



Welcome to Rosecroft

A Guide for Children and Young Adults

MY NAME IS:

58 Croft Avenue
Acklam
Middlesbrough
TS5 8AX

Office number: 01642 728821

Welcome to Rosecroft



Here at Rosecroft we understand how difficult it can be to move to a strange place where you do not know anyone. We are going to try really hard to make that as easy as possible.

We are here to listen to you and to provide a safe environment for you to live in.

This booklet will explain about living at Rosecroft. It cannot tell you everything, so ask if you need to know something. We will always try to help.



What's important to us

We will approach you in a friendly manner. *We will listen more.* **WE WILL ASK YOU MORE OPEN QUESTIONS.** **WE WON'T ACCEPT YOUR FIRST ANSWER.** We want you to tell us what happened. We will be more open about the impact of your behaviors. We will work 'with' you. **OPEN AND HONEST WITH EACH OTHER.** *Checking in with each other.* WE'LL ASK ABOUT EDUCATION. **POSITIVE COMMUNICATION.** *Discuss issues openly without issues.* Ask 'how was your day?' Say hello, goodbye, good morning, good night'. **ASK MORE ABOUT YOUR FEELINGS.** *Ask you to be involved in de-briefs.* **WE WILL INCLUDED YOU MORE.** *You will be involved in decisions.* Clearer end point. WE WILL TREAT YOU AS INDIVIDUALS. **GIVE YOU YOUR OWN SPACE.** **Spending more time in the home together.** **Group activities.**

ROSECROFT

WELCOMING. **Family Environment.** Strong relationships. Routine. **Settled.** Encouraging. **CARING. POSITIVE.** Relaxed. **SAFE.** **HAPPY.** **Clean.** **Supportive.** Experienced. **SECURE.** **Homely.** Approachable. **FUN.** *Entertaining.* **Exciting.** Organised. **CHARITABLE.** Share emotions. **SHARE INTERESTS.** **Laughter.** **Friendly.** **Memories.** **BE YOUR TRUE SELF.** *Be human.* Days out.

The people who live at Rosecroft

Rosecroft is a home for children and young people, usually between the ages of 11 and 17. Both boys and girls can live here.

Up to five young people can live at Rosecroft at the same time. Most of them are from Middlesbrough, but some may have lived in other places before coming here.

Everyone at Rosecroft is here to feel safe, be supported, and get ready for the future. You'll be living with other young people who may have different experiences, but we all respect each other, help each other, and make Rosecroft a friendly and fun place to live.



The people who work at Rosecroft

The people who work at Rosecroft are chosen because they want to work with young people and because they are able to help and support you. They will help you think about what has happened and help to plan for your future as your future is important to us.

They are known by their first names. The person in charge is called Kalia. She is responsible for Rosecroft and for making sure that you are provided with the right help and support.

Most of the people who work at Rosecroft do so all the time and you will see them often. Sometimes there may be other people who help out if extra help is needed. You may see them less often. Eventually you will meet everyone.

Staff will always be available to help and support you and there will always be someone there if you need someone to talk to.

Faces you will see around the home

Ann English, Residential Manager



Hi, my name is Ann and I'm the Residential Manager here at Rosecroft .I spend my free time with my horse Sally, looking after her but I no longer ride as she is retired. I also love beach holidays where I can be nice and Clean for a change.

Lizzy Adams, Senior Residential and Edge of Care Worker



Hi, my name is Lizzy, and I love being outdoors especially in the summer when I go on walks to places like Roseberry Topping or the Lake District. I have been travelling and want to visit more places all around the world. I like to chill out in my kitchen with friends and cook nice food with my music on and love going to gigs and festivals like Glastonbury.

Andrea Duncan, Senior Residential and Edge of Care Worker



Hi, I'm Andrea. I love to travel and see new places, mostly in the sun. I adore my little dog's Winston & Casper and going on walks with them. I am also a TV freak and watch everything.



Melanie Hartley, Residential Support Worker

Hi, I am Mel – I have enjoyed working at Rosecroft since September 2017. In my free time I love spending time with my family and going on holidays. I love gardening and decorating. I don't really like spicy food.



