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Welcome to

324 Burgess Road, Southampton

SO16 3BJ

### **Welcome to Northbright Care Supported Living**

We support young people aged between 16 and 21. We will support you as a young person, to focus on your strengths and build positive support networks to achieve your aspirations, your full potential and better life outcomes. Whether you aspire returning to education and training, finding meaningful work, securing your future home or even making new friendships we are here to help you develop the life skills you need to live independently in the community.

## **AIMS AND OBJECTIVES**

### **We aim to:-**

- Provide a safe, nurturing and empowering environment for you as a young person to live in, and to gain the confidence and develop the skills needed to enjoy a successful pathway to living independently.
- Provide a positive learning experience for you as a young people.
- Address your wider support needs and encourage opportunities for personal development and achievement.

### **Objectives In relation to young people**

- To provide young people with support and accommodation to ensure that they are safe and have a positive experience on their pathway to independence
- To offer an outcome-focused support service within a small highly personalised family home environment for up to four young people at any one time
- To provide young people with accommodation that is stable and appropriate to their needs whilst encouraging personal choice and creating “a sense of home”
- To provide a structured, stimulating, caring and safe environment that is free from prejudice and discriminatory behaviour
- To create an environment which offers young people the opportunity to be listened to and express their wishes, needs and feelings
- To help young people on their pathways to independence.
- To encourage young people to develop their individual identity and a positive self-image through treating them with dignity and respect and reinforcing positive behaviour
- To use motivational interviewing skills and solution focused support to recognise and draw upon young people’s strengths, coping skills and achievements in overcoming problems and obstacles

- Support that encourages each young person to take control of their lives and work towards achieving their personal goals
- To respect young people's privacy and confidentiality
- To maintain and support young people in promoting and developing their health, educational and personal development needs
- To encourage and enable young people to maintain/develop positive relationships with their peers, family/carer networks and the wider community.
- To ensure young people have the skills and knowledge to access support services in the wider community
- To place young people's needs at the heart of service design and delivery.
- To encourage young people's feedback and involvement in decision-making processes and house activities

Support is focused on:

- Accommodation
- Learning, training and work
- People and support
- Health
- How you feel
- Choices and behaviours
- Money and rent
- Practical life skills (Skills-budgeting, CV writing, food shopping, employment)

You will have a key worker with whom you will have 1 to 1 sessions. The sessions will be arranged with you. The sessions will help us identify those things most important to you that you want to achieve and together we will work out and agree how we will help you to do so.

We have an open-door policy for you to raise any issues, questions, or worries you may have at any given time. Please feel free to let us know if there is any information which you are not sure of. We will help and explain things to you.

We hope that you like your room and surroundings. We have given you a starter pack – a box of essentials for your first day with us, these are yours to keep.

We want this to be a home you cherish for as long as possible – Enjoy!

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### **Your new home and what we offer**

324 Burgess Road is the home that you will share with other young people. You will have your own room with a key. This will be your private area.

324 offers exceptional quality in the physical environment and services delivered. The home has easy access to local services such as shops, restaurants, colleges and public transport links. There is easy access to Southampton City Centre by bus or train. There are good transport links with a good bus network on Burgess Road to Southampton city, Eastleigh, Winchester. Swaythling Train Station is only 0.6 miles away and will take approximately 11 minutes' walk.

#### **The house:**

The home creates an independent living environment with a homely atmosphere, allowing privacy and social functioning to ensure that you feel at home.

324 Consists of:

- 4 Bedrooms

Shared communal facilities:

- Large lounge area
- Large kitchen
- 1 x downstairs toilet
- 1 x upstairs bathroom with toilet and shower
- Gas & Electric heating
- Large rear garden
- Wi-Fi and TV

Northbright Care Supported Living will be working in partnership with local authorities and other relevant agencies and professionals to provide you with tailored care, support and assistance which includes the following:

- Maintaining a tenancy
- Managing finances (budgeting and benefits)
- Cooking, cleaning and shopping
- Building positive relationships
- Accessing education, training and work
- Dealing with personal correspondence
- Building confidence, resilience and self-esteem
- Maintaining health, safety and security
- Participating in creative and recreational activities
- Accessing religious and cultural activities
- Signposting and accessing other services
- Support to develop a range of skill tools to support your independence
- Planning a successful move-on

### **The part you play: (What we expect from you)**

We are committed to supporting you to achieve your full potential and move into independent living. It is however important that you play your part and fully engage with support provided. We will respect your individuality and we hope and expect you to respect others around you including our staff.

