

LIGHTHOUSE

COLLABORATIVE CARE

**GETTING TO KNOW
YOUR NEW HOME!**

**@ THE OLD
PARSONAGE**



**YOUR GUIDE TO
LIVING AT
THE OLD PARSONAGE**



WELCOME! ★

LET'S GET YOU SETTLED IN

We want to help you get to know your new home, what you can expect from us and what we expect from you. We hope you find this useful, but if there is anything you need to know that's not here just ask!



**A HOME FOR 4
YOUNG PEOPLE
AGED 8-17**

No matter what your experiences have been, or if you feel worried about coming to live here, the adults will listen to you.

We also encourage you and the other young people to listen to and support each other.

YOUR SUPER-COOL NEW CRIB!

We work hard to make your new home feel cosy, comfortable, and full of care — a place where you'll feel safe, valued, respected, loved, and looked after. Whether you're playing sports in the big back garden, relaxing on the patio, or spending time inside, this is your space to grow, achieve, and just be you.

★ **KITCHEN**

★ **LOUNGE**

★ **WORKSPACE**

★ **4 BEDROOMS**
(2 WITH ENSUITES!)

★ **SNUG ROOM**

★ **DINING ROOM**

★ **DINING ROOM**

★ **UTILITY ROOM**

★ **DOWNSTAIRS TOILET**



WHAT YOU CAN EXPECT FROM US

YOU'LL BE INVOLVED

Big or small, decisions about you include you. You're part of the family!

YOU'LL BE HEARD

Your voice matters — we're always ready to listen.

YOU'LL BE SAFE & TREATED FAIRLY

No harm. No drama. Just support, kindness, and protection.



YOU'RE ONE OF A KIND

We won't compare you to anyone else — you'll always be treated as YOU.

YOU'RE RESPECTED & VALUED

Your feelings, choices, identity — it all counts.

YOU'LL BE CARED FOR

Not just looked after — looked out for.

WHAT WE EXPECT FROM YOU

RESPECT OTHERS & YOUR SPACE

Be kind to others, yourself, and your home.

NO BULLYING

Everyone should feel safe — no hurting or mean behaviour.

ENJOY LIFE HERE

Get involved, have fun, and make it feel like home.



RESPECT PRIVACY

Shared areas are for everyone — bedrooms and workspace are private.

DON'T BORROW OR LEND

We look after our own things to avoid problems.

TALK TO US

If something's wrong, speak up — we're here for you.



HELPING AROUND THE HOME

Everyone who lives in the house including all the adults is expected to help towards keeping our home clean and tidy.

It is important that you live in a well-cared-for home where everyone helps to look after the environment.

Everyone is encouraged to take part in shopping and cooking and keeping your room tidy. Doing these activities helps you learn skills for when you are older.



Bedtime depends on your age. We'll sort it out when you move in!

YOUR ROOM

You can have all your things in your bedroom and can help design what you want it to look like. We expect you to keep your room clean and tidy but will help you.

