

Welcome To
St Georges House



St George's House

Who will look after me?	4	Do you have any rules that I must keep?	13
Who's in charge at St George's House?	5	What happens if I break the rules or lose my temper?	14
Summary of the Complaint Procedure	5	What if I don't like the way I am being treated?	16
Advocacy Service	6	What are Residents meetings for?	16
Will I have my own room?	7	What about school?	16
What if I have something valuable?	8	What happens if school can't give me what I need?	16
Will I get any privacy?	8	What happens when I am 16	18
Will I have any pocket money?	9	What about my Health & Wellbeing?	18
What will I get to Eat?	9	What is a placement agreement meeting?	19
Will I wash my clothes?	10	What is a Care Plan?	19
Who will buy me new clothes?	10	What is a Review?	20
Who will buy personal toiletries?	10	How will I celebrate my birthday?	21
Can I have visitors?	10	What else do you celebrate?	21
Can I have any money to go out with my friends?	11	Who wrote this guide	21
What time do I have to go to bed?	11		
Will everyone have to know what has happened to me?	12		
What happens if I tell staff something secret and personal about myself?	12		

St George's House

For many of you this is likely to be a time of mixed feelings and uncertainty and you might not be as happy to see us, as we are to see you. While you are with us we hope you will be able to see your future more clearly and sort out the things that are troubling you.

When you first arrive a lot of information is given to you and it is difficult to remember everything. You may have been nervous or forgotten to ask something important. Hopefully you will find most of the information you need in this booklet.

This welcome book lists lots of frequently asked questions and answers and where to find them. You will find out if you have your own room, if you get pocket money, what the rules are, what a keyworker is and much more. You don't have to read it all at once. Keep the book in your room so you can look things up when you need to.

St George's House aims to be free from all prejudices. We value and respect everyone and ensure everyone feels safe. We don't allow anyone to bully other residents or call other people names.

Because we value you, we want you to be as involved as much as possible in the plans and discussions involving your future. Your feelings and wishes will be listened to and respected.

This booklet won't cover everything so ask as many questions as you like. Make good use of your time with us and "good luck"

St George's House

WHO WILL LOOK AFTER ME?

We all do, but you will have a keyworker.....

All the staff, including the managers look after you and the other young people that live here. You will be sharing the house with up to two other young people, and more than 10 staff work here so it might take a while to meet everybody. To help you remember people's names there are named photos of all the staff in the hall.

The staff that look after you are called Residential Support Workers. Most of the staff work shifts, this means that every day staff come on duty in the afternoon and 2 of them work all evening. **They sleep in the building and then work the following day until 8am. Every day from 7.30am - 8.00am and from 2.30 until 3.00pm** the staff have a "handover" and the next shift then take over.

We all join with cooking, cleaning and helping each other keep our home lovely and homely. However to see that you get all the help you need you will have a special person called a **keyworker**. Your keyworker will work with you, your parents, your social worker and any other people important to you, on the reasons why you came to St George's House and the plans for your future. If possible we will arrange for your keyworker to visit you before you come or be here to welcome you on your first day.

Your keyworker will have some private time with you each week to discuss how you are getting on, any problems you may have, anything you need to know or be doing, your education, health, your hopes and things you want to change. They will ensure that everyone is doing what they should be.

If your keyworker is not on duty you don't need to wait if something is bothering you, you can talk to any staff on duty and they will try to help you. You will also have a **co-keyworker**, this person will help and support you and your keyworker and if your keyworker is away, then they will ensure that you still get all the help and support you need.

St George's House

WHO IS IN CHARGE AND WILL CARE FOR ME?

The Managers....

St George's House has a manager and one assistant manager. They are responsible for the staff and the building. The assistant manager works some shifts like the other staff. The manager's meet regularly with your Keyworker to advise them on how best to help you and they are there to help you and to ensure that everything you need is in place. The manager works during the day from Monday to Friday, but will visit in the evening and at the weekend sometimes.

