



Welcome to Oxcroft

We want to help children understand why they are living with us, how you might be feeling about it and who you can talk to.

Lots of children come into care for a variety of different reasons. This decision is made by your social worker (they are someone that are involved in your life to help make sure you are looked after well).

When children go into care they can feel a variety of different emotions..



Luckily, there are lots of different people that you can talk to. You have your social worker, your Mum and/or Dad, a teacher or the adults here. There are also people called "Advocates" that you can speak to and they then talk for you to different people. Ask your social worker if you think you might like one. CORAM voice are a company who have advocates,

their helpline is: 0808 800 5792

You will also have lots of people already involved in your life so we would understand if you didn't want someone else. You might be confused about some of the people you have met already. A court is where a judge or magistrate will make the key decision about you, so... What is a judge or magistrate? * A

judge works in the family court. They listen to information about you and will make the decision about what is right for you. * Magistrates are trained members of the community who also work in the family court. There are normally three magistrates who will make a decision about you.

Although the adults here are different in so many ways, we all believe in the same thing: that our relationship with you is one of the most important parts of living together.

We have all been trained to take care of our relationship with you so we promise to:

- Work things out with you when they have gone wrong
- Say we are sorry when we have made a mistake

- Change our minds if we learn something new about you or what you are dealing with

Think about what we have done and how it may be experienced by you, just as we will encourage you to do the same

Share how we feel about you and that includes what you have been through or how you have been dealing with things

Make sure we try to understand even when you are scared and want to push us away and don't understand yourself.

How will we do this?

You can expect us to show what we call playfulness, acceptance, curiosity and empathy when we are with you and when the adults are with each other too. We call this PACE for short. We will explain more about this later. But why do we think these things are important in relationships?

These are all the things which have been shown to help people grow and develop in three important ways:

- How we feel about ourselves begins with how people feel about us

- How we think about what is happening for us, begins with how people think about us

and

- How we manage our feelings, begins with how people manage how we feel.

That means us too!

So you can expect staff to have an attitude of P.A.C.E, to make sure getting back to our relationships helps you grow and develop in these ways.

Playfulness

We are interested in what you have to say, and we want to spend time with you and hope you will enjoy spending time with us (at least some of the time!) both talking and doing activities together. We will try not to lecture you as we know you won't want to listen!!



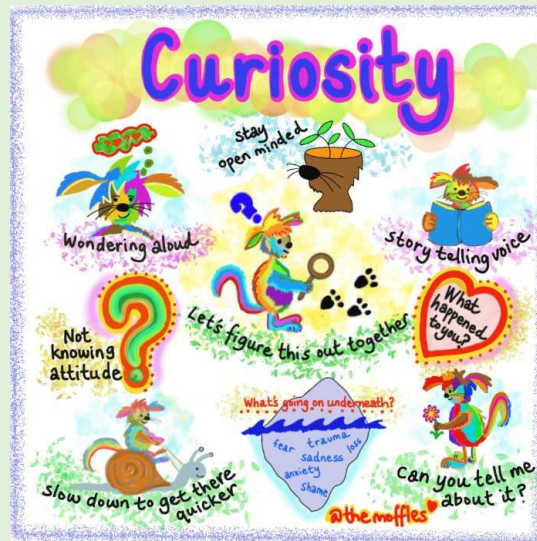
Acceptance

We want you to feel that you can share your thoughts, feelings, wishes, hopes, dreams, fears and nightmares with us and we will accept all of these without judgement. Acceptance will not always apply to your behaviour which, if it is not safe for you or for others, we will have to support you to change.



Curiosity

We want to support you to help you figure out things in your life and how to help you get there. To do this we will be interested in wondering with you about why you do and feel the way you do about yourself and about relationships. Also, about how to support you to change your behaviour if it is getting you into trouble!