We will support and work with you to help you make changes in your life. Together, with you, we will review and make changes to your support/pathway plan in helping you achieve the positive outcomes you need to live independently and become a responsible citizen. We will use different tools to communicate, monitor and record the support we provide. This will help improve our understand of you and avoid

things that hinder us working together. This will also help us find alternative and positive ways of supporting you to achieve the right outcomes and your full potential

## **Our Services**

We will support you to achieve your aspirations on your pathway to independence. To achieve this we will use personalised care and support/pathway plans to support and help you to develop independent living skills

### **Our Staff**

Our services are delivered by highly dedicated and trained staff who are on-site 24 hours a day, 7 days a week, giving you, as a young person, peace of mind that support is always at hand. There is also a telephone support service, should you require further assistance.

Our staff will:

- Establish positive and effective working relationships with young people living at 324 Burgess Road
- Work in partnership with referring agencies and wider multidisciplinary networks through forming professional and productive working relationships
- Facilitate/participate in effective integrated working with relevant support agencies underpinned by clear joint-working protocols/agreements
- Work in partnership with parents/carers and/or other relevant adults
- Deliver services within an equal opportunities framework and to actively demonstrate anti-discriminatory working practices +
- Participate in relevant network meetings/case conferences and provide comprehensive written/verbal information as requested

You will have support sessions with your key support worker. If for any reason you are not happy with your key worker, please speak with the manager.

## **You will be supported in the following areas in your pathway to independence:**

### **1) Accommodation and Key work sessions:**

- We will provide a clean, friendly and homely environment and accommodation – with a starter pack to provide you with your daily living essentials.
- The accommodation will have staff on side 24 hours a day 7days a week.
- We **WILL BE** responsible for all general repairs and maintenance.
- We will however not be responsible for any wilful damage to property
- We **ARE NOT** responsible or liable for your own personal belongings, if anything is lost or damaged that is your own responsibility.
- All key workers are able to offer advice and support you during your stay with us.

- Please use your key worker sessions as your time to seek advice, discuss, complain or simply talk through your feelings

## **2) Education, Employment, Activities**

- Support with and accessing apprenticeships, training and education.
- We will help identify colleges, courses and employment opportunities.
- We will help and assist you with writing your CV, complete application forms and prepare you for interviews.
- Accessing recreational activities and clubs (sports/music/dance/creative arts)

## **3) Health**

- We will support you to register with local health services (GP, dentist and optician)
- We will ensure you are aware of the location of the nearest hospital, NHS walk in health centre, sexual health clinic, alcohol, drug and substance misuse service, One-stop information service and other services that may be of help.
- You will be supported to access specialist counselling services, professional help and/or other agencies where required from Child and Adolescent Mental Health Services(CAMHS) or Youth Counselling Services and or MIND
- Arranging and attending appointments.
- Liaising with social worker, doctors, family and other professionals or individuals around you.
- Support you in dealing with difficult emotions such as stress and anxieties
- Prompting and supporting you with the correct use of prescribed medications
- Arranging prescriptions and medication collection from the pharmacy.

## **4) Managing Budgeting and Independence**

- Helping you plan for your money for food, bills, clothing, recreation etc.
- Supporting with welfare benefits claims,
- Supporting with opening a bank account.
- Raising your awareness on healthy eating and nutrition.
- Help with preparing shopping lists, shopping and preparing meals.
- Supporting with routines and personal hygiene(cleaning home/room, making bed, laundry, ironing)
- Health & Safety advise on kitchen and home operating & maintaining kitchen equipment.
- Advise on fire safety, food hygiene and storage
- Support developing life skills and confidence.
- Assistance with maintaining contact with family and friends.