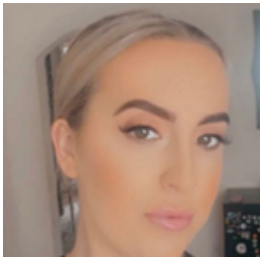
Anthony Herlingshaw, Residential Support Worker

Hi, my name is Anthony I have enjoyed working for the homes since June 2018. In my free time I love spending time with my kids going swimming and going to theme parks.



Anne Marie Kelly, Residential Support Worker

Hi, my name is Anne Marie. I love to go walking and swimming. I love to read a good thriller book. I love to cook and bake and like holidays in the sun



Emily Dodgson, Residential Support Worker

Hi, my name is Emily. I love taking my daughter competing/showing with the horses. I spend my free time shopping, socialising, and eating.



Isobel Stephenson, Residential Support Worker

Hi, my name is Isobel. I enjoy going for walks on the beach with my dog, Bobbie who is a Golden Labrador. I like to cook, especially baking cakes.

I also love going to concerts, my favourite band is The Killers who I saw at the Riverside stadium.



Kevin Walpole, Residential Support Worker

Hi, my name is Kevin. I usually spend my free time with my family. I like to go fishing, walk the dogs and love to watch Rugby.



Bethan Parker, Residential Support Worker

Hi, my name is Bethan. I like to spend my free time with my brother and my cat. I like to watch all kinds of series on TV. I also make a banging cheesecake!!



Terry McNeill, Senior Residential and Edge of Care Worker

Hi, my name is Terry and I enjoy watching and playing sports, mainly football and rugby but my favourite sport is Judo where I'm a 1st Dan Black Belt and Level 2 coach. I like to go to watch the Boro play and like going to gigs and concerts.



Angela Jacques, Residential Support Worker

Hi, my name is Angela and my favourite colour is red. I like all types of animals; my favourite are dogs and I love spending time with my grandchildren in my spare time.



Sam Brown, Casual Residential Support Worker

Hi, my name is Sam. I enjoy spending time with family & friends, going to the cinema and travelling especially to sunny places! I enjoy keeping fit often taking part in the great north run. My all-time favourite TV programme is Friends. I also have a cat called Ali and love animals.

#Key Workers

Everyone who works at Rosecroft will try to help you, but one or two people will be responsible for working more closely with you and trying to help. They are called a “Key” worker because one of their jobs is to ensure that there is a close “Key” between you and your social worker and any other person who is working with you.

They might:

- Help you make contact with people who are important to you.
- Contact people on your behalf.
- Attend meetings with you.
- Express your opinion at meetings if you do not want to attend.
- Go with you to appointments.
- Help you to think about what you want.
- Spend additional time with you so you are able to talk about any issues or problems.
- Help you understand what has been agreed at meetings.

- Help you plan for the future.
- Signpost access to files and recordings. Young people and families can request to see information on file about themselves.
- Help support you in your skills towards being independent.

MY KEYWORKER IS:

Routines

Monday - Friday

- Every morning staff will follow your plan and make sure you are up and ready for the day.
- Every day, you'll have a bath or shower and brush your teeth. This helps you stay clean, healthy, and feel good! Staff will remind you and help if you need support.
- If you are not in full time education or employment you will be expected to have support or learning sessions in the home. These are to help you build skills for your future.
- Staff will also complete several checks on you throughout the day to ensure you are safe and okay. These may be a mixture of visit, text or telephone calls.
- You will have an allocated day of the week when you receive your pocket money or allowance, on this day staff will make sure your bedroom is clean and tidy. Staff will help you with this.
- You'll have a weekly session at Rosecroft to plan your week with staff. This helps you stay organised and on track.
- You will be expected to do any necessary laundry each day and staff will help you learn how.
- On a Sunday staff make a menu for the week of meals. You will help choose the menu, so it has food that you like
- Staff will help you learn how to prepare and cook meals so you can feel confident in the kitchen.
- You'll have a set time to return to Rosecroft each day, so staff know you're safe and settling in for the night.

- To help you sleep well and feel ready for the next day, staff will support you in creating a calm bedtime routine.
- It's important to remember that other people live at Rosecroft too. We all share the space, so we need to be kind and respectful—especially by keeping noise levels down. This helps everyone feel calm, safe, and happy in their home.

