



The logo for Livability is centered within a large orange circle. It consists of the word "livability" in a purple, lowercase, serif font. A thin purple arc is positioned above the letters "i" and "a".

## The title "Children's Guide" is centered within a large purple circle. The text is written in a large, bold, white sans-serif font.

# **Welcome to Victoria Children's Home**

This booklet has been written with some of your potential housemates and includes things they think you should know. We hope it gives you an idea of what it's like to live at Victoria Children's Home and have included photos for you to look at.

Once you have read this guide, you may have some questions or worries; please feel free to chat with us, we are here to help you.

At Victoria we recognise that each person is unique and of equal worth, with their own individual combination of needs and abilities.

Victoria Children's Home believes that each young person has the right to access the same experiences as others, irrespective of age, gender or degree of disability.

At Victoria Children's Home we seek to build self-esteem and confidence so that each young person reaches their maximum potential.

Victoria Children's Home provides a safe, nurturing environment with trained staff to meet your individual needs.

## **Services available to you:**

- 24 hour care
- Individualised care package
- Fully accessible site
- Organised programme of activities and outings
- Therapy programmes and nursing care

## **Bedtimes**

Bedtimes are age dependent and negotiable, however all young people are expected to be in their rooms by 10pm. If you are unable to sleep you can read, listen to music quietly or watch your TV. Each room has a call system if you need assistance at night. Audio surveillance is available if necessary with prior agreement.

## **Your opinion matters**

Victoria Children's Home readily listens to any suggestions that our young people may put forward regarding experiences, outings and changes to the environment. These suggestions can be put forward during your 1:1 key worker sessions, using the suggestion box or during the monthly residential council meetings.



# Facilities



# Activities/ things we can do



We realise that everyone has their own specific hobbies and interests and we do our best to support these.

# Some Outings/Things We Like To Do



If you live at Victoria Children's Home we will organise a holiday once a year.

# People who help you

Staff work morning shifts to get you up and off to school or out on a trip; other staff work in the afternoon to pick you up from school and help you with meal times, bedtime routines, homework or accessing a local club/activities. There are also waking staff who work at night to keep you safe.

## Key worker

One of the staff members will be your key worker. This person will work closely with you to help you get the most out of your time in residential care.

- He or she will be someone with whom you can talk if you need to ask for help.
- Your key worker will take a particular interest in you and make sure that things work out for you.
- Your key worker will help you to keep in touch with your family, friends and social worker, using various methods of communication (eg. webcam, email, Skype, communication books, etc).
- Your key worker will liaise with your teacher, therapists and nurse, and attend your reviews and meetings with you.
- Your key worker will help you book doctor/dentist/optician appointments if you need them.
- Your key worker will also help you to go shopping for your clothes and toiletries.

## Support staff

Support staff look after you on a day to day basis. You will be supported to attend school and they will help you with things like books, uniforms and getting to school.

# More people who help you



# Specialist equipment to help you



# Your health

Being healthy and understanding your own health and development is important for all young people.

Your fitness is very important to us and we will encourage you to take part in sport and other activities. If there are any activities that you would like to take part in, please let us know.

A healthy diet is also important. We have a chef who prepares some of our meals and there are always plenty of healthy choices. You are also able to prepare your own meals with staff support. Occasionally we order take away food (a skill in itself) or go out to eat for a treat.

It is also important that you know when and how to seek help or advice from professionals if you are feeling unwell or worried about your health.

Everyone has a unique body and all young people have questions at some time or another about their aches and pains and if what they are experiencing is 'normal'.

As you become a teenager it is natural that you will have questions around your development and sexual health. We have staff on site who will support you regarding this.

You will be registered with a doctor/dentist/optician and you will be seen regularly by our nurses and therapists. Any medical/therapy programmes will be followed by our staff.

The home and grounds are non-smoking for everyone.

# Your things

You will have your own bedroom which is your private space. You can choose how you would like this decorated before you arrive so that we can prepare it and hopefully this will make you feel more at home.

You can bring your own TV, music system, computer, games system, soft furnishings (curtains, bedding, cushions etc.) and any other belongings that you wish.

There will be a special place in your room where you can lock away anything that is valuable to you.

Your bedroom is your own personal space. If staff need to enter your bedroom they will always knock first.

You are expected to take an active role in maintaining the home, keeping areas clean and tidy.

If you disrespect others or your surroundings you may be given sanctions, for example, losing time on the computer, however, you will always have the opportunity to earn this back. Victoria Children's Home uses positive behaviour management plans to help you understand what acceptable behaviour is.

## **Keeping you safe**

Bullying is not permitted or tolerated. If you feel you are being bullied or you see any bullying, please speak to a member of staff, the independent visitors, or your resident council representative. There are allocated Safeguarding Officers who are also able to help you.

Living together can sometimes be difficult. Everyone has different habits, likes and dislikes. We must respect each other's points of view and treat everyone with respect.

Sometimes children/ young people can get upset or angry. Staff always put your safety first and will not let any harm come to you, or allow you to harm others. Should an incident arise there would be an opportunity to talk to somebody about the event, after things have calmed down. Staff receive regular training to assist those that need help to manage their behaviour.

Some Young People have an advocate who they can talk to about any issues. The advocate will attend meetings with you to help you put forward your views, concerns or complaints. Victoria Children's Home also has visits from an independent visitor and a monthly visit from our Regulation 44 visitor who may wish to talk to you.

Victoria Children's Home has a complaints procedure so that if you feel your needs are not being met you can let us know, so we can understand the issue and make changes, as necessary.

If you go missing Victoria Children's Home has a protocol with the local police and we will alert the right people, including

your social worker and parents. On your return we will support you and talk you through the incident.

You will take part in regular practise fire drills so that you know what to do in case of a real fire.

## My information:

My key worker is:

My social worker is:

The independent visitor is:

## My medical team:

My named nurse is:

My OT is:

My SaLT is:

My physio is:

My  
housemates  
are:

# Useful contacts

**Ofsted**  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Phone: **0300 123 1231**  
Email: [enquiries@ofsted.co.uk](mailto:enquiries@ofsted.co.uk)



**The Office of the Children's  
Commissioner**  
Sanctuary Buildings  
20 Great Smith Street  
London SW1P 3BT

Phone: **020 7783 8330**  
Email: [info.request@childrenscommissioner.gsi.gov.uk](mailto:info.request@childrenscommissioner.gsi.gov.uk)



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Beer**

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