

Kids

Disabled children
say we can

Russell House

Parents Guide

Created by: Victoria Johnston

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Reviewed Date: July 2024



This Parent's Guide is a useful booklet that you, your family and other carers may like to read before your young person comes to stay at Russell House. This booklet should be given to you and there is a booklet for your Young Person.

We hope it will give you a good understanding of what it is like to stay at Russell House, and an idea of activities your young person might like to do when you stay.

If you have any questions or worries, just ask us.

What is Russell House?

Russell House is a place where young people come and stay overnight, have day care and tea visits.

Who stays at Russell House?

We can accommodate 7 young people between the ages of 8 to 18, who are having a short break away from home.

How often do the young people stay?

This is assessed by the placing social workers through discussions that take place between them and your family.

How do I know when my young person's stay is?

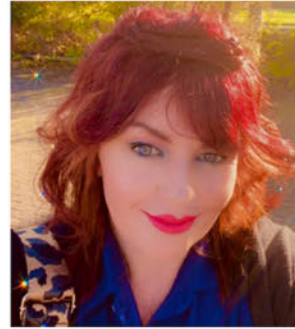
A email will be sent in advance to you with the dates for your young person's stays.

Who looks after us?

Management



Steve
Responsible Individual
& Regional Manager



Sharon
Manager
(pending registration)

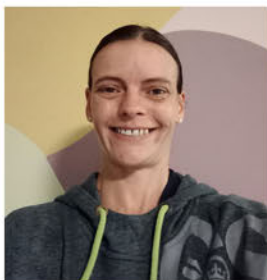


Luc
Deputy Manager



Victoria
Senior Administrator

Senior Practitioners



Andrea



Owen



Diana
(Mat Leave)



Felix

Who looks after us?

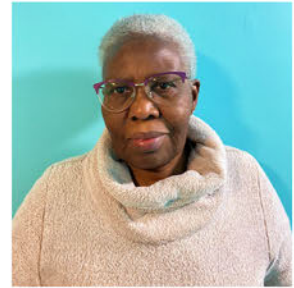
Practitioners



Steven



Andrew



Mutsa



Dev



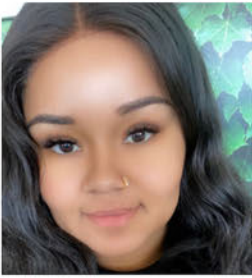
Ray



Precious

Who looks after us?

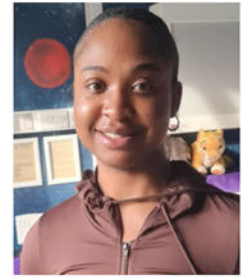
Sessional Staff (Bank)



Kymia



Antonio



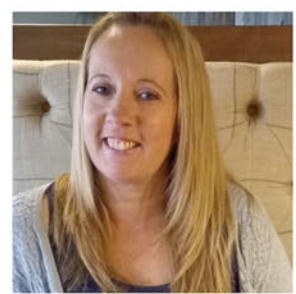
Sarcha



Salome



Hollie



Jamie



Moses

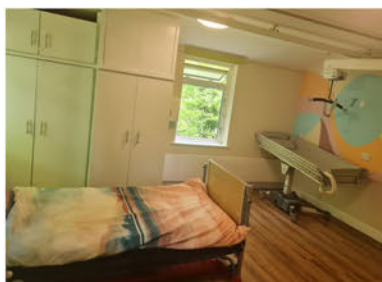
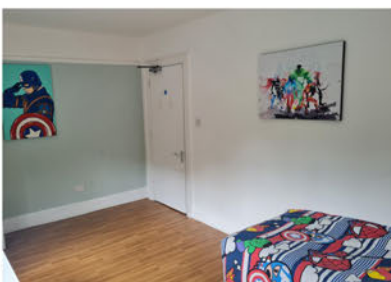
Bedrooms within Russell House

Bedrooms have their own wardrobes and drawers to put your belongings. The downstairs bedrooms have a built in sink for washing. We have bedrooms for everyone's needs. Most of the bedrooms are set out in the same way. The bedrooms on the ground floor are all wheelchair accessible.

One of the downstairs bedrooms has a hoist.

There are 3 bedrooms upstairs that also have a wardrobe and drawers for the young people to put their clothes and belongings.

