

**HOPEDALE
HOUSE**

Children's Guide

**Everything you
need to know about life at
Hopedale**



**Hopedale House
Off West Drive
Cheddleton
Staffordshire
ST13 7ED**

What is Hopedale?

Hopedale cannot replace your own family home but we will try our very best to make sure you feel safe, loved and happy. When children first come to Hopedale, many find it difficult to deal with their feelings and behave in a positive way. We will work very hard to help you settle into your new home and will teach you how to deal with problems, difficult situations and things that have happened in the past.

Some children may only come to Hopedale for a short time, but others will stay much longer. Everyone is treated as part of the Hopedale family. Sometimes children will return to their family or go into foster care, or even stay at Hopedale until they leave school and begin their adult life.

Up to 14 children can live at Hopedale, we have 2 wings, one with 10 bedrooms and one with 4. Children may be boys or girls aged between 7 & 17. Most children stay all year round. Hopedale is also a school where other children can come in the daytime.

Where is Hopedale?



Hopedale House is in Cheddleton, which is part of the Staffordshire Moorlands, just about in the centre of the country!

Hopedale House is close to the town of Leek and a short drive away from Stoke-on-Trent, which has large shopping centres, cinemas, bowling alleys, sports centres, water parks and even a ski slope.

There is a playing field across the road and a small park up the lane. We have a great time in the woodlands all around the house.

What can you do at or near Hopedale?

Page 3

Sport

- Football
- Basketball
- Golf
- Hockey
- Rugby
- Cricket
- Swimming
- Orienteering
- Climbing
- Archery

Hobbies

- Gardening
- Music
- Learn guitar or keyboard
- Karaoke
- Hair and beauty
- Pottery
- DJ ing
- Cookery
- Scouts/Guides
- Cadets
- DIY

Activities

- Eating out
- Cinema
- Bowling
- Water park
- Go-Karting
- Relaxation
- Museums and Galleries
- Theme nights
- Shopping
- Board games
- Play station/Xbox
- Internet access
- Alton Towers

Who will look after you?

At Hopedale you will have key-workers, who will be someone that you feel you can talk to and who may share similar interests. Your key-worker will make sure you feel safe and happy. Other staff are men and women with lots of different hobbies, who have been carefully chosen for Hopedale. We try to make sure there are lots of different personalities amongst the staff, so there is always someone you can relate to.

Who is in charge?



Sarah and Amy set up Hopedale because they wanted to create a place where children could enjoy their childhood and teenage years.



Sarah is the Registered Manager of the home and enjoys sport, music and walking her dog. Amy is the Responsible Individual and enjoys music, TV and good food. They have worked with lots of different children and teenagers and they understand how to have a good time!

Where will I spend my time at Hopedale?

Page 4



Bedroom



Lounge area



Recreation Room



Family Contact room



Music Room



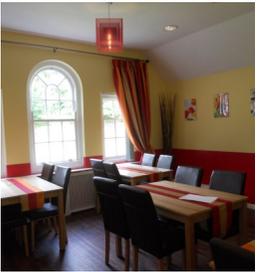
School



Bistro



Garden



Therapy



How will Hopedale keep you healthy and safe?

Page 5

Is the food good?

In a word, yes!
During your time at Hopedale you will be able to help out in the garden growing your own fruit and vegetables. Everything you grow will be used in the kitchen to create exciting and tasty meals.



In the summer we enjoy BBQ's and have lots of fun and games in the garden.

When you arrive at Hopedale, we will try our very best to make your favourite meal to help you settle in. The chef loves to hear your ideas about what you would like to eat. At the weekend you can choose to have a full English Breakfast if you like, and of course a traditional Sunday lunch. (We have it on Mondays!)



We will help you to be healthy by:

- providing healthy and delicious food
- encouraging you to exercise
- talking through any problems you have
- taking you to the doctor, optician or dentist
- setting appropriate bed-times
- giving you any medicine you need

We will keep you safe by:

- protecting you from harm
- helping you report any allegations of bullying or abuse
- checking staff are suitable
- teaching you about the dangers in life

What if there's a fire?