## **5) Partnerships/ working together:**

- We will build a safe network of support by working liaising with professionals and agencies needed in your life
- We will work closely with the local authority and social work team to ensure you have access to the services that meet your needs
- Support you to observe religious and cultural beliefs
- Reporting repairs and maintenance issues
- Support with organising social events
- Every month your keyworker will submit a report about how you have settled in, your progress, opportunities identified, your strengths and weaknesses and will provide you an opportunity to give your views and comments.

## **The following professionals may come to offer your support at the unit:**

- Connexions Advisor
- Health Professional
- Care leavers
- Police Officers
- Alcohol and substance Misuse team
- Education Welfare
- Housing officers
- Youth offending workers

## **Resident Meetings:**

Resident meetings will be held on the first Monday every two weeks to discuss:

- the daily running of the house,
- house meals
- the cleaning rota
- other any issues,
- suggestions you wish to raise.

Staff will facilitate the meeting. You will be supported to chair and manage meetings as part of your development and pathway to independence.

To support you with managing your money, gaining life skills in preparing food and getting all house mates together for a homely time, staff will prepare at least one meal a week as agreed in house meetings. Or important events and dates in your life such as birthdays. You can invite at least one guest every week to the house. We however ask that you let staff you well in advance to give them time to prepare. All we ask is that you let the staff know well in advance, so they have time to prepare.

**The above list is not exhaustive. Other areas may be introduced and/or the existing tasks itemised may be revised or withdrawn in accordance with future developments. A contract for our services can include any combination of the above tasks as identified in an individual needs assessment and pathway plan**



## Staffing the Home

324 Burgess Road will be staffed on a 24-hours a day and 7 days a week, as follows;

### **Monday – Sunday**

4x Full Time Key Worker 07:30 – 20:00

1x Team Manager onsite

1x Waking night – Support Staff 20:00 – 08:00

1x Registered Manager- on call 20:00-08:00

The Registered Manager would also support the team from 9 – 5pm, Monday to Friday with provision for 24 hour on call roster between the senior staff/or manager and on- duty worker in the case of emergencies.

## Visitors and guests

All visitors to 324 Burgess Road are required to report to the office and sign the visitor's book when they enter the premises and sign out when they leave.

- All young people have to request 1 day in advance should they want to bring any guests/visitors/family member – this will have to be approved by management.
- All residents will be allowed to request 1 guest per person, however we may be willing to allow a couple of friends over to visit but this will need to be discussed and approved with us in advance.
- All guests must sign in and out using the visitors book provided and give reasons for their visits.
- All guests under 16 will be hosted in the communal living room/dining room and **shall not** be allowed into individual bedrooms
- All visitors to be accompanied at all times by their host
- No guests are allowed to stay overnight
- We ask that all residents must be indoors by 10pm, (unless other arrangements have been made by your local authority or social worker)
- All guests and family members are required to leave the premises by 10pm

- Quiet hours are observed from 9pm – 8am. Televisions, radios and other sound equipment must be kept to a minimum with regard to housemates and neighbours. Loud music/noise is not permitted; residents should use earphones during these hours.
- If it's your birthday or a special occasion, we may allow you to have music up to 9 pm
- You are responsible for the behaviour of your guests, so you must ensure you know and can trust the people you invite to your home.

It is our responsibility to ensure that your welfare and wellbeing is promoted and that you live in an environment safe from any behaviours that may put yourself, others, our staff, neighbours and the local community at risk. Even though we may use this as a last resort we may be forced to ban people from being at 324 Burgess Road

**If someone is banned from the unit, allowing them entry may result in you receiving a warning.**

### **House rules/ Young people code of conduct**

We believe that every young person has a fundamental right to respect as a unique individual regardless of status, sex, age, religion, race, culture, sexual orientation, language, ability or contribution to society. We also believe that every young person in fulfillment of that right should have opportunities to live a full life with dignity, self-determination and responsibilities. To ensure that each young person at 324 Burgess Road will enjoy their rights and privileges we have rules and regulations in place. We therefore ask that during your stay with us you observe the house rules and regulations.