If you are not happy about the care you are receiving, or you feel we are not doing things properly, the managers want to know; they will listen to you and help sort things out. If after talking to your keyworker, and one of the Managers, you are still unhappy about something at St George's House you can make a complaint. There is a form to fill in (which is in your welcome pack), and if you are unsure how to do this, then either your social worker or your local authority advocacy worker will help you with this.

There are three stages to the **Complaint Process**;

There are three distinct stages through which a complaint may be progressed:

Stage 1: The problem-solving stage

This stage provides the opportunity for an informal resolution of the complaint by means of a discussion between yourself and the manager of St George's House

All your complaints received should be acknowledged, in writing, within 5 days. The time period for resolving complaints (including the response to you) at this stage is within 20 working days.

Stage 2: The investigation stage

If you are not satisfied with the proposed resolution at Stage 1, then you can ask for the complaint to be investigated by a manager unconnected with St George's House. In the case of a complaint under the Children Act an Independent Person will be appointed to take part in the consideration of the complaint.

St George's House

Stage 3: The review or appeal stage

If you are not satisfied with the outcome of the Stage 2 investigation you can ask for the complaint to be considered by a Review / Appeal Panel. Staff will always help you if you are not sure how to do this.

ADVOCACY SERVICE

A young person's advocate makes sure that young people in care know their rights and are treated fairly. They are totally independent of Children's Services and can visit you at St George's House, and sometimes attend residents' meetings.

Please ask your keyworker or social worker for the telephone number of the advocate from your local authority.

Another organisation that can help you if you are unsure if something is right or wrong, or you need advice is: **Child Line: 0800 11 11**

In addition to this, all children's homes are inspected by **OFSTED**. The inspector will visit St George's House twice a year, although we do not know when as it is always a surprise visit. The Young People are encouraged to speak to the inspector to them about what it is like to live at St George's House. If there is anything about your Care that you are not happy with, and you do not think that St George's House, or your social worker are listening to you then you can tell them. They can be located at:

OFSTED: 0300 123 1231

National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD

Ofsted also has a Children's rights service called Your Rights Your Say which you can also call if you want advice. They can be contacted at the addresses, e-mails or telephone numbers below: -

Office of the Children's Rights Director

Ofsted, Aviation house, 125 Kingsway, London WC2B 6SE

0800 528 0731, www.rights4me.org

St George's House

The Children's Commissioner for England is.....

Dame Rachel de Souza The Office of the Children's Commissioner,
Sanctuary Buildings, Great Smith Street, Westminster, London SW1P 3BT
Telephone: 020 7783 8330 Website (with contact form):
www.childrenscommissioner.gov.uk/

WILL I HAVE MY OWN ROOM?

Of course, you will!

It is important that you have your own personal space where you can be by yourself, put up posters and have your things around you. You can bring personal possessions from home, photos, ornaments etc. (no pets- sorry!!) We do provide you with bedding, but you can bring your own quilt if you want to. We will give you a key (dependent on RAs) so that you can lock your door and keep yourself and your own things safe: We will come into your room after knocking. If we are worried about you or there is an emergency, we have our own keys and will come in to see what is wrong. If we think you are doing something you shouldn't or against your care plan and you refuse to open your door, we will use our keys to come in and check. If we have any concerns that you have something illegal in your room we may do room searches, we will try and do this when you are there, but we can do it in your absence, if we are very worried about something.

Lots of things but please remember

You can put up posters and make yourself at home. You can take your close family to view your room. Other young people who live in the home cannot visit your room as it is your own personal space. If you are provided with a T.V. in your room, you need to keep the volume at a reasonable level and observe the house rules. Staff have the right to remove them for a while if you abuse this privilege.

Smoking in the house and your room is not allowed.

All smokers must smoke outside the house; there is a designated smoking area in the back garden to avoid disturbing our neighbours.