When you arrive at Hopedale we will talk to you about what to do if the fire alarm goes off. We will also practise leaving the house quickly every few weeks.

If you hear the fire alarm:

- leave everything where it is
- go straight to the fire exits
- go and stand by the vegetable patch at the bottom of the garden
- Listen very carefully to the staff and they will explain what to do next.

If you see a fire DO NOT try to put it out!

How will I learn at Hopedale?

Page 6

Hopedale is lucky to have its own school, in a different part of the building. We know that going to school can be difficult, and for many reasons, we believe it is easier to learn in small groups. All teachers at Hopedale have a fantastic sense of humour and make learning fun. We believe you can learn many skills outside the school building and try to do this as much as possible. Your learning will be at the right level for you and we will try to make sure you never feel it is too hard. If you are old enough, we will help you gain qualifications that are right for you and that you are interested in. We teach all the usual subjects plus electronic music, sensory ceramics, outdoor education and gardening. School starts at 9:15 and finishes at 14:40. The day is split up into short sessions of teaching, reward and break times; we believe that by having a shorter school day you will be able to concentrate better.



How will I be heard?

You don't have to shout to be heard at Hopedale!

We think that by listening to your feelings and thoughts we can make your time at Hopedale as good as it can be. There are lots of ways you can tell us how life at Hopedale could be improved, what you think, and how you feel:

- Children's meetings
- Key-worker sessions
- Reviews
- School council
- Worry box
- Suggestion book
- Menu requests
- Complaints—see back of this booklet
- Questionnaires
- Children's voice project

Contact with my family and friends

Page 7



Moving to Hopedale might be difficult for you and we know that you may feel confused or upset leaving your family and friends. If you are able to have contact with your family and friends, we will do everything we can to make sure it is a good experience.

Your family and friends may visit you at Hopedale or you may be taken to meet them somewhere else. We will give you the opportunity to write letters, make phone calls and send e-mails. We will invite your visitors to share meals and drinks in the family contact room, where you can chat and relax in private.

Please remember we have to stick to what has been agreed in your care plan.

At Hopedale all children are given the opportunity to talk through their problems with a qualified person. This person will help you deal with things that have happened to you in the past or problems that you might be facing now. They may use art, play or just talking to help you express yourself. Sometimes they may help your family too.

Therapy

Alternative Therapy

Relaxation is an important part of life at Hopedale. We even have a room for Indian Head Massage, foot and hand massage, aromatherapy and meditation. We also have areas you can go to, to relax and reflect.



How will Hopedale support my culture and beliefs?

Page 8



EVERYBODY

is treated with kindness and respect!

At Hopedale, we celebrate difference and believe all people, regardless of their colour, custom, religion or sexuality should be treated with respect. We will not tolerate any behaviour that could cause upset to a member of our Hopedale family. We will help you to practise your religion, and support your ethnic, cultural, social and sexual identity. You will be encouraged to express yourself with dress, art, music, food, customs and celebrations.

Children's rights

All children placed at Hopedale House have the right:

- to be heard
- to be treated with respect
- to learn and have fun
- to be safe
- to be treated as an individual
- to be cared for by people who understand them
- be treated equally
- to know that someone cares
- to have privacy
- to live in comfort

Maggie Atkinson is the Children's Commissioner for England.

She has a legal duty to promote and protect the rights of all children in England with a particular focus on children and young people with difficulties or challenges in their lives, and in particular those living away from home, in or leaving care, or receiving social care services.

The Office of the Children's Commissioner

The Office of the Children's Commissioner

Sanctuary Buildings

20 Great Smith Street

London

SW1P 3BT

Tel: 020 7783 8330

What do you expect from me?

Page 9

Hopedale expects adults and children to carry out their responsibilities.