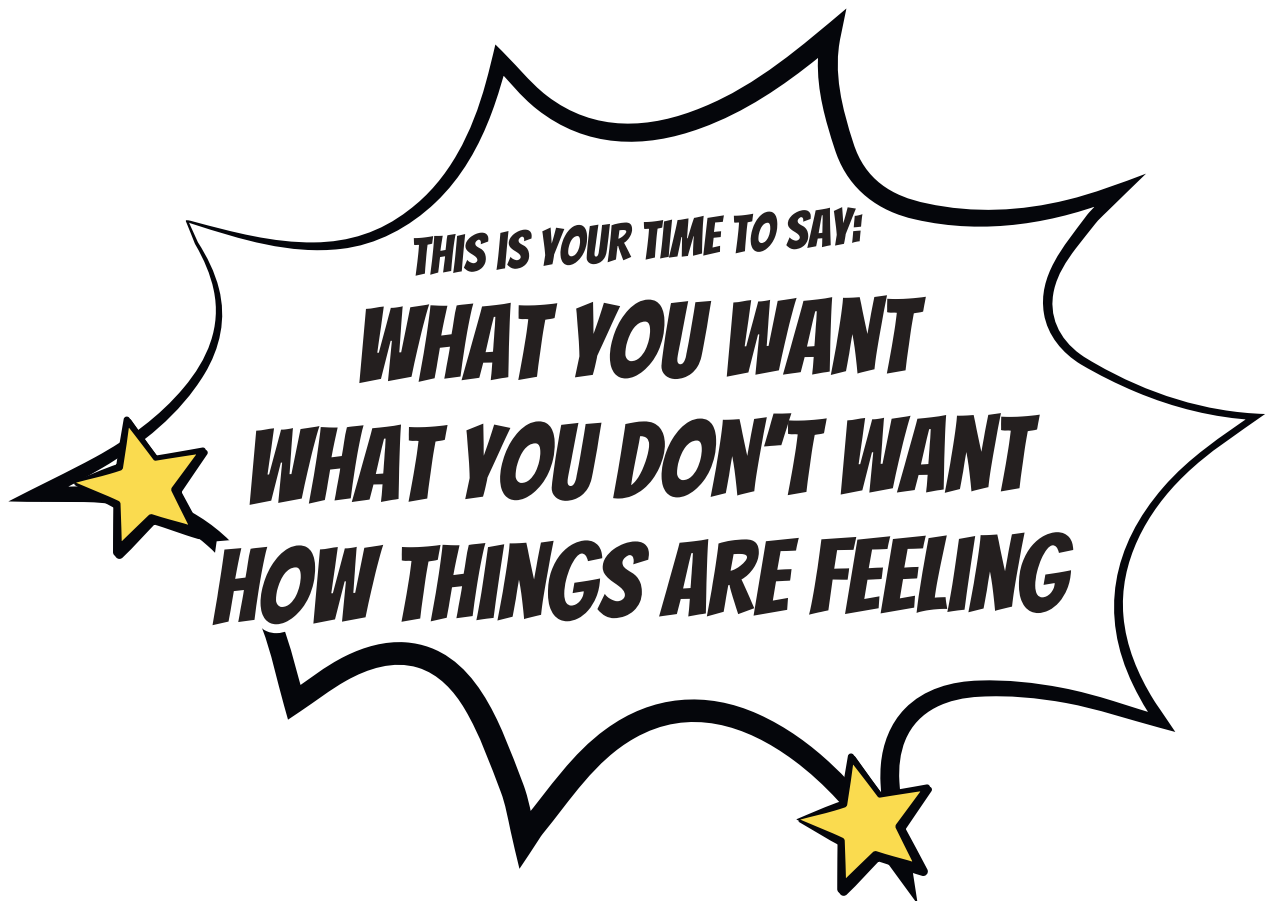
We will make sure you have somewhere safe in your room to lock away any of your valuables and money.

YOUR VIEWS & WISHES

WE DON'T TALK ABOUT YOU – WE TALK WITH YOU!

We will have conversations to plan what we will do for you and how we will help support you.

These conversations are called reviews, and it is important you come to these so you can tell us what you want and how you feel about everything that is going on in your life.



YOUR VOICE MATTERS

You will be fully involved in day-to-day decisions. We will make sure you are able to share your views, wishes, and feelings, and we will also help and support you to be involved in planning your future and how you can get there.

SPENDS & OTHER STUFF YOU SHOULD KNOW!

★ **EARN IT. SAVE IT. SPEND IT.**
We'll set up a bank account if you don't have one — your spends go straight in. Want more? Help out around the house and earn extra!

★ **YOUR FUTURE, YOUR SAVINGS**
We save money for you while you're here — and it's all yours when you move on.

★ **CLOTHES & SHOES**
You'll get money to buy what you need and help picking it too!

★ **SCHOOL READY**
Uniforms, activities, and haircuts? We've got it covered.

★ **TOILETRIES SUPPLIED**
Toothpaste, shampoo, deodorant
— sorted for you.

★ **MOBILE PHONE**
You'll get money toward your phone.