Examples of Support Sessions at Rosecroft

Exploring current traineeships	Job hunting	CV building
Independent living support	Interview skills workshop	Cooking classes
Online safety	Money matters workshop	Emotional support/strategies
Hobbies	Activity Clubs	Homework

Saturday-Sunday

- On a weekend, it's nice to stay up a bit later but we still need to get to sleep on a night, so we are well rested.
- To help your body and mind get ready for sleep, it's a good idea to turn off electronics like your iPad or TV and put your phone away.

- It's sometimes nice to have a lie in on a weekend and staff will complete their 1st check on you a little later.
- If there's something fun, you'd like to do on the weekend—like going out, doing an activity, or trying something new—just let the staff know!
- Every Sunday, we love to cook a yummy Sunday lunch together! It's a great time to help in the kitchen, learn how to cook, and enjoy a nice meal with everyone.
- Every now and again we might have a takeaway on a weekend after a young person's meeting. We also like having movie nights and watching Netflix's again you are welcome join us.

We ask all those who live and work at Rosecroft to:

- Be kind to everyone
- Make sure yourself and others are safe at all times
 - Not bring drugs, solvents, or alcohol into the home
 - Not light fires or burn candles
 - Be considerate of others on a nighttime and keep noise levels down and allow people to get to sleep as we understand this is important for your education.
 - Be respectful of other people's space and keep visitors downstairs
 - Be considerate about who you are bringing into the house and how this may affect others.

Internet and Wi-Fi



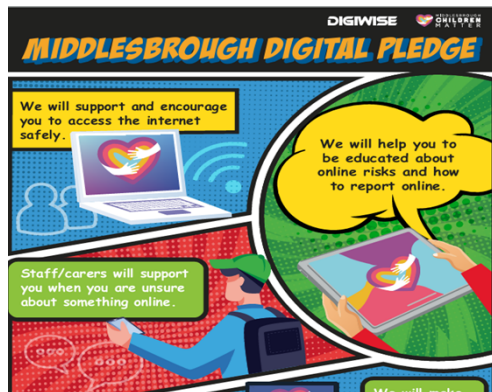
At Rosecroft we understand that the internet and access to this is important to you for your development and growth as young people. We have a responsibility to keep you safe and if you choose to access the Wi-Fi within the home you need to understand that your usage will be monitored to ensure that you are safe. Prior to accessing it we would ask that you complete a one to one with your Link Worker so that you understand about the risks and keeping yourself safe and complete a digital passport.

We want you to keep your username and password safe and secure don't give them to anyone and please don't access anyone else's.

When using social media please don't post anything offensive or upsetting to anyone, if you do your access maybe limited and if this happens to you, please speak to staff about this.

Please don't share any picture that you or someone else would find upsetting and always ask permission before uploading any pictures of your peers or staff.

Should issues arise access to the internet could be limited whilst we support you to improve your understanding by completing one to ones or group work around keeping yourself safe prior to using the internet again.



ng Stan



Clothing

We understand the need to look good and that new clothes are a very important part of this. So that you can go shopping and buy the clothes you like you will be given a monthly clothing allowance. If you're 16 or over this will be £85 a month and if you're under 16 then it will be £70 per month. However, if you need clothing for school or a particular activity i.e. the gym then we will purchase this for you.

Pocket Money

We know that alongside your essential items you also need a bit of spending money so that you can buy some nice treats, that new game/DVD/eyelashes etc. you want or maybe some new makeup. To help you do this you will be given a weekly pocket money allowance. At age 11 you will receive £9 and will receive an increase per year to a maximum of £16 at 16 years.

Toiletries

It is important to your personal health and hygiene that you have access to toiletries. We will provide these for you and will be able to support you if you have any particular needs. We will also provide more non-essential toiletries such as fake tan, however, the amount will be agreed between yourself and staff.

Hair

We understand the need to look good and we want to support you in this. So that you can maintain your current hair style we will provide support with paying for hair maintenance.

Growing up

We will do our best to prepare you for adult life with this in mind at 16 you will get a weekly budget of £73.14 a week. We will help you to learn about paying bills £20 will be taken and put aside for gas, electric, water and rent. This will leave you £53.14; you will be expected to complete a food shop each week and staff will support you to budget for this. It's important to us that you are able to budget your money when you move on from living with us. The remainder of your money will be expected to cover the cost of things like clothes, haircuts, toiletries, and activities. You will get £100 every six months to spend on clothing. If you want to complete a savings plan staff will help you with to.