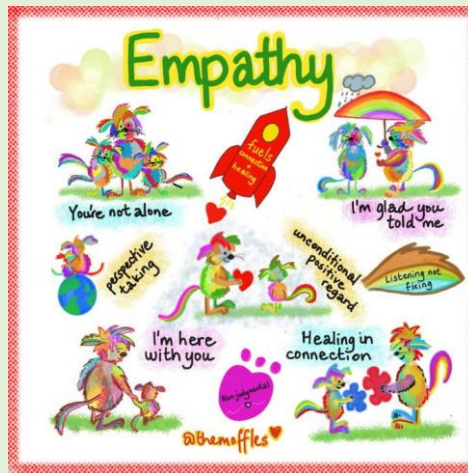


Empathy

We want to understand you and help you share your feelings whatever they might be.

This attitude of P.A.C.E. is part of a way of working and living called Dyadic Developmental Practice (DDP) – you can find out more about this by visiting the website – www.ddpnetwork.org

[For Young People - DDP Network](http://www.ddpnetwork.org)



Here are some things kids have said when they have felt PACE:

Family Stories - DDP Network

All the adults here will try to do the best they can to understand the way you see yourself, your relationships, learning and living. They want to build relationships with you that are worthy of your trust, where you are safe and you feel safe.

Clover Childcare Services and the S's.

Safety	<i>We will be there. We will help you to be and feel safe.</i>	Sleep	<i>We will help you to feel comfortable to get as much sleep as you need</i>
Structure	<i>We will provide a predictable and enjoyable routine to your day.</i>	Sorry	<i>We will apologise when we get things wrong. We do get things wrong sometimes, same as you do!</i>
Supervision	<i>We want to spend time with you and offer you support and guidance</i>	Special	<i>We will discover with you what makes you amazing and unique</i>
Success	<i>We will find opportunities for you to succeed and celebrate your success with you</i>	Shame	<i>We will not cause you to feel ashamed for who you are.</i>
Smiling	<i>We will be positive and hopeful with you and for you.</i>	Sarcasm	<i>We will not mock or use sarcasm when we talk to you.</i>
Storeytelling	<i>We will be PACEful in our attitude and help you make sense of your story</i>	Shouting	<i>We will not shout in anger or use threats, swearing, or name-calling.</i>
Soup	<i>We will provide good food for you and share mealtimes with you</i>	Smacking	<i>We will not threaten to, or hit you.</i>
Soothing	<i>We will help you manage your day, even when things are really difficult.</i>	Should	<i>We will avoid putting any unfair expectations on you</i>
		Secrets	<i>We will not keep any information from you that you are entitled to know.</i>
		Seclusion	<i>We will not isolate you.</i>

Staff at Oxcroft

Anna Allen - Head of Care

Brett Colclough - Registered Manager

Jesse Farrell - Assistant Team Manager

There are other adults that you will get to know after you have moved in. We don't want to confuse you or overwhelm you by adding them all in here right now...I bet you have enough to think about. As you have already lived with Clover in one of our homes, you will probably know most of the adults already.



Living at Oxcroft

Children come to stay at Oxcroft for lots of different reasons. If you need some help in understanding your reasons for coming to live with us then please ask. Follow the QR code to see our website!



You are going to have lots of questions about Oxcroft and we hope that this book answers a lot of them.

When you come through the front door there are stairs leading to upstairs on the right. There is a games room to the right and our lounge to the left. If you follow the corridor you get to the kitchen and access to the garden.



The lounge has patio doors that lead to the garden. Our dining room is shared with our lounge.



We have one bathroom upstairs that the children can use. We have showers and a bath.



Bedrooms

We like children to be able to personalise their rooms and we hope you will enjoy making yours special to you.





Places we like to go...



Kelling Heath

We have a caravan at a place called Kelling Heath. It is around a 40 minute drive from Oxcroft. There is lots to do there including swimming, fishing, parks, tennis courts or just relaxing in the caravan. We sometimes use the caravan to have overnight stays in the school holidays.



Happisburgh has a beautiful lighthouse that you can visit.
There is a lovely beach and park here too.



Things to do...

In the garden at Oxcroft, we have a trampoline and a playscape to play on. We have space to play football and other games. There is a park locally.

