

care connexions uk



## Caring through thick and thin

At Care Connexions UK Limited, we provide quality tailored supported living in South Croydon, Surrey and Surrounding areas in London.

## INFORMATION BOOKLET

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**Phone:** 0203-9837-111

[www.careconnexionsuk.com](http://www.careconnexionsuk.com)

supportedliving@careconnexionsuk.com

# YOUR HOME

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*We want you to be happy while you are with us, and we want you to feel that you are part of the home. We will make every effort and do everything possible to make this happen.*

*We have prepared this booklet with the hope of answering some of the questions that you may have. However, if there is anything we have missed, please ask any member of staff, who will be happy to spend time with you and provide you with answers.*

*Your home is situated in London Borough of Croydon which is quite a large town with a modern shopping complex, bars, clubs and restaurants. It has a very large library and theatre and cinema. Bromley within travelling distance to London. Trains to Thornton Heath and East Croydon London Bridge run every few minutes.*

*We do not have many house rules, but we do ask that we all treat each other with respect. We avoid swearing, offensive and bad language, shouting and arguing, and any form of physical violence and bullying towards fellow house members and staff. These rules are there for your health, safety and with your best interests at heart.*



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# 1. Your Bedroom

*Every young person at Care Connexions UK has his or her own bedroom. Your privacy will be respected. Wherever possible, staff will not enter your bedroom without you being there, or with your permission, unless they have significant reason to do so. You will also have a key.*

*We expect you to keep your room clean and tidy. This is for your own health and safety reasons. If you like music, we are happy for you to have your own stereo system in your room. However, we do ask you to keep the noise to a sensible level, as we all have to live with each other as well as our neighbours.*

*We do not allow music that has offensive language to be played in communal areas of the house. These are the lounge, kitchen or dining room. If you have a television, DVD player or music system, these must be turned off at your bedtime. This will help you attend college the next day and get a good night's sleep.*

*We do ask that your bedroom door is locked throughout the day if you are not in your room. When you go to bed, the door should be closed all night for your safety, privacy and comfort while sleeping. You will be allowed to personalise your bedroom by putting such things as posters on the walls, but we do ask that you do this using the correct method.*



## 2. THE STAFF

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*There will always be a member of staff that you can contact to assist you 24 hours a day. The day staff team working during the day will start be available at 8am and will be there till 10pm. The night staff team are on site from 10.00pm to 8.00am. They are available throughout the night should an emergency arise. During the day the managers will be around the homes. However, the staff team on duty are in-charge of the running of the home and any decisions that have to be made.*

*We will always have your best interests at heart and are here to help you. We expect to be treated with respect and we will treat you with respect at all times. Your wishes and rights will be listened and respected at all times.*

*If at any time you are unable or unwilling to speak to us or exercise your rights, then the staff team and your social worker may make decisions regarding you and your day- to- day care.*

*You may not always like or agree with the decisions that are made, but we will always explain what we are doing, why we are doing it and the length of time it will be in place.*

*Your key-worker will be a member of staff who will spend individual time with you. You will be able to speak to your key worker about any concerns you may have*

*Your key-worker will be responsible for making sure you know when meetings and appointments for you are going to be held, but it is your responsibility to attend these meetings, your keyworker will support you to attend and will also help you to learn skills for living on your own*



### 3. CONTACT

*Whilst at Care Connexions UK, you will be encouraged to maintain regular contact with your family and friends (where appropriate).*

*You may need to send or receive post. Letters will not be opened or read by any staff member unless you want them to do this or there is very good reason for doing so. This will not happen without consulting with you.*

*Visitors are more than welcome to the home. However, we do ask that you let staff know so there are not too many guests at the same time and they are not allowed to stay overnight.*

*Whilst your guest is at the home, we ask that they respect the staff and other young residents' privacy.*



## 4. HOUSE MEETINGS

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*We have house meetings on a weekly basis. They take place at an agreed time and where possible, a regular day of every week.*

*Any staff on duty at the time will attend and all the young people will be expected to attend too. We will arrange this meeting so that it does not clash with anyone's appointments or planned activities.*

*This time should be used for you to speak freely about any issues you may have regarding the house, how it runs and any issues you may have with other young people. This is also a time for putting forward any suggestions you may have for activities and meal times for the next week.*

*Although you may not get answers immediately, the staff will listen to what you have to say, and a decision will be made soon after on issues that young people bring to the meeting.*

*A young person will take notes during the meeting. These notes will be kept for future reference. At the beginning of each meeting, issues for consideration from the last meeting will be looked at by staff.*