Meetings and agreements

When you are planning to move to Rosecroft we will come with your social worker to discuss with you what life will be like, what we would expect of you but also what you expect from us as your views, wishes and feelings are at the heart of everything we do.

We will talk to you about:

- Who you can visit
- What time you need to come back
- Who can visit you
- Meals
- Bedtimes
- Money
- Anything else that is important to you



All these things will be different for everyone. We will listen to what you say and try to ensure that we do as much as we can to make Rosecroft a place where you feel comfortable.

We will ensure that we speak with you on a regular basis so that you have time to express your views and opinions. We will also ensure that there is always someone available for you to talk to.

Fun and Activities

There are lots of fun things to do at Rosecroft, and you get to choose what you'd like to take part in! If you already go to clubs or activities outside the home, staff will help make sure you can still go.

Each week, staff will help you make your own activity planner. This is where you can decide what you'd like to do during the week/weekend—whether it's something new or something you already enjoy.

At Rosecroft, we have:

- Loads of films and Netflix
- Arts and crafts
- Board games
- Baking
- Pamper evenings
- And much more!

If you've finished school and are getting ready to live more independently, you'll start learning how to manage your money. This means planning how to spend and save, especially for activities that cost more. Don't worry—staff will help you with your budget and show you how to find free or low-cost things to do in the local area and even further away.



Staying safe when out and about

As we truly care about you, we need to know that you are safe when you are out and about. We will ask you to keep in touch with us whilst you are out so we know that you are ok.

If you do not come home when we expect you to we will worry about you. We will discuss with you what steps may need to be taken to keep you safe should you not return, we may need to inform the police or your family.

We work closely with the police and Barnardos to ensure you are safe. These are some of the faces you may see around the home.

You will see PCSO Richardson and PCSO Woollas from time to time as he enjoys visiting your home to see how you are doing and if there is anything he can do to help you. If you want to speak to him about anything at all, please just ask a member of staff and they will get in touch.



Martyn O'Riordan

Hi, I am Martyn. My currently role is a missing from home worker. This involves visiting young people and families when the parents or carers have reported their child / young person missing. I talk to young people and try to find out about the reasons why they went missing and to offer support. I am independent from Police and Social Workers, this gives young people room to discuss things about their parents/carers, placement, or anything else that might

be a problem. I can raise concerns and anything the young person is unhappy about on their behalf. Hopefully this will help to change the situation and may lead to the young person not going missing anymore.

Religion and Culture

If you want to attend church or you have a particular culture or custom that you would like to follow, then we will support you in this.

If at any point you want to change your religion or start practicing a religion then we will support and guide you in this. If you're interested in attending any festivals please let us know, from time to time we may suggest that we all attend an event this is just to improve our understanding of the cultures you may meet in your life.



Health and Hygiene

We want to help you to be healthy. We will speak open and honestly with you about health and hygiene and will ensure someone is always available if you need to talk about this. We will talk about the dentist and the doctor. If you like the ones you have seen before we will try to arrange for you to carry on seeing them.

We will help you attend any appointments. If you are worried or unsure about anything you can discuss this with your Link Worker, social worker or any of the people who work at the home. They are there to help you.

We hope you will not smoke, but if you do this must only be in the back garden when you're at Rosecroft. You are also not allowed to smoke or vape in your room as this is a serious fire hazard and we need you to keep yourself and others safe. If there are any smoking materials left around these will be confiscated. We will try to help you stop smoking.

We will encourage you to wash and clean your teeth.



Education/Training/Employment

Education/Training/Employment will be discussed with you when you come to live at Rosecroft. We understand it is important for your future for you to be in some form of education, traineeship or employment and we will support you to succeed in gaining this depending on which path you choose.

As we want you to succeed we will support you in:

- Making sure you have the right clothes and equipment
- Waking you up on time
- Making you a healthy breakfast before you go and ensuring you have lunch for the day
- Any tasks you may have
- Going to any meetings
- Helping you celebrate when things are going well
- Working hard to achieve your goals



Keeping you Safe at Rosecroft

The grown-ups who work at Rosecroft are here to help keep you safe and happy. Sometimes, it might feel like they're getting in the way or stopping you from doing things—but they're doing their best to look after you.