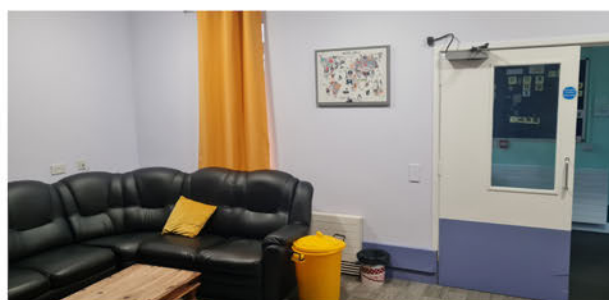
Your young person may want to bring some of their favorite things from home to have in their bedroom when they stay at Russell House.



Rooms I can find at Russell House

At Russell House we plenty of rooms and spaces for your young person to explore and for them to find somewhere that they can feel calm and relaxed during your stay at Russell House.

Living Room



Accessible Kitchen

We have a kitchen where we make snacks, meals and drinks. The young people are encouraged to participate with this.

We will try to buy things your young person likes and will always respect your religious, health and cultural needs when preparing food



Rooms I can find at Russell House

Dining room

In the dining room the young people will eat their meals, can have a snack, socialise with the other young people, do table top activities or do homework if needed.

The menu choices are displayed in the dining room. These reflect a healthy, balanced variety of meals. This will also take into account your young person's individual dietary requirements. Young People can also choose what they would like to eat or drink from our picture format meal choice folder.

We actively encourage all young people to have a healthy and balanced diet. If there are any specific dietary requirements that your young person has, please let a member of staff know and they will ensure it is recorded



Rooms I can find at Russell House

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Sensory room



Cinema Room

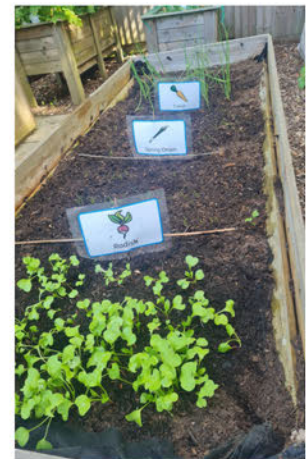
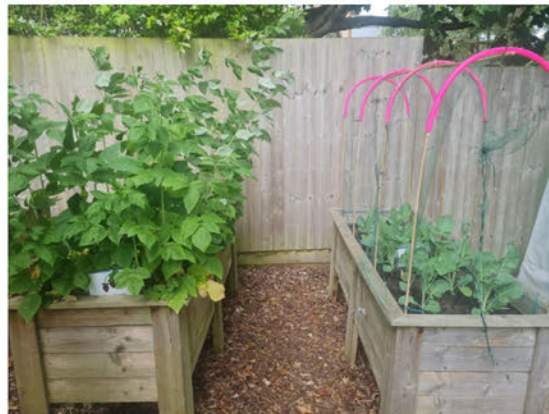


The Gardens

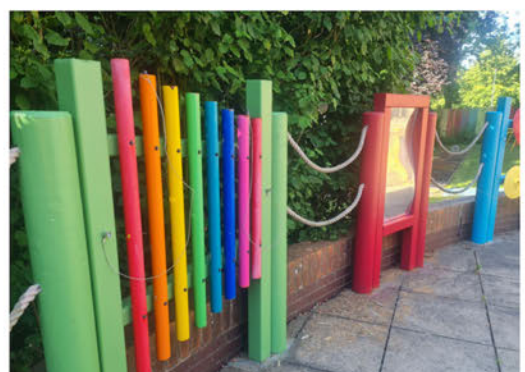
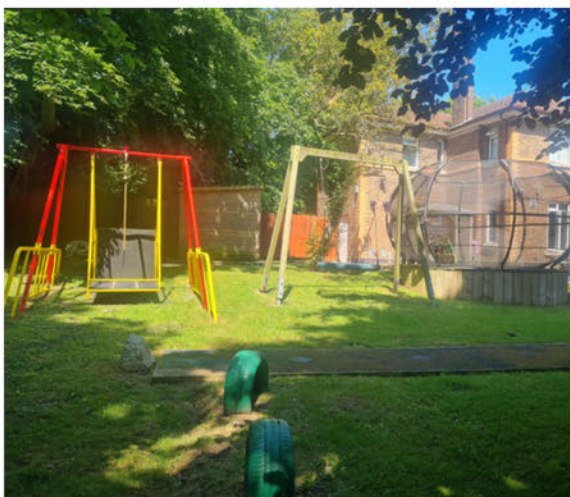
There is a fantastic garden at the rear of Russell House that is fully accessible for all the young people. The garden offers lots of play opportunities and space for more than one activity to be taking place.