*Although you may wish to change certain things regarding the home, you must realise that sometimes this may not be possible due to legal requirements placed upon us and the necessary structures required to run a home.*

*This is your chance to have your say, so please use it. If there are issues you would prefer to discuss in private with a staff member, just say and this can be arranged. We do not have any secrets at Care Connexions UK and issues that you bring to staff will be shared with the staff team and dependant on the nature of the information may have to be shared with other professionals involved in your case such as your social worker.*

*Anything you discuss we will try to keep confidential, but we may need to inform other people. Remember, we are here to teach you how to keep yourself safe.*



## 5. MEDICAL

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*Once you have settled in at Care Connexions UK your key-worker will help you register with the local Doctor, Dentist and Optician. You will need to visit all of these professionals soon after your arrival for a new patient check-up.*

*You may need to have a full medical assessment by your GP.*

*The Doctor's involves going through your medical history and checking your height, weight and blood pressure etc. The Doctor will discuss any medication you may be taking. If you are taking medication, this will continue at Homes Association.*

*The Dentist will also give you a check-up and any work needed will be booked.*

*The Optician will check your eyesight and if you need glasses, this will be arranged.*

*At Care Connexions UK all staffs are trained in Basic First Aid and are able to attend to minor ailments or minor cuts or wounds. Should a more serious incident happen, a doctor's appointment will be made for you. If the injury cannot wait, staff will take you to accident and emergency or call an ambulance.*

*You can also request a doctor's appointment if you have a health issue to discuss. Should you need support; staff will be available to assist you.*



### **Thornton Heath Medical Practice**

61a Gillett Road, Thornton Heath  
CR7 8RL

Telephone: 02086641590

### **Thornton Heath Dental Practice**

230 Brigstock Road, Thornton Heath  
CR7 7JD

Telephone: 02086841830

## 6. MONEY

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*Your money is given weekly. You may receive a direct payment into your bank, or you may be asked to collect it.*

*How much you receive depends on how old you are and what you are entitled to receive.*

*If you do not currently have personal savings/bank account, we will arrange and help you open one up. We will encourage you to save money towards items you wish to buy for yourself, or for presents you want to buy for your family and friends in the future.*

*Once you have settled into your routine, you will be encouraged to earn extra money by perhaps taking a part-time job locally. If you are able. Staff will support you with completing job applications.*



*We will ask that you do not ask staff to lend you money. They are not allowed to do this which means the answer is no. If you are struggling to manage on your weekly budget, please speak to your key worker who will assist you in how best to make the most of your allowance.*

*Some local authorities provide additional money for setting up home which means they may pay for items such as pots, pans and bed linen. please ask a member of staff check if you are not sure.*



## 7. ACTIVITIES & GOING OUT



*The staff at Care Connexions UK will encourage you to do regular activities. These may be football, bowling, cinema, gym, swimming and any other reasonable activity that you might like to do or have an interest in. You may wish to join a community group which understands your culture and practices.*

*If you already follow a sport or hobby, we will do everything we can to encourage you to continue with it.*

*Until you are familiar with our transport system our staff can support you travelling and attending your chosen activities or community groups unaccompanied.*

*Staff members are happy to try anything once. Your key-worker will encourage you to try new things and experience new sports you may find enjoyable.*

## 8. BEDTIMES

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*All young people at Care Connexions UK will be expected to be in the house by 11.00pm unless the staff have been notified that you will be in later, or that you are staying away that night.*

*We appreciate that not everyone sleeps well so if this is the case, we will aim to get you into a good regular sleeping pattern.*

*We want you to sleep well and wake up feeling bright, sunny and refreshed, ready to go to college or work.*



## 9. FOOD, CLOTHING & TOILETRIES' ALLOWANCE

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*If you need assistance staff will accompany you when you are shopping for food, clothes and toiletries. We will assist you in the planning of what you need to purchase, ensuring that any necessities are your priority. We will also assist you in the choosing of your clothes whilst out and the budgeting of your money.*

*You can choose when and where you wish to go shopping. This can be on a day when your key-worker is on shift to accompany you.*

*Over time once you begin to feel confident you will be encouraged to undertake your shopping independently. This will be discussed with your key-worker, who will help you with finding where to buy your cultural foods and cooking if requested.*

*There are cooking and laundry facilities at Care Connexions UK. We expect all residents will need to clean and tidy up after them whenever they use domestic goods in the house (unless you need assistance)*



## 10. SOME DEFINITE DO'S AND DON'TS

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*We expect all residents to respect the staff who are responsible for looking after them. The staff are there to ensure that everyone feels safe. If at any time you do not feel safe either inside or out of the house, please speak to a member of staff immediately.*