St George's House

It is your room, and we expect you to keep it clean and tidy. On Saturday mornings you must take the sheets off your bed and bring them downstairs for staff to wash. You will not receive your pocket money that morning until you have remade your bed and your room is clean and tidy (staff will check it thoroughly!!).

If you get angry and take it out on your room, you will have to pay for anything that gets broken or damaged.

WHAT IF I HAVE SOMETHING VALUABLE?

If you have this is what to do.....

In your room you have a lockable cupboard with its own key. You can keep anything valuable in there. However if you prefer we keep a signed book and look after it for you in our safe.

WILL I GET ANY PRIVACY?

Yes, for the important things....

Of course you have a right to privacy, here are some things you can do without anyone barging in: -- (dependent on care plan)

We are happy for you to use the office phone to make two phone calls per day to speak with your authorised contacts, family, social worker, solicitor etc, but as the office phone is busy these calls will be time limited and no later than 9.30pm.

- ♦ See your family and visitors in private.
- ♦ Lock all toilet and bathroom doors from the inside when you are using them. However, staff can unlock them from the outside if they think you are ill or need help.
- ♦ Have a private space for prayer.
- ♦ Have a private space for study, other than in your own room.
- ♦ Staff will take you to one side or to another room if they want to tell you something or talk privately to you.

St George's House

WILL I BE GETTING ANY POCKET MONEY?

We will give you a set amount each week according to your age. This is paid on Saturday mornings after your rooms have been cleaned. You will also receive an allowance for phone money or phone top ups and can earn extra money to spend with staff if you achieve targets on our reward scheme. Your reward money is calculated on a Wednesday. It is up to you whether you spend it all or save it, but remember it needs to last for a week! Each time you have a birthday your pocket money will go up.

WHAT WILL I GET TO EAT?

We love home cooking and getting you to join in and try to please. We cook a variety of dishes; some you will recognise, and others may be new to you. We have dishes from different cultures and make sure we cook Halal meat for Muslim young people and staff. We have a vegetarian alternative every evening but if you really don't like what is prepared you can have something different.

We encourage you to help us choose the menu and shop for the food with us. As part of an independence programme for a young person, staff will help you to plan, shop and cook for yourself on some days.

The main meal is between 5.00-6.00pm in the evening and we like everyone to attend and eat together. It can often be quite a social occasion with lots of interesting discussion taking place. Lunch is a light meal for those around and served at 12.30.

Breakfast is usually cereal and toast on schooldays but at the weekends we have cooked breakfast or brunch - it's up to you. Supper will be at 9pm and is a light snack of crisps, biscuits, or fruit.

You can make yourself a drink or have a snack whenever you want one.

You will receive lunch money, or you can take packed lunch if you attend school/college.

St George's House

WILL I WASH MY CLOTHES?

You will, but we will help?

We have a laundry room with a washing machine and tumble drier. Everyone takes turns to use the machines twice a week, but if you need something washed urgently, like your school uniform, let us know in good time and we will try and get it done for you. Please don't leave it until bedtime to ask!!

WHO WILL BUY ME NEW CLOTHES?

You will bring what clothes you need from home when you move in, but we know that clothes wear out and need replacing. We understand that young people like to be dressed well but our budget is limited. However each young person will receive a monthly or weekly clothing allowance, which is usually given after the first full month of being here. You should always discuss any clothing needs with your keyworker.

WHO WILL BUY PERSONAL TOILETRIES?

We will help you.....

We will give you a monthly or weekly allowance to cover all your toiletry needs. The amount will depend on your personal needs and will be agreed with your keyworker at your placement meeting.

More information about money issues can be found in the Young People's Finance Booklet in your welcome pack.

CAN I HAVE VISITORS?

Yes, but you need to check it out with us.

Unless there is a reason why they shouldn't visit, your parents or brothers and sisters can visit according to your care plan. Please let the staff know if they are expected. We have a family room where you can spend time together without being disturbed.

