



**Graig House,
Ely Valley Road, Talbot Green,
CF72 8LL**

Tel: 01443 227336



Guide for children and young people who come to live
with us.

Welcome to Graig House

This booklet has been completed to help you understand who we are and to answer any questions you may have about living with us.

Graig is a large sunny house which has room for four young people of various ages. The house is about 13 miles from Cardiff city centre and close to the M4 motorway. There is a shopping centre 5 minutes away and Talbot Green town centre is just up the road.

Our house is run by a team of great people who have lots of experience of being with children and teenagers. They will always make sure that everyone living at Graig is safe, and that the house is homely and fun to live in. We've got a big garden with an area to play sports on our astro turf. We also try our best to do any activities that you may want to do.

We like our children and young people to have access to games at home - we've got a few games consoles, computers as well as plenty of board games. The team will always be happy to keep you company and play games with you.

Contact with your Family/Friends/Carers

Wherever possible we will help you to keep in touch with your family and friends. We will always talk about plans for contact or visits with your social worker. We can drive you to your visits and help you to buy and send cards or letters if you want us to.

Friends are very welcome to visit you at Graig, but we ask that you make arrangements with your key worker first. Visitors aren't

allowed to go upstairs to the bedrooms unless you've had permission from one of the staff team.

Sport & Activities

You will always be encouraged to take part in sports and activities; such as football, athletics, attending gyms, youth clubs and leisure centre or joining cadets or guides etc. We are lucky to have a good leisure centre just 5 minutes' drive from the house.



The staff team also likes to go to the seaside or to parks etc for day trips. Within the home the team will encourage cookery, artwork and musical activity. The lounge is also a nice place to relax and watch TV or movies through Netflix's or play computer games.

Education

Everyone at Graig is involved in learning and attending either a school or PRU. We can help with homework and we have desks for personal study. Usually, we give lifts to education as we have 3 cars for day to day use



Staff at the home will help you with your homework and you can have access to a computer if needed.

Personal Hygiene, Health and Medicines.

At Graig there is one bathroom upstairs with a bath and a separate shower room and downstairs there is one disabled toilet as well. Everyone is encouraged to bath or shower each day. We have a washing machine and tumble dryer downstairs in the laundry room. Your clothes and bedding will be washed and ironed regularly and you will be asked to help with this.

You will be registered with our local dentist to ensure that dental hygiene is maintained. You'll also be registered with our local doctor and optician and once a year you'll be seen by a nurse from your home area.

If you take any medicine it will be kept in a locked cupboard or fridge and given to you by one of the team when required.

Your medicine must never be given to anyone else.

Eating & Mealtimes

We usually eat together around the table in our sunny kitchen/diner. Our team cooks the food and wherever possible we use fresh ingredients. We believe that what we eat is important to keep healthy.

On school days we have breakfast before going to school and teatime is around 4-5pm and everyone sits down together.

You can always ask for snacks and drinks throughout the day and if you want to you can help with cooking.

Bedtime Routine and Bedrooms

We have 4 bedrooms for children and young people of different ages. Everyone has their own bedroom where you can have your belongings, photos and posters. Your bedroom is your space and other young people are not allowed to go in. Bed times are different depending on how old you are. We've got a good routine for bedtime and everyone is expected to stick to our rules. Reading or listening to music in bed is ok for a while after your bedtime.

Night lights can be kept on if you want.

You can choose your bedding and make it feel like home by putting posters and pictures up.

Bedtime Settling Depending on age:

10 years – 7.30pm

12 years – 8.30pm

13 -14 years – 9.00pm

15 -17 years – 9.30pm

On the weekends Friday and Saturday and throughout school holidays all Young People may have an extension to stay up a little bit later if they are well behaved. This extension will be at 22:00 instead of their usual time.

What is a Key Worker?

Your key workers are members of the team who you get on with and who keeps in touch with important people in your life like parents/carers/family/friends/social worker. Your key workers

are the people you'll have regular chats with and who will help you with anything you need.

