

Children and young People Guide

Welcome to Peter Every House

At Peter every House you can come and play and make new friends with other young people in a safe place. Staff at Peter Every House are here to look after you and to help you.

You can come to Peter Every House for day visits or to sleep over night. You might come at weekends during term time only and in the school holidays.

What happens at Peter Every House

You may have your breakfast, lunch or dinner when you visit. You will have choices, so you can have the food and drink that you like. You will be asked what activities, you like, and staff will support you to do them.

You may go on trips out to the park and other places. Staff will ask you your ideas about places to go.

What we have at Peter Every House.

At Peter Every House there are lots of toys, books, games and other activities like arts and crafts, baking, and cooking for you to do etc.

There is a sensory room, a big lounge with a tv, an Xbox, computers, iPads to play with and also, we have a garden you can use.

Being Kind

At peter Every House we want everybody to have fun and to stay safe, we want everybody to be friendly, and nice to each other. If you are feeling angry or upset, you can talk to staff to let us know your feelings. We will say thank you to you when you have been kind and helpful.

What is important to you?

Your faith and culture may be important to you. At Peter Every House we will always respect your beliefs and what is important to you and your family.

Having your say

At Peter Every House we will listen to you and encourage you to have your say. We encourage young people to participate as fully as possible in running the home. This is done in various ways, but the main one is by encouraging young people to have a key working session with a member of staff and staff observing your behaviours and communications and looking out for your likes and dislikes.

You and your family can always tell us how to make Peter Every House better. If there is anything that you don't like at Peter Every House it is ok to tell someone straight away so we can try and do something about it. You will also have a chance to have your say in your one to one key working sessions.

Complaints

If you have a complaint about Peter Every House, please tell a member of staff or the manager and we will do our best to try and make things better for you. If you are still not satisfied after the response you can speak to your social worker, advocate or someone that you feel comfortable talking to. You can also complain to Ofsted. Ofsted are the people that make sure we do a good job at Peter Every House. You can contact

Ofsted by email: enquires@ofsted.gov.uk.

Telephone 03001231231

opening hours are 8am-6pm.

Letter Ofsted, Piccadilly Gate, store street. Manchester. M1 2WD.

If you are still unhappy you can tell an independent advocacy by

email: careadvocacy@voiceability.org.uk,

Telephone:03002225948(Helpline Mon-Fri,9am-5pm).

Letter VoiceAbility, United House, 39-41 North Road London. N7 9DP.

We look forward to seeing you at Peter Every House