The rules and regulations are:

- All communal -(such as hallways, stairs, kitchen, bathroom and sitting room), must be kept clean and clear at all times.
- Wash and put away dishes and all cooking utensils after use, on a daily basis – you will be allocated a space in the cupboard for your things and will be required to keep them clean.
- We will ensure you will have access to cleaning items, tea, coffee, sugar and milk at all times.
- Clean the stove/cooker thoroughly both inside and outside after every use, to remove traces of food and maintain hygiene

- Clean the refrigerator inside and outside, removing all spillages from shelves and door trays
- Mop the kitchen floor to avoid any accidents and to maintain hygiene.
- Put all rubbish in bin bags: Bin bags must be put outside in the big refuse bin(s) near the garden provided by the borough – in time for refuse collection. Residents should take this in turn.
- Clean the bathroom thoroughly to remove personal debris, after use including the floor, basin, toilet area should be disinfected.
- It is the residents' responsibility to maintain their own living area and keep their living area clean and tidy, clear away items used in food consumption and ensure unwanted items are properly disposed of.
- All residents are expected to treat other residents and members of staff with dignity and respect at all times.
- Verbal or physical abuse towards other residents or staff will not be tolerated.
- Residents must not cause deliberate damage to any other persons property.
- No resident is allowed to have visitors after 10pm
- No resident is allowed to have visitors remain on the premises over night
- No resident is allowed to have guests under 16 years old to accompany them to their bedroom.
- Smoking is strictly not permitted in the house or in your bedroom. There will be a designated smoking area in the garden (all cigarette butts must be disposed accordingly in the outside bin) – if you are found smoking in doors this will be considered as a formal warning.
- Illegal drug use is prohibited. Use of illegal drugs is an offence and will be considered a violation of the agreement signed by the resident.
- Alcohol is strictly not permitted in the house
- The use or possession of any weapon is strictly prohibited and will result in immediate termination of contract.
- Fighting and action or behaviour likely to cause harm are not allowed and will not be tolerated
- Respect yourself and other residents and take responsibility for yourself and your property. Northbright Care Supported Living will not be liable for any damage or loss of property while in our provision.

- You are solely responsible for your belongings and personal items. Northbright Care Supported Living takes no responsibility for the loss or damage to your personal items and will not be held liable for any damages to them.
- Do not infringe on other people's privacy or interfere with their personal property (or that of their family members, guests and visitors)
- Report immediately to staff or management any and all damage to property contents, fixtures and fittings.
- Quiet hours are observed from 9pm to 8am. Televisions, radios and other sound equipment must be kept to a minimum with regard to housemates and neighbours. Loud music/noise is not permitted; residents should use earphones during these hours.
- Residents will upon request by staff allow access to individuals rooms for the purposes of spot checks and access to carry out routine maintenance on the property.
- All residents must comply with the house-keeping standards. In order to make the household function there is a rota and tasks that will need to be completed each week. Staff will support you BUT will not clean up after you.
- Periodic inspections of the property and rooms will take place to ensure acceptable standards are maintained.
- A copy of the rules will be provided to each person in our supported accommodation, and we will ask each person to sign to acknowledge receipt of the said rules.
- A serious breach of these rules will result in the termination of this placement agreement.
- A less serious breach of these rules will be dealt with by a verbal warning followed by a written warning and then followed by a termination of this placement agreement
- All warnings will be forwarded to the young people's social worker and or the responsible authority
- We reserve the right to arrange to remove any young person, with the agreement of their social worker, from the house where the young person's

actions regarding damage to property are such that it presents a danger to the other young people in our care and/or members of staff.