Responsibilities

Safe Body
Positive/kind Mouth
Stay in Zone
Respect property
Follow Instructions
Try your best
Go to school and be on time

You are rewarded for carrying out your responsibilities...

Rewards

- Tokens
- Additional outings
- Special treats
- Additional time on recreational facilities
- Smile/thumbs-up
- Verbal thanks/congratulations
- Positive behaviour note to social worker and/or home
- Congratulatory phone call to social worker and/or home

Rewards and Consequences

We talk together in children's meetings and decide upon what should happen if you don't carry out your responsibilities, some of the suggestions are as follows:

- Reminders
- Loss of part/all of activity
- Complete tasks
- Target not achieved
- Phone call to social worker and/or parents home
- Required to leave the communal space
- Repair damage/clear mess
- Financial contribution towards property damage
- Reflection session
- Police contacted

We will agree a contract of behaviour when you first arrive at Hopedale so that expectations are clear

Any Questions?

Page 10

How much pocket money will I get?

Age	Pocket Money	Clothing and Toiletries
7-12	£2.50 plus £5.50 bonus for good behaviour	£10.00
13-17	£2.50 plus £5.50 bonus for good behaviour We will save an extra £5 for your future	£10.00

You can also earn extra pocket money by behaving well. You can also earn up to £5.00 per week at school

Will I have a say about what I eat?

Yes, there is a head chef, who will ask you if there is anything you would like to be added to the menu. When you first arrive, we will try our best to cook your favourite meal.

Can I smoke?

We don't like you to smoke at all, because it's really bad for your health. If you are a 'smoker' when you arrive, we will talk to your parents/social worker about how we can help you to stop. You can't smoke anywhere in the house.

Will I have my own room?

Yes you will. At first it will be decorated for you, but if you settle well, we will help you to make the room how you like it.

Can I have any pets?

This will depend on what the pet is, whether the staff and other children agree, and any allergies.

What time do I go to sleep?

Age	7	8	9	10	11	12	13	14	15+
Bed-time	8:15 pm	8:30 pm	8:45 pm	9:00 pm	9:15 pm	9:30 pm	9:45 pm	10:00 pm	10:15 pm

What do I call the adults?

We like you to call us by our first names.

What can I bring with me?

We like you to bring anything that is important to you to Hopedale. Of course, any games, music or DVD's must be age appropriate. Before you arrive, we will talk to you about things that you would like to bring.

If you feel you have been treated unfairly, you can complain.

Staff will listen carefully and take your views and feelings seriously.

How do I Complain?

Step 1 - Tell a member of staff immediately

Very often simple mistakes or misunderstandings can be sorted out straight away.

Step 2 - Tell the Team Leader on duty

If things can't be sorted out straight away the people best able to deal with your complaint are those who manage the service. So the second step is to tell the Team Leader. They will try to sort out the problem within 10 days.

Step 3 - Review by Proprietors. If you are still not happy, we will help you to email or phone the Proprietors (Amy or Sarah). You can also fill in a complaints form with a stamped, addressed envelope. We aim to sort out the problem within 15 days. If the problem is complicated and/or involves lots of other people it may take longer but we will make sure you know what is going on.

Step 4 - Advice from Family / Social worker

If you are still not happy we will help you contact your family or social worker to explain the problem.

Step 5 - Contact Ofsted

Ofsted
Picadilly Gate
Store Street
Manchester
M1 2WD
0300 1234234

Step 6

We will keep a record of complaints and resolutions, and will only show them to people who need to see them.



This guide belongs to

Name of Social Worker:

Telephone number:

Name of Independent Reviewing Officer:

Telephone number:

Name of Independent Visitor:

Telephone Number:

I have understood this guide and agree to try my best to follow the rules. I also have a behaviour contract that includes the targets I agree to work towards.

Signed

I agree to support to achieve all his/her targets and following the rules of the house.

Signed