At Russell House we have 2 garden areas. We have the main back garden which consists of musical instruments and accessibility swings and then also our side garden where we grow some delicious Fruit and Vegetables.

Side Garden – Growing Vegetables



Main Garden – For playtime



Russell House Vehicles

Here at Russell House we have 2 accessible mini vans to choose from. This means we try and take the young people out more often on little day trips and visits to places they may not have previously been to.



Need to know information

What do I need to take to Russell House?

- Change of clothes (coat/jumper for cold weather)
- PJ's/nightdress and dressing gown
- Underwear
- Wash kit - i.e. toothpaste, toothbrush, shampoo, shower gel, flannel etc.
- Comfortable shoes, slippers
- Labelled sun cream, sun hat (During summer months)
- Any items that would make your young person feel more at home (this can be a pillow, blanket or smaller items)

Medication

·You will also need to send your child's medication with them if they have any. This needs to be in the original packaging with a prescription label on it stating what the medication is, who it is for, the dose and when it should be taken

Medication consent forms are provided which enables you and your GP to notify Russell House of your young person's medication requirements and any changes that may occur.

Do things get lost?

Unfortunately things do get lost sometimes, but we do care about your young person's things and try our best to ensure they all go back home with them. It helps Russell House if all the clothing and personal items are labelled.

Need to know info

Fire drill

Russell House has fire drills over the year where we have to evacuate everyone from the building. This is so we know how to get all the young people out in the event of an emergency.

We also test the alarm bells every week; this is usually while the young people are at school.

If you have any worries about the fire alarm, please tell us.

What is an Activities Plan (AP) /Risk assessment (RA)?

This helps us to understand and meet your young person's needs in a safe environment during their stay. We will put together this information with help from you.

Personal information – your young person's right to know

Your young person has a right to be given a description of the information we have about them, to be told why we are using it, and who we might share it with.

Reviews

Reviews give you the chance to have your say about the care your young person will receive at Russell House and you are encouraged to take part in planning.

Will my young person be safe whilst at Russell House?

Young people at Russell House are encouraged to develop their life skills through different activities, which could at times present a small risk. The risk is limited by an individual risk assessment.

It is important that your young person has the appropriate amount of independence. They will be encouraged to spend time with the other young people and to take part in groups, as long as this does not put them in any danger and is following your young person's care plan and risk assessment.

Need to know info

Security

The front door is locked whenever young people are at home and can only be opened by a key fob, which all staff carry. Some inside doors are always locked – for example the laundry room. Others can be locked when necessary – for example the kitchen.

Doors are not locked unless there is good reason. This is decided on the basis of risk assessment of the young people who are staying at the time.

The doors are locked electro magnetically which means if there is a fire, locks would automatically release allowing the young people and staff to leave the building.

School

When staying at Russell House we will make sure your young person gets to school. We will organise the transport with South Gloucester Transport to ensure your young person gets to and from school when they are staying at Russell House.

If your young person follows an education programme at school or college we will be happy to keep this up with them when you visit. We will also support your young person with any homework they may have.

Staff team

Russell House has a dedicated staff team who have a wide range of experience, skills, training and backgrounds. All have DBS checks.

Staffing levels depend on the needs of the young people.

All the staff believe that everyone should be treated with respect and dignity and given opportunity and choice.

Key worker

All the young people at Russell House have a key worker who has specific responsibility for your young person.

The key worker or a senior staff member from Russell House will talk about what is best for your young person at Russell House. They will then make sure that information is shared with the team so we know how meet your requirements.

Need to know info

Summary of stay

While staying at Russell House staff will keep a daily diary sheet of what is going on during your young person's stay. This is done throughout the day and night and your young person will be encouraged to add anything should they wish to. Copies of these are sent home at the end of your stay you to read.

Visits to parents

To enable Russell House to gain Parents views on the care of their son/daughter the manager/deputy manager and if possible the key worker will visit parents twice a year. This will also enable Russell House and parents to review care plans/risk assessments and also complete a survey on the service we provide.

This information will also be analysed/ reviewed and fed back to all parents.

YP rights & Participation

Young people's participation

We encourage young people to participate as fully as possible in running Russell House. This is done in various ways but the main one is encouraging young people to have forums when they are staying with us. At these forums we will ask the young people what they like and dislike what we could do to improve. We will try an act on these views wherever possible. The other way in which we do this is through encouraging young people to talk to any member of staff they want to about their stay.