Your friends who are on your appropriate contact list, can visit too, but you need to check that it is ok with the staff. They can visit between 6-9pm but staff need to have a minimum 24 hours' notice beforehand if you want them to have a meal with us. Your friends are your responsibility and they will be asked to leave if they do not behave respectfully while they are here.

St George's House

CAN I HAVE MONEY TO GO OUT WITH MY FRIENDS?

Yes and No!

You will receive pocket money, which you can use so that you can go out with your friends to the cinema or bowling etc: this is called unsupervised spending. But if you spend your money inappropriately this means that staff must go with you: this is called supervised spending.

You also have the opportunity to receive 'Reward money' which you can use for activities. We also like you to go out once a week with your keyworker and do something fun; staff like to get out too sometimes! During school holidays we arrange some group outings with staff and sometimes even go on a holiday together during the summer. We can also support young people to attend organised activities with their friends, e.g. swimming clubs, drama groups, etc.

WHAT TIME DO I HAVE TO GO TO BED?

The subject that most young people love to hate

Everyone, regardless of their age is expected to be in their room by **10.00pm** during the week. Bedtimes will be discussed and agreed at your placement meeting. Extensions to your bedtimes can be negotiated with the staff on duty at weekends and during school holidays but remember, extensions are dependent on your behaviour during the day.

Please spare a thought for the staff that use the time after you have gone to bed to catch up with the dreaded paperwork. Please try to respect this.

St George's House

WILL EVERYONE HAVE TO KNOW WHAT HAPPENED TO ME?

No, only some people

When you come here the other young people will only know your name, it's up to you how much more you share with them. Staff will know more about you so they can help you with any problems. The managers and your keyworker know as much as possible about you so we can do our best to always help you and keep you safe. We will never let the other young people know private things about you.

WHAT HAPPENS IF I TELL STAFF SOMETHING SECRET AND PERSONAL ABOUT MYSELF?

Umm, this can be difficult

You may want to confide in us about things that are worrying you or things that you don't want others to know. We will never tell anyone what you told us behind your back but if you tell a staff member something personal, they may have to tell the manager and/or your social worker. Staff will tell you if they are going to do this and what will happen next. Staff cannot keep secrets, or they might get in trouble.

You might not want them to do this, but it is necessary because: --

- ♦ A member of staff is part of a team of people who are caring for you. The manager and your social worker are part of that team too.
- ♦ The staff member might not know how best to help you and may need to talk to someone else to find out what you need to know.
- ♦ Other people may be affected by what you have said and decisions about handling this need to be made.
- ♦ You may need support from other members of the staff team.

WILL YOU WRITE ABOUT THE THINGS I SAY & DO?

Yes, this is what we do

We want to remember the things you say so that we can be fair to you. Suppose you are having a really grotty week and got on the bad side of everyone, we might have forgotten the three really good weeks you had before if we hadn't written it down. We may have forgotten that although you stayed out late one night, you had actually been in on time for weeks!

St George's House

Our staff team is quite large and different people are working at different times. The staff coming on duty need to know what has been happening to everyone while they were off duty. Unless we write it down, we will forget to tell them important things that happened during the shift.

You can read with your Social Worker's permission what the staff write about you. These notes are kept in your personal file in a locked cabinet in the office. The only other people that can read what has been written about you are the staff and managers at St George's House, your social worker, REG 44 and Ofsted. If you want to read them your keyworker or one of the managers will arrange to go through the records with you.

We will always ask you to read and comment on your review reports, progress reports and keywork session notes.

We will also record when we give you money for anything or have to sanction you.

DO YOU HAVE ANY RULES THAT I MUST KEEP?

Yes, this is the biggie

When people live together there have to be rules. Some will be similar to the ones you had at home and there are others, which come from living with a group of people that don't know each other well. Others are needed because we are looking after you, rather than your parents. The rules are made to keep you safe and to respect other people's space and we want you to stick to them.