Bullying

We have a 'zero tolerance' to bullying – which means that we deal with any incidents of bullying immediately! The incident will be investigated by the manager.



We have information on bullying including telephone numbers of services offering help which are downstairs on the Young People's board.

Staying Safe

At Graig we must know where you are at all times so that we can make sure that you are safe. If we don't know where you are or fail to return to the home at a time given or if you run off this is called 'going missing' and it is very serious. The police, emergency duty team and parents/carers will be told immediately if this happened.

Fire

We have a high-tech, sensitive fire detector and sprinkler system at Graig. Water will spray from the ceiling immediately if there is a smell of smoke.

If there is a fire it's important that you know what to do! When you arrive at Graig you will be shown what to do if there is a fire. Nobody (Young People, staff or visitors) are allowed to smoke in

Graig – both inside and outside the house and nobody is allowed to use matches or set fire to anything.

If you discover a fire an adult must be told immediately. You will then evacuate the building and meet at the bottom of the drive by the summerhouse where you see a green evacuation sign.

Complaints

If you are unhappy about something or somebody please talk to your key worker, one of the team or the manager of Graig. If you're not happy with the result, you will be asked to complete a complaint form, where you can write down what you are complaining about. This is given to the manager.

“All complaints will be treated seriously”

A meeting will be arranged within 24 hours between the home manager and yourself, to discuss how the complaint can be resolved. You will be advised of your rights to involve your Social Worker, Care Inspectorate Wales or Advocacy Worker.

If the complaint is sorted out internally, you may be involved in what happens next. But if you feel you have not been listened to or you have been discriminated against in any way you can make a complaint which will be investigated by an independent 'advocacy'. This is a person who will talk to you about your complaint and help you to work it out.

Daily Recording

Every day the team will keep a note of what's been happening during the day – it's like a diary. This is so that we can remember

important events, funny comments or good things that we've achieved. Every month your key worker may have a meeting with you to talk about anything you wish to talk about.

Use of House Phone

The house has a landline phone that the young people can use at the staff discretion. The phone cannot be used between the hours 7.30pm - 8.30am. This is to allow all young people to settle at night.

Young People's Meetings

These are held at the home once a month. All the Young People are encouraged to chat about things they would like to happen at the home.

Activities Planners

All young people will have a personal weekly activity planner, which they can help plan with the staff team. This will show what they have on that week and will allow for them to choose activities they wish to take part in.

Menu's

Each week a menu will be created. Each young person has the opportunity to contribute to the menu. The menu will offer healthy

and nutritional food throughout. Once a month a takeaway meal will be available dependent on behaviour over the month.

Birthday and Christmas Allowance

Each Young People has an allocated amount. The key worker will be in charge of this spending with the Young Person's choice of presents.

Rules and Expectations

NO hitting

NO bullying

NO biting

NO spitting

NO taking other people's things without asking.

Everyone must be kind and help each other and everyone is expected to listen and try their best to get on.

Everyone must tidy up after themselves and put things away after games.

Pocket Money

This is determined by age:-

10 - 15 Years = £8

16 - 18 Years = £10



Pocket money is paid once a week, after household jobs have been done.

Christmas and Birthdays are special times and you can ask for extra money to buy presents. Your Key Worker will always take you shopping. You don't have to use your pocket money for anything other than things you want – we buy clothes, toiletries, food and all other basic things.

You can also earn up to £10 incentive money every week and a half and will have your own individual incentive chart to work with.

Clothing Allowance

Each young person is entitled to £14.00 clothing allowance a week. This can be saved up over the weeks to spend on larger items. Clothing allowance can only be used to spend on clothing and is non-transferable.



Religious Beliefs

All Young People are supported to follow their religious beliefs.

Reviews & Meetings

You will be encouraged to attend your reviews and be offered to discuss your wishes and feelings before the review with your key worker/social worker or independent Reviewing Officer, so they can ask for something for you. Sometimes we don't always get what we ask for so we will help you to make the most of some of

the decisions that are made and explain why everyone in the meeting has made them.

*We hope that you will enjoying living at Graig
and if you have any questions we are always
here to answer them.*