowed to smoke anywhere inside Wandle House.

If you do smoke (age dependent), staff here will ask your social worker or parents if you can continue to smoke while at Wandle House, and this will be documented in your Care Plan. This will specify set times for smoking and designated areas outside the building where smoking is permitted.

If you are a smoker, then staff will help you to give up with the support of your GP or health visitor.

Vapes : You are not allowed to “smoke” Vapes anywhere in Wandle House, inside or outside. Though there is no burning of tobacco involved, vapes work through the inhalation of heated, “neat”, nicotine vapors (now called “vaping”). Since nicotine is highly addictive, we classify it as a banned recreational drug as far as Spring House is concerned.

AM I ALLOWED OUT ON MY OWN?



When you first arrive, you will need to build trust with us, and us with you. This means that to start with you will be allowed to go out with an adult, who will help you familiarise with the local area and what it has to offer, but it depends on your individual needs. Once we believe that you can be responsible and safe you can go out without an adult. We will help you to develop your independence and have time away from Wandle House.



DO I HAVE TO GO TO SCHOOL?

Yes, all young people who live here go to school, college, or an alternative provision. If you are not in a school or college when you arrive then we will support you with learning in-house (here, at Wandle House until such time a placement has been found for you).

Once at School, College or an alternative provision, staff will help you with things like books and funding for travel etc.

HAT HAPPENS IF I BREAK THE RULES?



If you display an incident of unacceptable behaviour, the incident is considered on an individual basis. The staff assists and enables you to understand and reflect on what happened. If consequences are considered appropriate, then these can be as follows:

Consequences: These can include being grounded to Wandle House, early bedtime, loss of free / trust time, loss of privileges, not being allowed to go out on a trip or for a treat, an automatic car ban (for refusing to wear a seatbelt). We are always open to negotiation to have a consequence lifted, but this will depend upon the discretion of the manager. For example, you will be expected to pay for, or help repair, items that you break or damage.

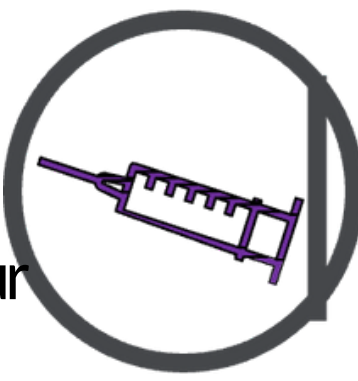
ROOM SEARCHES



Whilst we respect your rights to privacy and dignity, if we are concerned that you may have something in your room that is illegal or could pose a danger to yourself or others, then we may conduct a search of your room to find and remove the item in accordance with our Policy on Room Searches.

Unless in extreme circumstances, you will always be made aware of this and given the opportunity to hand over whatever it is we're concerned about, and to be present during the room search. Two Staff members will carry out all room searches, and you will expect to co-operate, if not, we retain the right to contact the Police who will carry out their own search in accordance with the law.

WHAT IF I USE ILLEGAL SUBSTANCES?



Our Wandle House is committed to providing a safe, healthy, and secure environment for all the young people who live here, and for our Staff who work here.

An important part for achieving this is a total ban on the use, storage and supply of illegal drugs (sometimes referred to as “recreational” drugs) in Wandle House. If you are using illegal drugs yourself, we consider your safety to be at risk, and we shall need to share this information with other people to make sure that you’re kept safe and receive the help you need.

Strategies for the “management of drug use”, within Wandle House include various forms of counseling or education, in addition to the use of appropriate sanctions such as being grounded to Wandle House or having supervised spending imposed to prevent you from gaining access to illegal substances.

You have the right to privacy for yourself and your property. However, if staff suspect that you are carrying drugs, they will ask you to empty your pockets. If they believe you have drugs in your room, they will search your room in line with our procedures.

“Legal highs”: These are new psychoactive substances which consist of mixtures of chemicals designed to give the same effects as illegal drugs such as ecstasy or cocaine, but which have been specially formulated to get around the Misuse of Drugs Regulations. They are sold as research chemicals and labelled as “not for human consumption” to get round the law, in fact, they can be very dangerous if consumed.