RULES:

- ♦ For the sake of everyone's health and safety smoking is not allowed anywhere in the house. This applies to everyone (young people, staff and visitors)
- ♦ Drugs are illegal and cannot be brought into the house or garden. We must call the police if drugs are found in your possession. This is known as Substance-Misuse
- ♦ You cannot cause deliberate damage to other people's property. This includes any damage to windows, walls and doors in the house. If you cause a lot of damage the staff will call the police to deal with it.

St George's House

- ♦ The residents meet with the staff every Friday at 5pm. This is called a residents meeting and we expect you to attend
- ♦ You are expected to come in at the time we agreed with you and go to bed when it is time.
- ♦ You are expected to load the dishwasher when you have finished eating.
- ♦ If the alarm sounds then you must leave the building and wait at the designated point, until a staff member says it is safe to enter.

There is a copy of the general House Rules in your Welcome pack as well.

Young people who follow and stick to these house rules can earn additional reward points each week which are converted into reward money which is either given to you in hand or to be spent with your keyworker or other staff, so as you can see it hopefully pays us all to live with these rules!

WHAT HAPPENS IF I BREAK THE RULES OR LOSE MY TEMPER?

The way we treat each other:

It is important to treat each other with respect. Everyone has a right to feel safe and valued whilst living at St George's House. There are some rules about the way we treat one another. The following are **not** allowed: -

- ♦ Any form of violence towards another young person or a member of staff.
- ♦ Bullying or deliberately frightening another young person.
- ♦ Calling staff or young people names because of their race or culture.
- ♦ Calling anyone names because they are gay.
- ♦ Swearing at staff and other young people.
- ♦ Borrowing any other young person's belongings without their permission.

If you or someone else you see isn't being treated right you should tell us, or write down what happened so that we can investigate, and treat everyone fairly. You can do this without anyone knowing that you told us.

First try not to!! But if you do, this can happen

Living with other people is not easy. Sometimes they can wind you up without meaning to and you can react without thinking. We made these rules so we can all live together safely. We want you to keep them and if you break or refuse to keep them we will try and help you to understand why they are important.

St George's House

Firstly we will explain to you what the rule was and what we believe you have done. We will listen to your explanation but if we still think you were breaking a rule, we will do one (or more) of the following:-

- ♦ Make you repair or pay for any damage you have done.
- ♦ Only allow you to spend your pocket money with staff supervision.
- ♦ Not take you on a planned activity.

We will also let your social worker and your parents know what has happened and note it on your file.

It's hard to keep your cool all the time, but...

If you are continually breaking the rules, bullying another young person, violent etc. and don't or can't stop when we talk to you about it, we may hold a special meeting called a "Disruptions Meeting".

This meeting allows us to talk to people who are involved in your life, to get their views, and then make a decision about what to do for the best. A member of staff will speak to you before the meeting so you will know what will happen. We may ask you to fill out a form asking for your views of what is happening or about a particular incident, we will also ask you what you think should happen.

The manager or Assistant Manager will usually chair the meeting and you; your keyworker, parent and social worker will be invited to attend. We will discuss what happened and listen to what you have to say. Everyone else will also have a chance to say what he or she thinks.

We need to be fair to you but also to the other young people who may be affected by your behaviour. The meeting will decide what action to take. If we think you are willing to change or control your behaviour you will be able to stay here while we plan how we can help you to change.

Although we only do this as the last resort, it could be decided that it would be better for you and the other young people if you moved out and were cared for elsewhere.

St George's House

WHAT IF I DON'T LIKE THE WAY I AM BEING TREATED?

We don't always get things right

Sometimes we may forget to do something, or you may think we ignored your wishes or treated you unfairly. Please tell us if you feel this has happened, we will always try and sort things out with you.

If you are ever unhappy with what we say don't forget earlier, we told you how you can complain and people who can help you do this.

