

Sunflower House Information Booklet

A Guide For Children



Welcome to Sunflower House.

We hope you will enjoy your stays with us.

These are some things you may like to know during your stay.

Sunflower House provides short breaks for children and young people aged between 7 and 18 years old.

We hope to help you with the following

To encourage your independence

To give you opportunities to make new friends and socialise

To give your family and carers a rest and

To meet all your personal, social and emotional needs.



Your Rights

All children and young people up to the age of 18 have rights to make sure they are treated fairly and that their needs are met. You can find out your rights by looking at the leaflet in the corridor or visiting

www.rights4me.org or www.savethechildren.org.uk



**Save the
Children.**

**YOUR
RIGHT
TO
KNOW**

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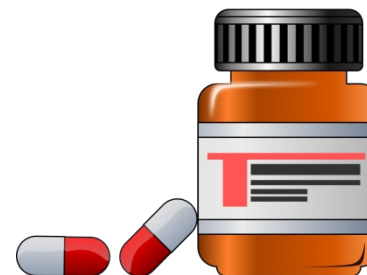


1. Information about you

All children and young people have a care plan and 'all about me book' which has information about how we can help and support you during your stay. You can read this and help us to write it.

2. Your Medical Needs

We will give you any medication you need and promote your independence if you take your medication yourself by supporting you with this. If you become ill during your stay, you may need to see a doctor or you and your family may decide you need to go home.



3. Meals

All of your food and dietary needs can be met during your stay. Staff like to know your likes, dislikes, food allergies and cultural needs. The menu is written around the children and your requirements



4. Equipment

If you have any special equipment or things you enjoy please bring them in. These maybe things like books, toys, dvd's music or games.



5. Pocket Money

We encourage you to bring in your pocket money. Staff will help you to budget your money and spend it.

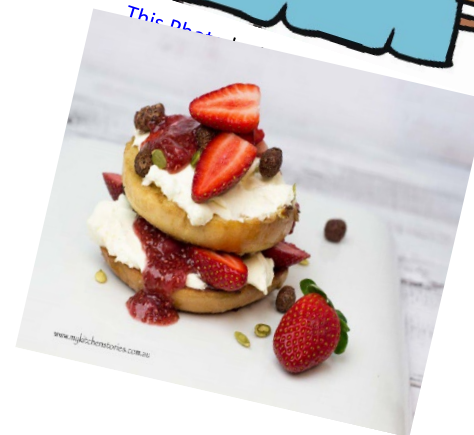


6. Routines

A typical day at Sunflower House might be like this:

Morning

- Wake up
- Medications given
- Get washed & dressed
- Breakfast



- Brush teeth
- Leisure time
- Bus to school

Afternoon/evening

- Collect from school on bus
- Teatime
- Leisure time
- Medications given
- Bath/shower time
- Bed





7. Activities

We have our own accessible minibus, so that we can go out on trips.

All children get involved in deciding where to go and what to do. We try to go to lots of different places and do lot of exciting activities.

8. Voice Group

All children are encouraged to join in the voice group meetings. The meetings are for you to tell us about the things you like or don't like about Sunflower House and any ideas you have. If you have any ideas for future voice groups also let us know.



You can also use the suggestions box to let us know your ideas and how we can improve your time with us. We also celebrate your achievements on our 'Wow' board and give you a certificate or sticker of your choice.



9. Best Ways for us all to get along.

Be polite.

Be kind to all children and staff

Do not take things that belong to another person

Respect others privacy



Knock on the door before entering someone else's bedroom. To have fun at all times.

(Agreed by the voice group)



10. Complaints and Compliments

If you are unhappy about anything at Sunflower House you can talk to your keyworker, another member of staff or the management team. We are always looking for ways to improve our service, so we openly welcome any suggestions or comments you may have.





11. NYAS

(National Youth Advocacy Service)

This is a free service run by NYAS for children and young people that are receiving support from Bedford Children's Social Care services.

An Advocate is a person who helps young people speak up for the things that are important to them. An independent advocate called Clare visits Sunflower House every 6 weeks.

You can contact them by email: help@nyas.net or clare.grennan@nyas.net Call: 0808 808 1001 (Calls are free from a landline but mobile charges will apply). www.nyas.net



12. Ofsted

Ofsted inspects Sunflower House annually. This is to make sure we meet your needs and the service is to a high standard. We have an allocated Inspector that will visit Sunflower House.

You can contact Ofsted by writing to Piccadilly Gate, Store Street, Manchester, M1 2WD

E mail enquiries@ofsted.gov.uk

Telephone 0300 123 1231

Webpage www.ofsted.gov.uk



You can see a copy of the latest Sunflower House report in the hallway on the noticeboard and you can also see it on our

Web page www.bedford.gov.uk/sunflowerhouse



13. The Children's Commissioner of England

The Children's Commissioner of England is Dame Rachel de Souza.

It is her job to make life better for all children and young people by making sure their rights are respected and realised and that their views are taken seriously.

You can contact her by telephone 0800 5280731

Webpage www.rights4me.org

Post to the office of the Children's Commissioner for England

Sanctuary Buildings,

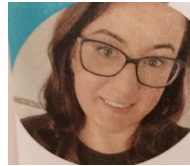
20 Great Smith Street,

London SW1P 3BT



14. Regulation 44

Regulation 44 is an inspection we have once a month to ensure we are



doing our job to a high standard.

Our inspector is Beth Donachie. She will ask you and your family if it is okay to look at your files and she may like to have a chat to you about your stays.

Regulation 44

One of the main themes of the Children's Homes Regulations and Quality Standards 2015 is to ensure that outcomes for children and young people are given overall priority. There is a clear expectation on regulation visitors to be up to date with their knowledge and how they impact a service may be commented on in the Inspection Report.



Director of Children's Services



Director of Children's Services for Bedford Borough Council is Harmesh Bhogal. He leads and manages all aspects of the children with

disabilities team.



You can contact him by post at Room 501,

Borough Hall,

Cauldwell Street,

Bedford, MK42 9AP

Or by telephone on 01234 228032



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15. Christian Weatherley is the principle worker and responsible individual. His phone number is 01234 76746

Email christian.weatherley@bedford.gov.uk



16. ChildLine



ChildLine is a private and confidential service for children and young adults up to 19 years old. You can contact them about anything.

You can do this by telephone for free on 0800 1111 or by their

Webpage www.childline.org.uk



17. Independent Reviewing Officer



If you are a Looked after Child, an independent Reviewing Officer chairs your review meetings.

You can contact your independent reviewing officer by asking a manager, your social worker or your keyworker.

Your social worker will arrange regular review meetings to check out everything is okay with your stays.





18. Sunflower House Contact Information

Address 6 Woodcote
Putnoe
Bedford
Mk41 8EJ



Telephone 01234 718107

Webpage www.bedford.gov.uk/sunflowerhouse

Email sally.summers@bedford.gov.uk Manager

Or helen.fox@bedford.gov.uk Deputy Manager



19. Who to speak to

If you want to speak to somebody about your stays at Sunflower House please ask to see



Beth

Regs 44 inspector



Clare

NYAS



Sally

Manager



We hope you enjoy your stays.

