

**HOPEDALE  
HOUSE**

# Children's Guide

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



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

**Tel: 01538 361886 / 07442 493106**

## 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 9 children can live at Hopedale, children may be boys or girls aged between 5 & their 18th birthday. On occasions some children may stay after

## 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
- Hair and beauty
- Pottery
- Cookery
- Scouts/Guides
- Cadets
- DIY
- Dance

### 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
- FlipOut

## Who will look after you?

At Hopedale you will have a key-worker, who will be someone that you get on well with, 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

## Who is in charge?



Hopedale was designed to create a place where children can enjoy their childhood and teenage years. Jamie is the Registered Manager, who is supported by Jordan, Isaac and Andy. Olu is the Responsible Individual. Together, they make sure you are looked after properly and are always available

**Where will I spend my time at Hopedale?**

Page 4



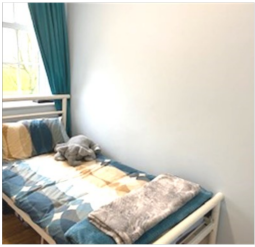
Bistro



Lounge area



School



Bedroom



Playroom

Music Room



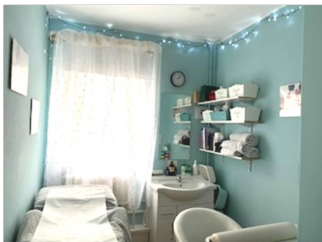
Family room



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.

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

### 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 practice leaving the house quickly every few weeks.

If you hear the fire alarm:

- leave everything where it is
- go straight to the fire exits
- Leave the garden and go to the top of the lane
- 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 9:10 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

### **But I already have a school!**

That's great! We believe that school is very important so will support you to get up and go to your school wherever that is. We will help you to find a quiet place to do homework and will come to your school meetings so you can achieve your very best.

### ***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

## How will I be heard?



## 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.

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



**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

## 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

**Rachel de Souza 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 is: Rachel de Souza**

Sanctuary Buildings, 20 Great Smith Street, London. SW1P 3BT.

Tel: [02077388330](tel:02077388330) or a direct line for children in care: [08005280731](tel:08005280731)

Although the adults at Hopedale are always there to listen you may want to talk to an independent person. Hopedale has a phone box in the garden that



**What do you expect from me?**

Page 9

Hopedale expects adults and children to carry out their responsibilities.

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

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
- Less activities
- Complete tasks
- Phone call to social worker and/or parents home
- You may have to go to a different room
- Repair damage/clear mess
- Financial contribution towards property damage
- Police contacted

#### **Responsibilities**

Stay safe  
Speak nicely  
Adults know where I am  
Look after everybody's things  
Accept guidance  
Try best with activities  
Go to school and be on time  
Work towards own target

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

## Any Questions?

Page 10

### **Will I get pocket money?**

Yes! You will get pocket money each week, you will get £8 a week from home and 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. We want your room to be personalised and we will ask you what things you would like for it.

### **Can I have any pets?**

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

**Can I have my mobile phone?**

If your social worker and or family say that they are happy for you to have a phone, then yes! We will work with you to come to an agreement on what is safe for you to use your phone for and what isn't. We will occasionally do random checks to ensure that you continue to be safe with your phone.

**Can I have a TV in my room?**

Yes, as long as you are safe with it. We have safety settings to help you to choose appropriate things to watch

Age	5	6	7	8	9	10	11	12	13	14	15+
TV off	7:45 pm	8:00 pm	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 time do I have to switch it off?**

**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.

Who else comes to the home?

Your family and friends can visit you at Hopedale and use our special meeting room so you can meet in private

There is also a variety of inspectors who will visit your home at different times to look at the home, the care you receive and to make sure that the home is trying to meet your needs. The inspector will usually visit twice a year and they will give feedback in the form of a report. Copies of this report are available for you on request.

The people who inspect your home will be from Ofsted, who are the governing body who make sure that all homes have a base standard to which they shouldn't go below. You can telephone Ofsted if you have any complaints or can speak to them when they come to inspect your home.

When Ofsted come to visit your home they will usually arrive in the morning and will spend the whole day with you and the staff to learn what it is like living in your home, they may even stay for

We also have an Independent Visitor, called Elaine Cray, who visits the home once a month. It is her job to make sure that Hopedale is meeting your needs and that you are safe and well cared for. She will probably come and talk to you, if you want to, and loves hearing your news.