WHAT ARE RESIDENT MEETINGS FOR?

You to have your say

Residents' meetings are held every week, usually at Friday but the time can change depending on if people are at school, college, or work. We want everyone to attend, including the staff on duty, to talk about things we are doing, discussing new ideas, planning activities and sorting out any problems. You can have your say about the way the house is run, how it is decorated, the meals and anything else you want to sort out.

We write down what we talked about so anyone who couldn't be there, or can't remember what was decided, can read them. Everyone takes turns to do this and to chair the meeting.

WHAT ABOUT SCHOOL?

We know education is important

At school you will learn things that will be useful to you in later life, you also get to meet people of your own age and build up a social life. We want you to do well and get good exam grades, so you can make choices about further education, training or work. We are always happy to help you with your homework and will find you a quiet place to study.

We can arrange tutoring for you if it is agreed that this is something that will help you with your education, as well as supporting you to attend after school activities or groups.

We would always want you to continue going to your current school. If that is not possible for any reason we will talk to you about it, and either: -

- ♦ Enrol you at another school

St George's House

- ♦ Organise some educational work to do at St George's House during school hours.
- ♦ Organise educational visits with staff
- ♦ Help you enrol at college once you are 16 years old.

We will help you apply for a bus pass to get to school/college. We can discuss funding a travel card with your social worker if your school is far away.

We will keep in touch with your teachers to make sure you are attending school and are getting the help you need. We will sometimes phone the school to check on how you are getting on and attend events if needed at the school. For some young people we need to phone the school each morning to ensure they arrived safely.

If you do not attend school, you will not be allowed to use any recreational facilities during school time e.g. games console, television, internet etc.

Not everyone gets on well at school. You may have missed a lot of school, had a few problems while you were there, or may even have been asked to leave.

If you have had difficulties please talk to us, tell us what you think went wrong and how we can help you. We work with the education department and will help them try and sort things out with your school.

If we think another sort of school could help you better, we will talk to you about it.

WHAT HAPPEN IF SCHOOL CAN'T GIVE ME WHAT I NEED?

Maybe we can help!

If you have been excluded from school for a long period and are nearly 16 years old, it may not be in your best interest to return to school. If this is so, we will ask you what kind of further education, training or work you would like to do, and ask your Social Worker, the Education Department to help set up a plan with you for your future.

If you have difficulty with reading, writing or basic maths we can set up some classes or tutors for you. A lack of these basic skills will hold you back in school and when looking for further education, training or work in the future.

St George's House

WHAT HAPPENS WHEN I AM 16?

The future is up to you. If you know what further education, training or work you want to do that's fine. If you haven't made up your mind, talk to your keyworker, parents, and the local careers office. Depending on how well you do at school, you could do one of the following: -

- ◆ Retake GCSE's or take some more at school or college.
- ◆ Go on to a local college to get more qualifications such as 'A' Levels or diplomas.
- ◆ Start a skills course at college. There is a wide variety available such as word processing, bricklaying, gardening and many more.
- ◆ Join an apprenticeship scheme
- ◆ Find work on a Government Training Scheme
- ◆ Find your own job.

WHAT ABOUT MY HEALTH AND WELLBEING?

Good health is important to everyone

If your own G.P. is happy for you to continue to see them when you need a doctor, you will stay on their list, and we will help you to get there if it is far away. If this is not possible, we will register you with one of our local GP's while you are with us. We have found them to be friendly, and happy to see any of our young people.

You will also have an annual LAC Medical which looks at your overall health. We will also support you to sign up to a dentist and opticians, so you can see your lovely white teeth.

IF you are not feeling well tell your staff team and we will try to get you an appointment asap.

We keep all your medication in a locked cabinet in the office for your safety and record every time you take it.

WHAT IS A PLACEMENT PLANNING MEETING?