These chemicals must not be brought into Spring House or consumed at any time.

CAN I USE THE INTERNET?



Yes – but with restrictions! Wandle House has Wi-Fi internet facilities, and you can have access to them in line with our Safeguarding Children policies which have been designed with your safety in mind.

In the beginning internet access may be supervised by a staff member while we are building trust. Internet use is subject to meeting any identified risks upon starting your time at Wandle house and is subject to review monthly. Again, this is for your safety.

The internet provided at Wandle House has child friendly restrictions to ensure all users are safe online.



CAN I PARTICIPATE IN ACTIVITIES?

Yes – we encourage you to keep fit and healthy, and to support this we offer a wide range of activities for you to take part in. Activities can be indoors (e.g. pool, bowling) and outdoors (e.g. cycling, swimming, cinema, trip out), and can include short holiday breaks.

You will be given a weekly allowance to spend on activities. This will be on top of your normal weekly pocket money.

BULLYING



We do not tolerate any form of bullying at our Wandle House. Bullying can be either physical or verbal, and we expect that in the past some of you will have experienced bullying of some sort. If you have then you will know how it made you feel. If you feel that you are being bullied, then you should tell a staff member or your key worker who will help you deal with the situation.

In the past, you may even have bullied somebody yourself as a way of coping with your own negative feelings of sadness or being worthless. If you feel that this is the case, and that others may think of you as a bully, talk to your key worker who will work through this with you. They will listen and help you to learn new and better ways of coping with your feelings, change your behaviour, and become a better person. Well done!

YOUR CHARTER OF RIGHTS

AS A YOUNG PERSON AT WANDLE HOUSE, YOU HAVE THE FOLLOWING RIGHTS:

1. To have your personal dignity respected.
2. The Right to have your cultural, ethnic and religious needs accepted and respected.
3. The Right to have your emotional and spiritual needs accepted and respected.
4. The Right to have your emotional and spiritual needs accepted and respected.
5. The Right to personal independence, personal choice and to take responsibility for your actions. The Right to receive care appropriate to your needs from adults who are experienced in childcare.
6. The Right to have access to your personal records.
7. The Right to participate as fully as possible in the writing of your own Care Plan.
8. The Right to be treated as an individual.
9. The Right to develop and maintain social contacts and interests.
10. The Right to have, and to participate in, regular reviews of individual circumstances, and to have an advocate or advisor present.
11. The Right to participate in the making of decisions about daily living arrangements, and to be consulted about any proposed changes.
12. The Right to have access to a formal complaint's procedure, and to be represented by a friend or advisor if you wish.

USEFUL NUMBERS

Ofsted (Children's Service Regulator) Ofsted
Piccadilly Gate
Store Street MANCHESTER, M1 2WD
Tel: 0300-123-1231 enquiries@ofsted.gov.uk www.ofsted.gov.uk

The Children's Commissioner for England is:
Rachel De Souza <http://www.childrenscommissioner.gov.uk/>
If you have a general enquiry, or to get in touch with the Commissioner,
please email us using the form above or call our switchboard on 020
7783 8330.

For written correspondence, our address is: Children's
Commissioner for England Sanctuary Buildings
20 Great Smith Street London
SW1P 3BT



OTHER USEFUL CONTACTS:

CHILD LINE: 0800-1111

CHILDREN IN CARE: 0800-884444

THE CHILDREN'S SOCIETY: 0800-015-2582 NSPCC HELPLINE:

0800-800-500

ANTI-BULLYING: 0207-378-1446



This page is for you to sign and to
confirm you have read
and you understand this guide.
`if you have any questions feel free to
ask
one of the adults at Wandle House

I have received a copy of wandle house guide

Young person sign.....

Date.....

Key Worker Sign.....

Date.....





WANDLE HOUSE

BUILDING BRIDGES TO BRIGHTER
TOMORROWS