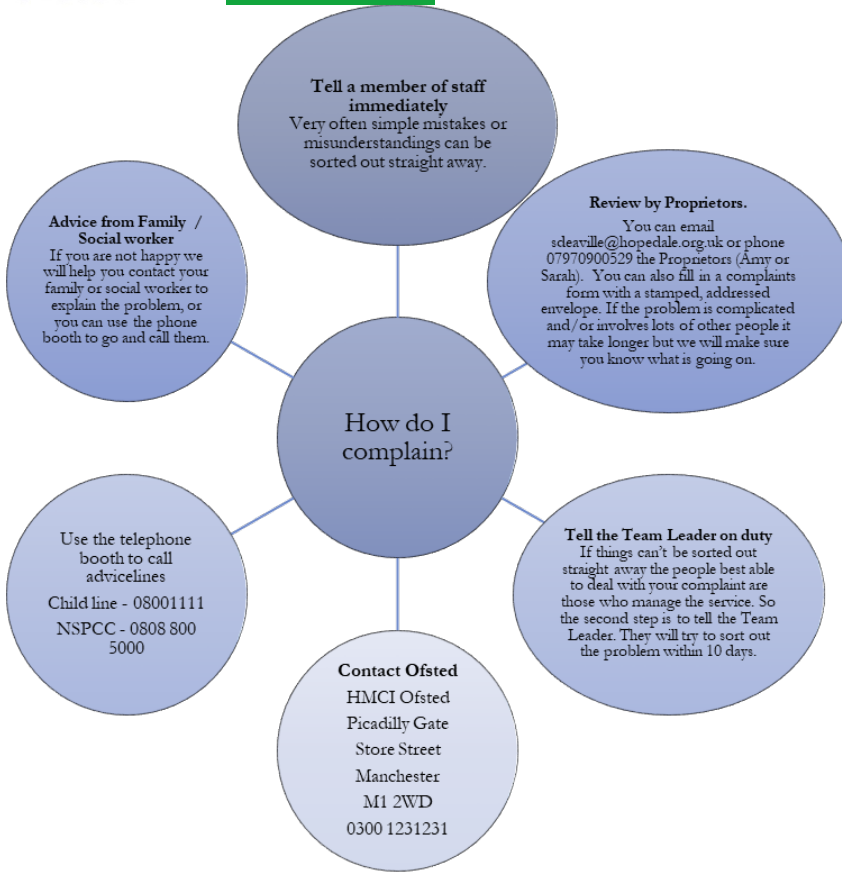


**If you feel you have been treated unfairly, you can complain.**

Adults at Hopedale will listen carefully and take your views and feelings seriously. If you want to talk to someone independent, feel free to use the phone box located in the garden where you will find some useful numbers to help you.

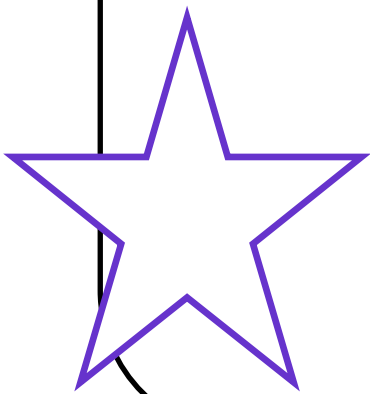
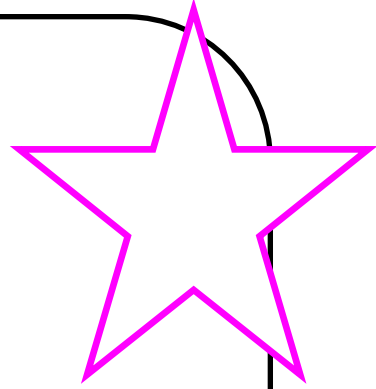
If you wanted to ask for your very own Independent Visitor or Advocate, Jamie or another adult will help you.

**How do I Complain?**



However you make a complaint, you will receive feedback about what will happen next; if you are unhappy with the outcome, we can advise you on how to further escalate your complaint.

Questions that I want to ask....





This guide belongs to

Name of Social Worker:

Telephone number:

Name of Independent Reviewing Officer:

Telephone number:

Name of Independent Visitor or Advocate:

Telephone Number:

I have understood this guide and agree to try my best to follow the rules. I also have a behaviour agreement 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