*There is no smoking in any Care Connexions UK properties. Should you be a smoker, you may only smoke outside in a designated area. Staff will give you the support and encouragement to give up smoking wherever possible.*

*We do not tolerate any substance misuse of any kind at Care Connexions UK. Should any young person be found in the possession of, or using drugs, the Police may be involved, which may result in you obtaining a criminal record. Of course, we will offer support and guidance if problems develop.*

*We do not allow any alcohol on the premises or any young person to consume it whilst on the property. Therefore, if anyone is found with alcohol, or has been drinking it, there will be serious consequences and any items found will be confiscated. Your health may also be affected.*

*We do not allow any weapons of any kind on the premises. Any knives, guns etc found on the premises will be handed to the police for further action.*

*We do not allow anyone to stay overnight who is not a resident of Care Connexions UK.*



# 11. COMPLAINTS

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*It is OK to make complaints about something you are not happy with or to tell someone about it.*

*You can tell a member of staff that you trust, or have another young person speak on your behalf. Try and talk to staff before writing a complaint. It is always best to try and talk things through first if you can.*

*The staff will always listen to you and will act on any complaint within 24 hours of receiving it. Following this, the manager will respond formally within 28 days.*

*Wherever possible, you should write your complaint, or you can get a member of staff to write it on your behalf.*

*There are also people outside of Care Connexions UK you can talk to. These are:*

- Your social worker*
- Child line 0800 88 4444 6pm-10pm*
- Voice for the Child in Care-0808 800 5792*
- Voiceability or local authority*
- You can also speak to an individual from the Refugee Council*

*You may of course tell a member of your family, a friend or advocate who can also act on your behalf. In most cases, we can usually sort things out, leaving everyone feeling OK and satisfied with the outcome.*

*Where we find that your complaint is a valid one, we will act upon it and do all that we can to put it right.*

## 12. CRIMINAL DAMAGE & VIOLENCE TOWARDS OTHERS

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*We will not and do not tolerate any form of violence to other young people or staff, criminal damage to other people's property or the home. Neither do we tolerate bullying or intimidation of others.*

*YOU NEED TO KNOW WE MAY CALL THE POLICE IF YOU ASSAULT ANOTHER YOUNG PERSON OR A MEMBER OF STAFF OR WILLINGLY DAMAGE SOMEONE ELSE'S PROPERTY. YOUR PLACEMENT WILL BE TERMINATED WITH OR WITHOUT NOTICE.*

*We do not wish to be responsible for any young person in our care obtaining a Police record. However, we will use the law and its powers if you force us to.*

*We understand that sometimes people do things or act in a certain way because of anger or upset. We do ask and encourage you to talk to staff about your feelings before you reach an 'Out of Control' situation so we can avoid any unnecessary trouble for you or any other young person*



## 13. EDUCATION



*Whilst at Care Connexions UK, we will support you to attend college or training courses, including helping you with your homework, making sure you have the right equipment and providing interpreters to assist you, where appropriate. Also having trainer coming in to Diploma 2/3 in various subjects.*

*If you do not attend a local college or training (or are waiting for a place), we will ensure you have a plan to meet your educational needs.*

# **14. VALUING OTHERS**

*The staff will treat with respect and you are expected to treat other young people and staff with that same respect. We will encourage you to know your rights and to accept the responsibilities that go with them.*