- Other residents are not allowed in each other's room.
- Staff will not enter your room and will always let you know before doing so, they will always be with another member of staff to ensure you feel safe at all times if they wish to talk to you.
- Room searches can be carried out without notice. If we have concerns of your whereabouts and believe you are missing, we may check your room. We will not enter your room unless absolutely necessary and will always (unless in an emergency) let you know that we are going to do so.
- We have to cooperate with the police if they attend and have a warrant to search your room.
- The fire drill and alarm test will be practised four times a year where we have to evacuate everyone from the building. This is so we all know how to get out of the building in an emergency. There is an alarm test every Wednesday, during the day or evening. This will just be sounded in all areas and no action is required unless a member of staff advises otherwise.
- You have the right to be respected, to have privacy, to be safe, to ask for help and to be left alone. In return we ask that you respect the other residents, staff and the community, ensure the house is kept safe, and to not be rude to the staff and residents.



## **ZERO TOLERANCE**

We operates a Zero Tolerance Policy to the following which will result in a warning being issued and may lead to losing your placement.

Please think seriously about your actions, we do not wish to end your stay with us but there are some basic principles that we cannot accept and reserve the right to terminate your placement immediately.

- **The use of illicit drugs and substances at the unit**
- **Alcohol use at the unit**
- **Verbal and/or physical aggression at the unit or within the vicinity of the unit**
- **Possession or use of weapons**
- **Criminal damage and vandalism of the unit**
- **Smoking within the unit**

#### **THE WARNING SYSTEM**

- 1) The warning system means 1 verbal warning, a written warning and then you will be asked to leave.
- 2) After 6 months a written warning is wiped, hopefully this will avoid people being asked to leave unnecessarily.

#### **Equality and Diversity Policy**

We believe and uphold equality and diversity. Any form of discrimination on the grounds of age, gender, nationality, ethnicity, culture, race, language, religion, belief and sexual orientation will not be tolerated. Any incidents of discrimination involving young people will be notified immediately to the social worker of the responsible local authority and the necessary further actions will be taken. Where the incident involves our staff, appropriate actions will be taken and could result in dismissal.

Fair and equitable treatment will apply regardless of any young person's racial, ethnic or national heritage, gender, sexual orientation, age, religion, spiritual beliefs, disability or health status in accordance with the Equality Act 2010.

#### **Compliments, Comments and Complaints Procedure**



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It is important that we know how you are feeling and how we can improve. Your key worker will be meeting and talking with you regularly. There are some feedback and review forms that you can complete as part of getting your views known.

We support every young person's right to make complaints about any aspect of their treatment whilst living at the provision. Young people should have access to fair representation and should be kept informed of the progress of any complaint or grievance procedure. It is the company's policy that any child or young person who makes a complaint should do so without fear of retaliation or reprisal.

If you have a complaint, we encourage you to voice the complaint to your key worker in the first instance. If your key worker is involved with the complaint, then report to another member of staff or management. You can also speak with another professional: Your social worker, GP, a tutor or a police officer. It is important that

any person cited in a complaint cannot be involved in the investigation or mediation process. If the complaint is informal in nature, then senior staff members will try to resolve the issue internally.

If the complaint is formal in nature, then a complaints form should be completed and handed to a manager. If you have any difficulty writing the complaint, then a staff member or independent advocate will be made available to assist you. Unless cited in the complaint, the Manager would deal with the first hearing of the complaint. If he/she were unable to resolve it then the matter would be referred to the Director of the Home. If he/she were still unable to resolve the matter then an external ombudsman would be appointed. At each stage of the complaint, you would be kept informed of the outcome and advised about the next stage of the process. Your Social Worker and parents would also be kept informed and written records of all meetings would be minuted and logged.

### **Complaints Form**

**A member of staff/ your social worker can help you fill this in.**

**You can also make a complaint verbally to a member of staff.**

<b>NAME</b>	
<b>ADDRESS</b>	
<b>CONTACT NUMBER</b>	
<b>NAME OF KEYWORKER</b>	

**Please give the details of your complaint – what happened, when, and who was involved?**

**Please tell us what you want us to do about your complaint?**



**Complaint outcome – to be completed by the Manager**

**Signed**

**Young Person:** .....

**Manager:** .....

**Date:** .....

**Missing young person policy**

Our policies and procedures on generally “**Missing” young people** are who are absent from a placement without permission and who may be missing refer to:

Unauthorised Absence

Missing Young Person

When you first move into our supported accommodation, a record of friends, family and key contacts (with contact details would be made and up-to-date photograph placed on your file. In circumstances where a young person is missing, staff will contact the relevant friends, family and key contacts and where necessary the photograph would be provided to the police.

