

BROAD PARK HOUSE

A YOUNG PERSON'S GUIDE



Revised September 2023

The people who look after you at Broad Park House are:

During the day



Sue



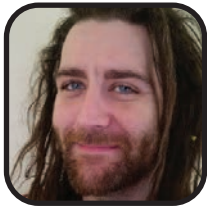
Surrinder



Sue



Rifa



Ashley



Jacqui



Harpreet



Ann



Rum



Lynsey



Lucy



Katy



During the night



Dawn



Elaine



Mutiat



We also have
relief workers that
you may see if
staff are
on leave.

There are other people that do jobs around the house...

The house is cleaned by staff from coventry city council



Kath cooks your meals



Lots of children and young people come to Broad Park House for a residential 'short break'. This means you get to have a break here with us and the people at home who take care of you also have a break.



Your first visit...

On your first visit to Broad Park House you will be invited to have a look around with whoever you like to bring with you.

After you have visited, you can come and have tea with us so we can get to know you and you can get to know us.

After you have had tea a few times, you can stay a bit longer, maybe for the whole day!

When you're feeling happy about spending time at Broad Park House, we can look at you staying overnight, in your own bedroom!



When you come and stay with us at Broad Park House we try to keep you feeling happy and safe.



There are lots of things to do here...

Toys, games, DVD's, internet, football



Trikes/bikes, x-box, playstation, wii, arts and crafts, cooking, independence skills, day trips, holidays, short break activities and much, much more...



We also visit lots of places in our minibus.

Your stay with us...

While you're staying at Broad Park House, your family might want to come and visit you. If they do you can have your visit in a room by yourselves.



You can also phone friends and family. If you need support to dial a number a staff member will help you, then leave you in private to talk. Your friends and family can also phone you here at Broad Park House.

When it's a school day you can come to Broad Park House on the school bus with your friends. You then go to school each morning on the bus and come back when school ends.

If you go to an after school club, don't worry you can still go, we will arrange for you to come back here afterwards!



All about you...

When you come to Broad Park House your mum, dad or carer will have told us about how you would like/need to be looked after. If you are able to tell or show us how you like to be looked after, we will also write this down and make up what we call a 'Individual Placement Plan'.



We might also have other plans that we write depending on how you need to be looked after, by writing these plans it means that we can care for you in the very best way possible.

Bedtimes

Your usual bedtime routine will be followed as closely as possible. We will ask about your bedtimes, this includes whether you like to have a bath or a shower before going to bed, whether you like to have your door left open or your light on. Also if you have a favourite toy or teddy that you like to take to bed with you or have a story or a book to read. We know some of you go to bed at different times as other young people of your age and this will be agreed in your care plan.



Bath times and personal care

We will ask about what you can do for yourself and what you need help with to look after your personal needs. This includes keeping yourself clean and using the toilet.



Keeping healthy

We will ask about anything that you need to keep you well and who your doctor is, just in case you get poorly when you are with us. You will need to bring your medicines with you to Broad Park House with signed consent forms from your Mum, Dad or carer.

We like all children and young people to contribute to our meal plans. We will ask you in the young person's meeting what you like to eat and also what you don't like or perhaps can't eat.

You will have choices each day from a range of healthy foods along with the occasional treats!

We also have regular cooking activities where you can take part and make some food yourself.



Behaviour

At Broad Park House we expect all children and young people to be kind and to respect each other. However if we encounter any form of bullying it will be dealt with appropriately. Please see our anti-bullying policy for more information.

When you are at Broad Park House there are lots of things to do so we hope everyone will find activities interesting.

If someone should feel bored, angry, over stimulated or frustrated this can lead to negative behaviour, should this happen, staff will look at your relaxation/behaviour plan so we can find out how to help you manage your behaviour during your stay. This means that you can then enjoy time in the group or activity once again.

Positive behaviour will be rewarded here at Broad Park House, we love to give praise and value you taking part in all of the fun activities.