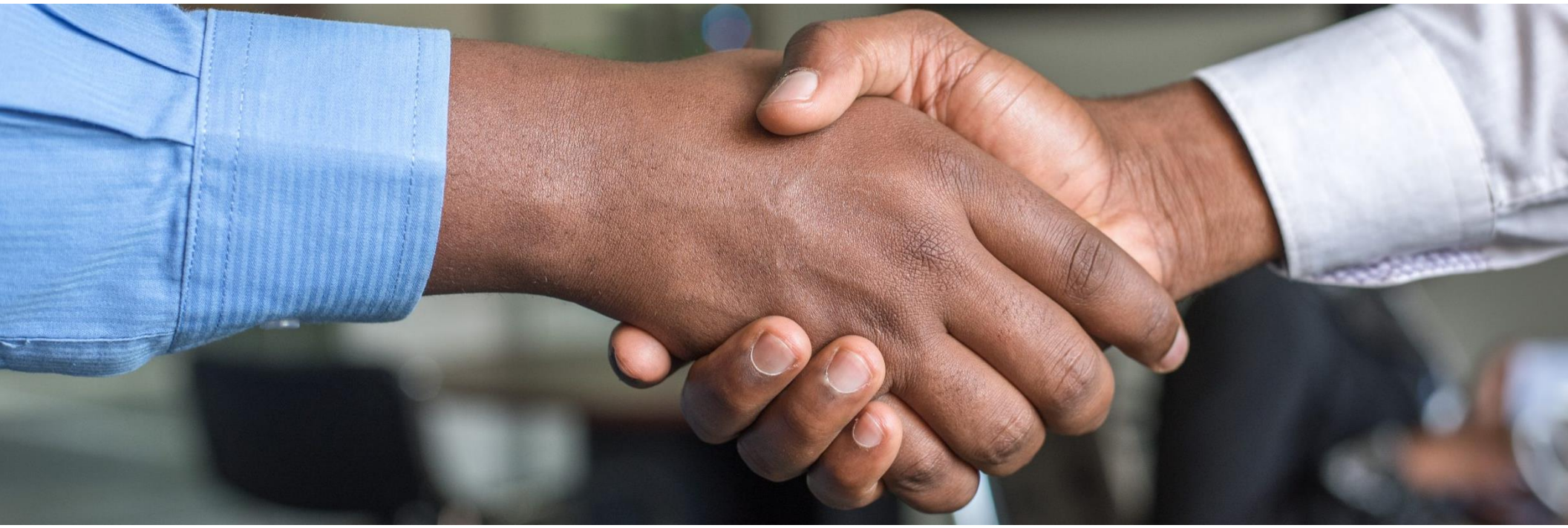
## **Your rights**

- *Your own privacy*
- *To be cared for*
- *Not to be bullied or intimidated*
- *To be heard*
- *Not to be put at risk by others*

## **Your responsibilities**

- *To respect others privacy*
- *To care for others*
- *Not to intimidate or bully others*
- *To respect others as individuals*
- *To listen to others*
- *Not to put others at risk*

*All of the above basics make for happy young people and happy staff*



## **15. A FEW OTHER RULES FOR ALL**

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*When you come to Care Connexions UK, your social worker has a duty to find out your wishes and feelings, your families' wishes and feelings and any other person who has parental responsibility for you affecting any decision about you.*

*This means that your culture may ask that you follow a certain religion, go to a particular college or eat special food. There may be other requests that apply just to you.*

*You may have some special rules too. You should explain these to us.*

### **How you will be treated**

*We have to follow rules too. The 'children Act' 1989 and Care Act 2000 which tells us what we have to do and what we are not allowed to do.*

- No one is allowed to physically hit you however you are not allowed to hit anyone either.*
- You can always see the doctor or dentist when you need to. We will not withhold medicine or medical treatment of any form as a means of punishment.*
- You will not be locked up at*
- We will not deprive you of sleep. Neither can you deprive others of sleep. We want everyone to have a good night's sleep*
- We will not fine you for accidents. However, if you deliberately break or steal something, you will have to pay towards its replacement*
- We will not stop you having family contact or a visit from your social worker but sometimes, the court makes orders, which, may mean these contacts cannot take place.*

## **16. IF YOU DISCOVER A FIRE DO NOT TRY TO PUT IT OUT**

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*Contact a member of staff straight away. (on 24hr number) if there is a fire and tell them exactly where it is. Call 999 emergency services and ask for the fire brigade.*

*In the event of a fire, the fire alarms will sound. Stay calm after you have made the call, listen to what the staff have to say. They will tell you which way to calmly exit the house and direct you to the assembly point.*

*Don't panic and don't waste time trying to take anything with you. Listen to the staff and exit the house as instructed.*

*Let the professionals do their job. Do not re-enter the building until you are told to do so by a member of staff.*

### **Evacuation/Assembly Point**

*Go to the nearest possible safety exit. Please assemble calmly and quietly at the front of the property by the entrance gates. A member of staff will meet you at the property if no-one is on duty at the time.*

*When you arrive at Care Connexions UK you will be taken through the fire procedures so please don't worry.*







**WE NEED YOUR AGREEMENT TO  
WORK WITHIN THE BOUNDARIES  
WE HAVE SET AT CARE  
CONNEXIONS UK**

(We understand that you may need assistance with going through the information written in this booklet if so please speak to your social worker or advocate).

I.....have read and understood the terms and conditions of living in Care Connexions UK properties and I agree to abide by these terms and conditions while I am living at this placement.

I understand that if I do not comply with the terms and conditions in this booklet that I am subject to having my placement reviewed by the company and in certain circumstances my place can be terminated.

\_\_\_\_\_  
Name of Young Person

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## CONTACT US

If you would like to know more about Care Connexions UK please get in contact.

Care Connexions UK

Surrey, UK

Phone: 0203-9837-111

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