If a staff member asks you not to do something, it's usually because they're worried it might be unsafe for you or someone else. If you ever feel something is unfair, you can always talk to a staff member—they're here to listen and help.

Sometimes, you might want to tell someone something private. Staff will try to respect that, but if they think you or someone else might be in danger, they may need to talk to your social worker or even the police to help keep everyone safe.

To help keep Rosecroft safe:

- There are cameras outside the building.
- There's a sensor on the landing door, so if you go downstairs at night, staff will know and can come to support you.

We're all here to make sure you feel safe, cared for, and supported.

Staff will check in with you throughout the day to make sure you're okay.

**SAFETY
MATTERS**

These checks might be:

- A quick visit to see how you're doing
- A phone call if you're out and about

It's just one of the ways we make sure you're safe, supported, and doing well.

Anti-discriminatory practice and anti-bullying

Everyone at Rosecroft is expected to promote equal opportunities and challenge any form of discrimination. This includes those who live at Rosecroft and those who work at Rosecroft.

We will make sure someone is available to talk about this and ensure that everyone is aware of their rights.

No one should be bullied at Rosecroft. Young people should not bully each other or bully the people who work there. The people who work there must treat everyone with respect.

Bullying can include name-calling, teasing, threatening, hitting, stealing, or damaging property.

Anyone who feels that they are being bullied must tell someone immediately so it can be stopped.



Managing difficult times

There are times when everything seems very difficult and upsetting, or when someone can make you feel angry. This happens to everyone. We will try to help you find ways to manage this.

Usually this means that you will be able to talk through what is wrong, or you may just need some time to yourself. A walk or some time out may help.



If you cannot manage your upset or anger and you try to hurt yourself, hurt someone else or seriously damage the home then the people who work in the home will help you. We will make sure we are here to talk through your problems and try to offer solutions, we will always be there to support you.

We expect everyone to be respectful to each other, to staff and to property. However, we understand that sometimes life can become frustrating and that we can say things that we regret or do things that we are sorry about. We will be there to support you through these difficulties and to help you find better ways to manage your frustration or anger.



At Rosecroft we try to talk about problems and come up with solutions together. We try to think about how our behaviors have impacted on others and think about how we can avoid this happening again.

Celebrating good times

It is important to everyone that they feel someone notices when something goes well.

Rosecroft is a place where we will help you to enjoy life and where we will support you to achieve great things. We are very focused on you having positive outcomes.

We are always looking for a reason to celebrate! We will talk to you about this and think with you about what you would like to achieve and how we will celebrate.

For example, you might do really well at school/college or work and we might buy you a game or go out for a meal.

You might manage a difficult meeting really well and we might go shopping with you afterwards to get something nice.

We want to help and support you in any way we can.



Your Room at Rosecroft

At Rosecroft, you'll have your very own bedroom. It's your space to relax, take a break, and feel comfortable. In your room, you'll have a small box with a lock where you can keep special things that matter to you.

If you have something valuable and you're worried it might not be safe in your room, just let a staff member know—they can look after it for you.

There's also a laundry room where you can wash and take care of your clothes. Don't worry—staff will be there to help you learn how to do it. We think it's really important to help you become more independent and confident.



Room searches

To help keep everyone safe at Rosecroft, staff might sometimes need to check inside bedrooms. This doesn't happen very often, and only if there's a good reason—like if they think something unsafe might be there.

Most of the time, you'll be told before a room search happens. If that's not possible, staff will always let you know afterwards.

In very rare situations, the police might search a room if they think a crime has happened.

Staff have master keys to all the rooms, so they can get in if they need to. But they'll always try to talk to you first and explain why.

Remember, this is all about keeping you and everyone else safe.

The National Youth Advocacy Service

This offers independent and confidential information, advice advocacy and support to young people who want to have their wishes and feelings heard in circumstances where decisions are being made about their life. It offers help to young people;

- In need or despair
- In trouble
- In care or leaving home



- With difficulties at school
- Who feel they are not being listened to

You can contact them:

On Freephone 0808 808 1001 Mon –Fri 9am – 6pm

Or telephone 01516498700 (Head office) Mon – Fri -9am -5pm

Or send an Email to info@nyas.net or main@nyas.net

or send free post to: NYAS Tower House, Tower Road, Birkenhead, Wirral, CH411FF.