Your young person's rights and responsibilities

You have the right to:

- Be valued
- Be supported to learn and be educated
- Be listened to
- Have positive relationships
- Develop self confidence
- Shelter and nourishment
- Play
- Be safe
- Equal opportunities
- Develop responsibility
- Information
- Consultation

You have the responsibility to:

- Not to hurt or harm other people
- Not to put other people in danger
- Treat other people with respect and not abuse them
- Not to take or damage other people's property
- Respect other people's privacy

We do not::

- We do not tolerate bullying of any kind

Young People's behaviour

If when your young person is at Russell House and their behaviour becomes threatening or physically violent towards others, the staff will work with them to change this behaviour. We will do this in a safe dignified and respectful way. This is not done as a punishment but as a means of ensuring everybody is safe. Staff are trained in Team Teach, to ensure it is done safely.

Who to call if you are unhappy

Can I make a complaint?

If you are not satisfied with the service at Russell House it may be effective to try and resolve the matter by speaking with the staff or management.

If you are still not satisfied you can ring Ofsted on:
0300 123 1231

Or Write to:

Ofsted, Piccadilly Gate, Store Street, Manchester. M1 2WD

Or

Complaints & FOI Manager

Telephone Number: 01454 865924

Postal address:

South Gloucestershire Council, Department For Children, Adults & Health,
Complaints and FOI Team, Civic Centre, High Street, Bristol, BS15 0DQ

Children's Rights Director:

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

Telephone 0800 528 0731

Safeguarding is everyone's responsibility.

Any concerns about possible abuse MUST be reported to the Department for Children and Young People

Duty Line 01454 866000

Out of Hours Duty Desk 01454 615165

You can contact the numbers below if you are unhappy;

Contact Mencap on 0808 808 1111

Childline on 0800111

Compliments & Comments

Can I make a compliment or comment?

There is a book by the entrance where you can write any compliments or comments, or you can speak to a member of staff.

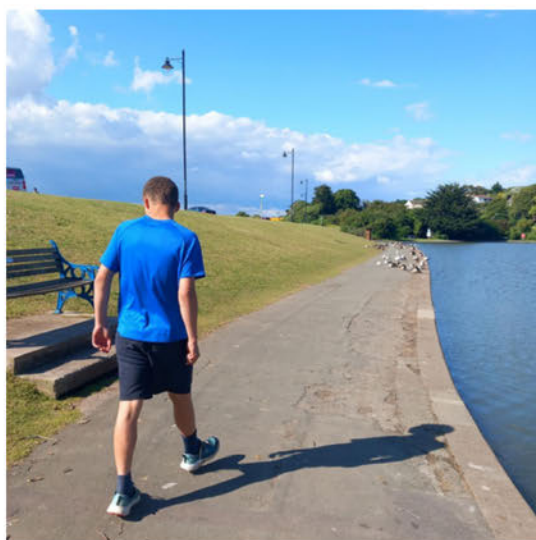
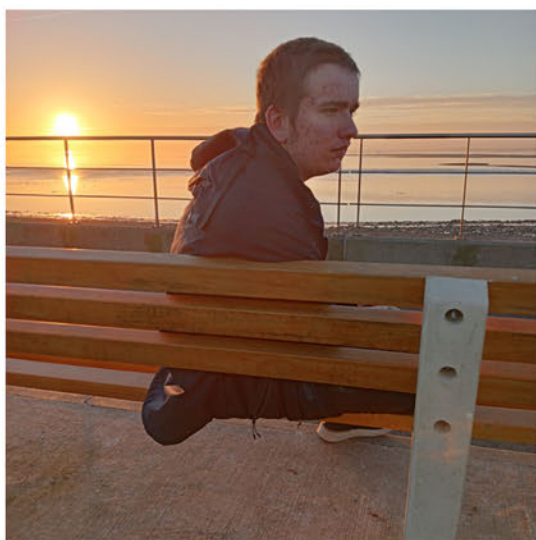
Useful Contact numbers
0-25 team 01454 866331

At Russell House we pride ourselves on all the positive work we do here with your young person. If you want to send us any comments or a compliment you can do so via the above method of writing on our letterhead paper or you can send an email to the below email address for our management team to pick up.

Russellhouse@kids.org.uk

The places we go.

At Russell House we aim to take all of our young people out as much as possible. These trips out to different locations can vary on length of time and also distance is not an issue. We will cater for all your needs prior to leaving the house, no matter where we end up.



Day trips out can vary but a few examples are below:

- Zoo / Farms
- Bowling
- Parks and local walks
- Woodland areas
- Museums
- Trip to the local city centre
- Coffee dates
- Light festivals
- Firework displays
- Beaches

Kids

Disabled children
say we can