There are many beaches nearby that we like to visit and we really enjoy going to build dens or riding bikes at a local wooded area called Bacton Woods.

Out and About Activities

You may like to join a club or go to an activity in the community. This is a good way to make friends outside of the home. If you already are in a club when you come to live with us, we will try to keep you at the same club. If this isn't possible due to the travelling time, we will find you a local club.

At the holidays and the weekends we like to go out and about. Sometimes we will go to the cinema, roller skating or swimming. We also go to do food shops or different jobs around the home.

Meal Times

Everybody eats their evening meal together at Oxcroft.

We feel that meal times are important parts of the day. We can all come together to talk about our days. When you come to us you can let us know the foods you like and dislike.

All the children help to prepare food, set the table and tidy up after.



Possessions

We want you to look after your things at Oxcroft.

If you have things that are really important to you and you would us to keep them safe then we can do that for you.

At Clover Lodge, we don't allow swapping, giving away or selling your possessions to each other.

We have lots of toys and games for children to play with and share. You don't have to share your own things as they may be special to you. If you are sharing your things or letting another child borrow something, just tell an adult. This way we can make sure children's possessions aren't being taken without their permission.



Pocket Money

You will get pocket money every Saturday. The amount depends on how old you are. The adults will tell you how much when you come to visit. All the children tidy and clean their rooms weekly to get their pocket money.



Seeing Family and Friends

You can have friends and family to come to visit you here at Oxcroft. This will be planned and arranged with the adults at Oxcroft. The adults will also arrange the times you see your family under the advice from your social worker.

You will continue to have a social worker and they will also come to see you whilst you are here. You can call them whenever they are available.



Going to School

Whilst you live here you will carry on with your education and learning. We believe that your education is important so we will always give you the support needed.

Your social worker will decide which school you will be going to.



Keeping Clean

We have a washing machine and a tumble dryer to clean and dry your clothes. There is an ironing board and an iron.

We will make sure that you have a toothbrush, toothpaste, shower gel, shampoo and other things to help keep you clean.

We do expect the children who live with us to shower/bathe on a regular basis to keep nice and clean.



Health

If you are feeling poorly or you get hurt then please tell one of the adults who will help sort things for you. If the adults can't help then they will make you a doctor's appointment.

You will be registered with a local doctor, dentist and opticians. We will take you to your appointments.

If you take any medication then we will look after it for you and give it to you at the right time.



Respect

All people (adults and children) are expected to treat each other with respect.

We do not allow children or adults to swear, make racist comments, hurt others or be unkind to others.

In our home, everyone matters. We want children and adults to feel safe, cared for, and respected.

Sometimes people feel happy, excited, worried, sad, or angry. All feelings are okay. When big feelings show up, we will help each other find safe ways to talk about them and work through them together.

Sometimes people say or do things that hurt other people's feelings. If this happens, the adults will help everyone understand what was going on, listen to each other's feelings, and make things better again. We believe everyone can learn, grow, and repair things when they go wrong.

We want our home to be a place where everyone feels welcome, understood, and part of the family.

Respect yourself - Respect others - Respect the building



If there is a problem...

If you have a problem or you are upset then tell someone who you feel close to. If we can't help you then you can speak to your social worker.

If you don't feel happy after talking with adults here then there is a formal complaints process that can be followed if you want to complain. It is important you let us know about the things you aren't happy with and complaints are sorted out properly.

We have regular conversations in the home that are then recorded in our magazine. You will also have a 'Can I Have a Chat?' book. This will be where we can write, with you, how you are feeling and then things you have done that month.

Useful Phone Numbers...

Your Social Worker: -

Your Independent Reviewing Officer: -

The Children's Commissioner: - Dame Rachel De Souza 020 7783 8330

Norfolk's Complaints Team: - 0345 800 8020

Childline: - 0800 1111

OFSTED: - 0300 123 1231

Voice: - 0808 800 5792

NHS Direct: - 111

Please use these pages for anything else you would like to know...

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