Email nyas@charity.vfree.com

Web site www.nyas.net

As part of making sure that all of the young people in a home are kept safe and their best interests are met by the staff, an Independent Visitor must visit the home every month to check this. They are not employed by the council and the National Youth Advocacy Service (NYAS) provide this service for this home.

The Independent Visitor checks records, interviews staff, speaks to parents, professionals and the young people in the home. After the visit, the Visitor writes a report that is sent to the Manager so that all staff and young people can read the report. Sometimes there are recommendations in the report and the manager needs to consider them and decide what will be done. The report is then sent to Ofsted.

Sometimes your Independent Visitor might change, and that's okay. But it's usually better if they

stay the same person. That way, you can get to know them, feel comfy talking to them, and build a good friendship.

We'll give you a little profile about your Independent Visitor. It will have their photo, tell you what their job is, and share a few fun facts about them—just like we do for the staff team!

Independent Reviewing Officers (IRO)

Independent Reviewing Officers are there to make sure that you are being treated well and that your views and wishes are being listened to. They will chair your review meetings and will make sure the agreement that was made when you came to Rosecroft meets your needs. They will also make sure that other people do what they agreed to do.

It is very important that your IRO knows how you feel and what you want to happen.

An IRO's role includes quality assuring a child/young person's plan.

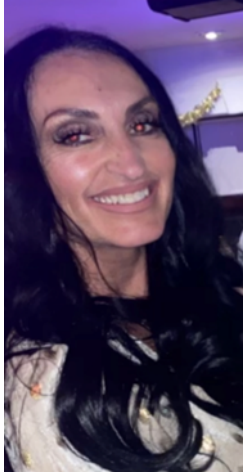
Worried or unhappy?

If you are feeling unhappy or worried then talk to someone, most problems can be sorted out.

From time-to-time senior managers will visit the home and they are always happy to speak with

you. The faces you may see are:

Tara Rudd, Service Manager for Supported Accommodation and Residential



Hi, my name is Tara, I'm the Registered Service Manager for supported accommodation and residential homes. That means I help make sure everything runs smoothly and safely.

You might see me around because I love visiting the homes, chatting with you, and talking to the staff. I'm here to listen, help, and make sure you feel happy and supported.

I love to climb mountains, go on holiday and spend time with my family. I can also cook an amazing parmo!



If you feel that you wish to complain
About something which has happened request a complaints form.

Rosecroft is run by Middlesbrough Council.

The Corporate Complaints Manager is Claire Roberts and for point of call is Michael Hooker and Claire Risker and you can contact Michael on 01642 729815 and Claire on 01642 729459.

Every month an Independent Person visits Rosecroft to check that all is as it should be. If you

are not happy about something that has happened tell them.

You could also consider telephoning **Child Line** – 08001111, or the **National Youth Advocacy Service** 0800 616101.

You can also make a complaint to **OFSTED** (Rosecroft Registration Number: SC472392)

Her Majesty's Chief Inspector of Education, Children's Services and Skills (HMCI) is Amanda Spielman.

You can contact OFSTED on 0300 123 1231.

The address is OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD.

Dame Rachel de Souza

Children's Commissioner for England.

Dame Rachel and her team help protect the rights of all children in England.

She will make sure children are:

- Listen to



- Be able to tell other people your views and interests
- Be a part of the decision making about you and your future.

Dame Rachel brings matters that affect children and young people's rights to the attention of Parliament, local government and others.

**You can get in touch with Dame Rachel and the team @:
Office of the Children's Commissioner-
Advice and assistance.**
Freephone (0800 528 0731) this phone number is free from
landline, but may cost from mobile
or post to:
Children's Commissioner for England
Sanctuary Buildings
20 Great Smith Street
London SW1P3BT
You can also phone:
Coram Voice: 0808 800 5792

Final thoughts

We hope that you will enjoy life at Rosecroft.

We understand that it may not always be easy, however, we will always be there to help and support you.

Rosecroft is managed by Middlesbrough Council, our ethos is rooted in building authentic, therapeutic relationships using Dan Hughes' PACE model as our foundation.

We have also signed up to "The Pledge" and has committed itself to supporting young people to be cared for and cared about.

There is more information about "The Pledge" and about the "We Matter Group" at Rosecroft – ask your Link Worker for more information.