Any incident of a young person ‘going missing’ would be notified to their social worker and the responsible authorities named contact. Northbright Care Supported Living will hold copies of all responsible authorities’ policy and procedure on ‘Missing Children’ and comply with all elements of their policy and procedures

**Unauthorised absence/monitoring unauthorised absence**

No young person should be absent from the premises without the clear agreement/permission from their social worker. In the case of specific events, this permission will also be required in writing and a copy will be logged with the day

journals in case of a fire or emergency.

The absence form will require the following details:

- Where the young person is going
- Who they are meeting
- A contact telephone number and address
- What provision has been made for their travel
- What time they are due back
- The young person's signature

Should the young person fail to return by the agreed time, Northbright Care Supported living will:

- contacted the young person in the first instance,
- then contact the last known place or person they were meeting.

If we are unable to determine the young person's whereabouts:

- the placing local authority/ social worker will be notified
- parents will be notified (where appropriate)
- Northbright Care Supported living management will be notified
- Police will be alerted if the young person's whereabouts are still not known after 1 hour or as agreed by the placing authority.
- Where required and in consultation and agreement with the placing authority/ social worker The Police will fill out a missing person's form. We will supply an up to date photograph of the young person to assist the Police.
- When found, the young person shall be collected by a staff member or manager.
- The unauthorised absence will be discussed with the young person, and a return to placement form filled out and appropriate action will be taken.
- Written records will be kept for all instances of unauthorised absence and will form part of a young person's review.

### **Notifiable Events**

Any serious incidents will be notified, without delay to your responsible authority or social worker by a manager or senior member of staff .

We will notify the relevant persons within 24hours of an occurrence of any significant event.

Any serious concerns around a young person's emotional and mental health wellbeing will also be notified to the responsible authority social worker. This will support the young person to have the right mental health support and Mental health assessments if required(MH Act 1983)

A written record will be kept which includes details :

- of the young person(s) involved,
- the date and time of incident,
- details of the incident,
- the outcome/action/investigation taken following the incident,
- the responsible authority that was notified
- any further action that may need to be taken. We will also notify if there are any serious concerns about the emotional or mental health of a young person such that a mental health assessment would be requested under the Mental Health Act 1983.

The requirements set out above are based on Regulation 30, Schedule 5 of the Children's Homes Regulations and Guidance 2001, amended 2011.

### **Whistle blowing procedure**

Northbright Care Supported Living takes safeguarding procedures for each young person within our support very seriously.

All staff and young people will be made aware during the induction period that they have a duty to speak out and report incidents of abuse, suspected abuse, concerns or bad practice and that our disciplinary procedures will not penalise them for doing so.

We actively encourage all staff to question and appraise the professional work and good practice of their colleagues and continuously identify innovative ideas to engage young people.

All young people within our home are encouraged to questions and report any concerns they have regarding their fellow young people. For example, concerns over suspected bullying, gang activity, radicalisation, child sexual exploitation. All reports will be treated with strict confidentiality.

### **Moving On**



As much as we would love for you to stay with us forever, we know your ultimate goal is to live in the community independently in your own home.

We will offer you guidance about what is available and what we think would suit you the most but your future is determined by you.

We will do our very best to support you on your pathway to independent living. Below is a list of some of the things we can assist with:

- Guide you on the opportunities available and how to make contact with other housing professionals.
- Providing a reference or supporting letter to your chosen housing.
- Help you to develop the skills to manage on your own.
- Help complete forms and bid on properties that are suitable.
- Visit potential housing
- Attend interviews and complete application forms.
- Build towards and store your own furniture and household items ready for moving on.

### **Outreach support**

During the planning stages of moving on to a new property we can discuss with you and your allocated key worker whether you will need any on-going outreach support after leaving and this is something we can discuss if you think it would be helpful.

**[Map of the area](#)**