REWARDS & RESPECT

We want everyone in the house, both the adults and the young people to show each other respect.

When you make good choices, show progress, or go the extra mile, we'll notice! We'll encourage you and, when it's right, we'll look at giving you a reward to recognise the effort you're making.



WHEN THINGS GO WRONG

Sometimes things don't go to plan — and that's okay. If something goes wrong, we'll help you talk it through.

We want you to understand what happened, how it affected others, and how you can move forward. It's not about getting in trouble — it's about learning, growing, and doing better next time





YOUR SOCIAL WORKER

Your social worker is here to make sure you're okay. They'll visit you at least every 6 weeks and chat with you on your own, away from the house, so you can speak freely. You can talk about your views, wishes, and feelings, and if you need help saying something between visits, the adults here will support you and help pass messages on.



THE ADULTS IN THE HOUSE

All the adults here are here for you. They'll spend time with you, support you with anything you're worried about, and help make sure your best interests are looked after. If you've got a meeting, an adult will go with you to support you the whole way through.

INSPECTORS? YEP, SOMETIMES!



Sometimes, inspectors visit the house to check how things are going. They might ask what it's like to live here — and it's totally okay to tell them how you really feel. This helps us make things better for you (and others too).

OUR REG 44 VISITOR

Every month, someone called a Reg 44 visitor will come to the house. They check if we're doing a good job looking after you and what we can do better.



WHAT IS AN ADVOCATE?

An advocate is someone who will help you tell people your views, wishes and feelings and make sure your voice is heard.

If you haven't already got one, we can help you get one.

We can also help find you an independent visitor who will spend time with you and listen to you if you want one.

WHAT IS AN INDEPENDENT REVIEWING OFFICER (IRO)?

An IRO is someone who will arrange your reviews where everyone who cares for you talks about the plans that have been made to make sure you are okay.

They will write to you asking what you think what you think and what you want to talk about at your review. They will make sure the plans made are right for you, and they will make sure that you are able to say how you feel and if you are happy about the way, you are being looked after.



EDUCATION & EMPLOYMENT

All young people are expected, encouraged and supported to go to school, college or work. We will give you all the help and support you need to make a success of it. If you are anxious or worried about education just talk to us so we can help and support, you!

PLACEMENT PLAN

We have to write plans about how we will take care of you. We will include your views in these plans and make sure you have a copy.

HEALTH

When you move in, we'll register you with a doctor, dentist and optician. You'll also have a yearly health assessment to make sure everything is okay. If anything's worrying you — physical or emotional — talk to us. We can help you set up appointments and find the right support.



IMPORTANT PEOPLE IN YOUR LIFE

***YOUR CONNECTIONS MATTER. WE'RE HERE TO
HELP KEEP THEM STRONG.***

You'll always have support staying in touch with the people who matter most to you — family, friends, and anyone else who's important in your life. Phone calls, texts, emails, letters — we'll help make it happen, just as agreed with your social worker.



HAVE YOUR SAY!

YOUR OPINIONS COUNT – SO WE MAKE SPACE FOR THEM!

We have regular house catch-ups where everyone joins in and talks about stuff like:

**NEW THINGS FOR THE HOUSE
IDEAS FOR MEALS
FUN ACTIVITIES
OR JUST WHATEVER'S ON YOUR MIND!**

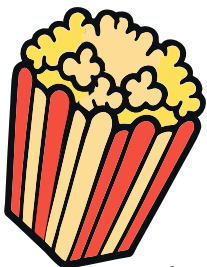


You will also have access to our recording system where you can leave any comments about how we can improve or how you are feeling either by words or you can even draw a picture.

THINGS TO DO!



We want you to enjoy yourself, try new things, and get stuck into any hobbies or interests you're into.



**GOT AN IDEA?
TELL US!**

And during school holidays
— get ready for fun!
We'll plan cool stuff like:

**DAY TRIPS
CAMPING
HOLIDAYS AWAY**

CHILDREN'S RIGHTS

You can access the Children's Commissioner on their website:

CHILDRENSCOMMISSIONER.GOV.UK

08005280731



The Children's Commissioner represents the views and interests of children. They are responsible for promoting and protecting the rights of children as set out in the United Nations Convention on the Rights of the Child. They have a range of useful information, advice and details on how to get involved.