It's where we talk about what happens during the next few weeks

Sometimes before you come to live here, but often a week or so after you moved in, we all get together to talk and make plans. The meeting is usually held here with you, your parents, keyworker, case manager and social worker.

This meeting involves filling in lots of forms (which can be very tiresome!) but it's important for you to have your say, and tell us about people, activities and anything that will help you while you are here.

At the end of the meeting plans will be made and you will be involved in deciding how these are carried out. This is called your **Care Plan**. You will hear it talked about in all future meetings.

WHAT IS MY CARE PLAN?

A care Plan sets down what you need and how you are going to be cared for

You and all the people involved in your care will contribute to your care plan. This is so that you understand what is planned for you while you are living here, and for your future. It is important that you get involved in the plans so that we can help you get what you want and hope for. Your keyworker and social worker will help you to sort things out if you are feeling confused or unsure about your future. You can expect the following to be in the: **Care Plan**:

- ♦ Your everyday needs, including health, education, diet, contact with family and friends, religion, and language.
- ♦ Any extra help you may need for any reason.
- ♦ Where you will be living
- ♦ Developing your independence
- ♦ What will happen in the future, and when?
- ♦ What will happen if things do not work out as planned?
- ♦ Anything that is special to you.
- ♦ Who will be doing the work with you?
- ♦ Any help and support you need to manage your behaviour

St George's House

Everyone involved will be working with you to put together the best plans for you. You will get a copy of the Care Plan and one will go on your file. If you don't understand it or disagree with it talk to your keyworker or social worker and they will try to put things right.

WHAT IS A REVIEW?

A meeting about you and your future.....

Reviews are regular meetings, which Social Services must hold for all young people we look after. The meeting is chaired by an independent chairperson. Anyone who has been working with you and has something to say will write a report and be invited to attend. This will include your parents, teacher, keyworker, social worker and their managers and most importantly...YOU.

This is so we can make sure that your Care Plan is the best for you, and that everyone involved is doing what they should be to help you. Your review is usually held here, at St George's House to try and help you feel more comfortable. Reviews are where you can say what you want to happen, so it is important that you attend and are involved in the decisions that affect your life. If you feel unable to say what you feel, ask someone you trust or a young people's advocate to say it for you.

It can be quite scary talking to a room full of adults, even if you know them so you will need some time to prepare. Before the review your keyworker or social worker will talk to you about what you want to say and help you write down on a special form what you want people to know. If you want to bring someone else to speak for you or support you at your review, talk to your keyworker or social worker. If you or your parents need an interpreter, we will arrange one for you.

Your first review will be held soon after you come to St George's House and then whenever they are needed. You must have a review at least every six months.

You will get a copy of all the reports and the outcome of the meeting soon after the review. If there is something you disagree with when you read it let your keyworker or social worker know, or you could write to the chairperson yourself.

St George's House

HOW WILL I CELEBRATE MY BIRTHDAY?

HOPE YOU LIKE BEING MADE A FUSS OF?

Many of the staff try to forget their birthdays! But birthdays are special so we try and make them fun and we want you to enjoy and remember yours! We buy you a birthday present and a cake, but the rest of the celebrations will depend on what you want to do. Your keyworker will talk to you about it ahead of time to plan it and see how your friends and family can be involved.

WHAT ELSE DO YOU CELEBRATE?

That's up to you

We celebrate Christmas, Eid and Diwali but celebrations will depend on who is living here at the time and how much money we have to spend. We always plan ahead and like you and your families to be involved as much as possible. We are always willing to listen if you have a specific festival you would like to celebrate.

WHO WROTE THIS GUIDE?

The staff that work here, with help from some friends

We spent a lot of time writing this book to help you understand about how we live here. We hope you find it useful and remember if you are not sure about anything please talk to the staff - it is what we are here for!

**THANK YOU FOR READING THIS GUIDE AND WE HOPE YOU HAVE A HAPPY HOME
AT ST GEORGE'S HOUSE**

UPDATED: 01/09/2023