Bullying




What is bullying?

Bullying is hurtful physical, verbal or emotional behaviour towards others with the intention of causing distress and/or intimidation. At Broad Park House the level of supervision should mean that incidents of bullying are minimal. Bullying in any form will not be tolerated and will be challenged.

We will make sure that any incidences of bullying are recorded and dealt with by staff. If you feel that you are being bullied then you must tell a member of staff who can support you with dealing with the problem, and also talk to you if you are not sure.

If bullying carries on in the home, we will organise a meeting with parents/carers and Social Workers to make sure that it stops and that things are in place to make sure you enjoy your short break.

Keeping you safe at Broad Park House




 Broad Park House staff are here to keep you safe.
















































 If your behaviour is becoming dangerous we will talk to you to










 try and calm you down and make you feel safe.












 We may ask you to spend some time away from others to help











 you to feel more in control, staff will stay nearby if you










 need them. As a last option we may need to support you to

















 move away from a situation, either using a support and guide or a physical









 hold to ensure you are not at risk of hurting yourself or others.



Getting involved

During your stay there will be a 'young person's meeting'. At this meeting you can choose and decide what activities you would like to do for the week and what kind of food or meals you would like to eat.

It's important that you make your views known and we can help you do this by using lots of different communication tools.

You can also find out more about getting your views heard on the next page.



Link worker

When you come to Broad Park House you will be allocated a 'Link Worker'. Your Link Worker will make and sort out your individual placement plan and other things that you need to make it a nice stay. They will talk with your parents/carers and your Social Worker to make sure everything is in place for you. They will also attend your school and short break reviews.

Your Link Worker will make sure that they are there for you and will help you with any problems that you might have when you stay with us.



Short Break Reviews

When you start staying overnights at Broad Park House, you will have a regular review to make sure that you are getting the very best care possible. The meeting will look at your 'care plan' to make sure that your short break is still a good thing for you and the things that you like and do not like. They will listen to what you have to say and might change your care plan to make it a better experience for you.

Your parents and Social Worker will also be at the review along with your Link Worker.

If you haven't got a review for a little while you can still contact your Social Worker and they will listen to you.

You can contact them at:

Broadgate House,
Coventry
Children's Reviewing
Service:
024 7683 3443

Childrens Disability Team:
024 7678 7980

Your views

While you are at Broad Park House we understand that sometimes you can feel tired, homesick, don't always understand what is going on or generally feel unhappy.

If something has happened to make you feel unhappy please tell us and we **WILL LISTEN**.

If someone has upset you we will do our best to help you sort out the problem.

If you are still not happy you have the right to complain to someone outside of Broad Park House. We have an inspector who's job it is to visit and check that everything is ok. You can tell the inspector when s/he is here or complete a form or you can call them directly on the telephone. You will find their contact details at the end of this booklet.

Comments, compliments and complaints

The Children's Rights Commissioner of England, **Dame Rachel de Souza**.
www.childrenscommissioner.gov.uk/help-at-hand/

Complaints from families and young people are taken seriously and recorded on the official register. All attempts are made to solve complaints at home level by the Registered Homes Manager, Sue Hollywood.

If this is not possible an official complaint form is available either from the home or the Complaints Department.

Should you wish to comment on, compliment an individual or the homes practices please do so. The address you need is here.

Coventry Children's Complaints Officer, City Directorate,
08085 834333.

Comments, Compliments and Complaints
Coventry, City Council,
PO Box 15, Council House,
Coventry, CV1 5RR
clypcustomerrelations@coventry.gov.uk

OFSTED

Piccadilly Gate, Store Street
Manchester, M1 2WD

Tel: 0300 123 1231

Email: enquiries@ofsted.gov.uk

For text phone/Minicom users
0161 618 8524.



Find more information about Broad
Park and Residential short breaks at
www.Coventry.gov.uk

A Virtual Guide of the home can be found on
<https://youtu.be/kdkut4ZTT6M>



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