RIGHT-TO-ACCESS WHAT WE WRITE ABOUT YOU...

Adults use a computer system called Clearcare to keep a record of your personal information. This includes information about your life before coming to The Old Parsonage and why you are living here, your health and well-being, your education, your family or other important people, and the plans for your care.

Sometimes we have to write about how we are doing. You will have full access to these with your clear care log-in and can view them at any time. You will also be able to see your social worker and IRO's contact details [here](#)!

The people who can see the information about you on Clearcare are:

- ★ The Responsible Individual
- ★ The Home Manager
- ★ Adults at The Old Parsonage
- ★ Ofsted Inspectors (who will come and see us regularly to make sure we are taking good care of you)
- ★ Our Regulation 44 Visitor visits the home once every month to check how well we are doing in taking care of you, and what we need to do better.

If we are concerned that you or someone else may be at risk of being harmed, then we have a responsibility to tell other adults who can help to make the situation safer. This is called **SAFEGUARDING** and is an important part of how we look after you at The Old Parsonage.

The manager is responsible for keeping everybody in the home safe.

The law says that the information we have about you at The Old Parsonage must be kept safe and secure until your 75th birthday, or if you die before you are 18 years old the information will be kept for 15 years after you die. The manager oversees the storage of personal information at The Old Parsonage – they would be happy to answer any questions that you have.

WHAT TO DO IF YOU NEED HELP?

What to do if you feel unhappy or sad about someone or something...

Things you could do:

- ★ *Talk to an adult*
- ★ *Write it down and give it to an adult you trust within the home*
- ★ *Write or draw it on your clearcare account*

We Will...

- ★ *Always listen to you*
- ★ *Find out what has been happening*
- ★ *Do everything we can to sort it out*
- ★ *Keep you safe*

There are complaints forms on clear care for you to complete or you can get one in the snug room. You can give it to any adult you trust in the home and the home manager will do all they can to fix what has made you unhappy.

CONTACT OFSTED IF YOU NEED EXTRA SUPPORT

If you are not happy with the way your complaint is managed at The Old Parsonage, you can contact Ofsted.

Ofsted has a responsibility to visit The Old Parsonage regularly to check that you are being looked after and that you are safe and well. The carers at The Old Parsonage or your social worker will help you to contact Ofsted if you want to.



Address

*Piccadilly Gate Store Street
Manchester M1 2WD*

Website

www.ofsted.gov.uk

Telephone

0300 123 1231

Text Phone

0161 618 8524

Email

enquiries@ofsted.gov.uk

USEFUL CONTACTS

CHILDLINE

Childline is a free, private and confidential service where you can talk about anything. You can do this online or on the phone, at any time, day or night. Carers at The Old Parsonage will be happy to help you contact Childline and will give you the privacy to talk.

You can contact Childline on 0800 1111

You can email from the website at:

www.childline.org.uk/get-support/contacting-childline/

Or you can 1-1 chat on:

www.childline.org.uk/get-support/1-2-1-counsellor-chat/

THE POLICE

If you are in danger, or an emergency, you can phone the police on 999.
If it is not an emergency, you can phone the police on 101.

SEXUAL HEALTH SERVICES

www.thesexualhealthhub.co.uk/services-near-you/oldham

DRUG & ALCOHOL SERVICES

www.earlybreak.co.uk

www.talktofrank.com

CHANGE 4 LIFE

www.nhs.uk/change4life

CHILDREN IN CARE & YOUNG CARE LEAVERS

www.becomecharity.org.uk

EMOTIONAL & MENTAL HEALTH SUPPORT

www.kooth.com

www.youngminds.org.uk



You might have some questions now you have read this information. Write these down so you don't forget, and we will answer them when we see you.



LIGHTHOUSE

COLLABORATIVE CARE

LighthouseCollaborativeCare.co.uk