SUPPORTED

Orchard Therapeutic CARE

LIVING FOR 16+

Young Person's Guide

Rooted in care, growing in independence, flourishing empowerment

01865 890047 info@hitchcoxgroup.co.uk

WWW.ORCHARDTC.CO.UK

URN: 2818976

Welcome to Bramley House

Welcome to your new home. Whether you're coming here from another home or living away from home for the first time, we're really glad you're here. Bramley House is your space - a place to feel safe, grow your independence, and be supported every step of the way.

You might feel nervous, excited or unsure - that's okay. Everyone feels that way at first. We're here to get to know you, to help you settle in, and to support you with the things that



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GETTING ONLINE

Wifi

Password

WE KNOW THAT WHEN YOUNG PEOPLE FEEL UNDERSTOOD, SUPPORTED & SAFE, THEY THRIVE.

Our promise to you

Our staff team will work with you on many parts of your development and transition to young adulthood, including:

- Listening to you and focusing on your individual support needs.
- Making sure you are safe and learning to keep yourself safe.
- Getting you any specialist support you need.
- Supporting you to develop friendships and other relationships.
- Helping you to come up with ways to deal with emotions.
- Ensuring your healthcare needs are met.
- Ensuring you are receiving a good education/find a good apprenticeship.
- Helping you to develop skills for day-to-day life.
- Any other support needs that are highl ighted in your plans and reviews.

We want you to have great opportunities and achieve things that help you feel happier and more confident.



Who's who and how to reach us

YOUR SUPPORT WORKER

- Helps you with daily life, routines and anything you're struggling with
- Meets with you for regular one-to-ones
- Help you settle in, feel safe and understand how everything works
- Support your daily routine - school, appointments, meals, rest
- Meet with you regularly for check-ins and goal planning
- Help with challenges - emotional, social or practical
- Write reports, progress updates and communicate with your wider care team
- Work with you to plan activities, meals and future steps

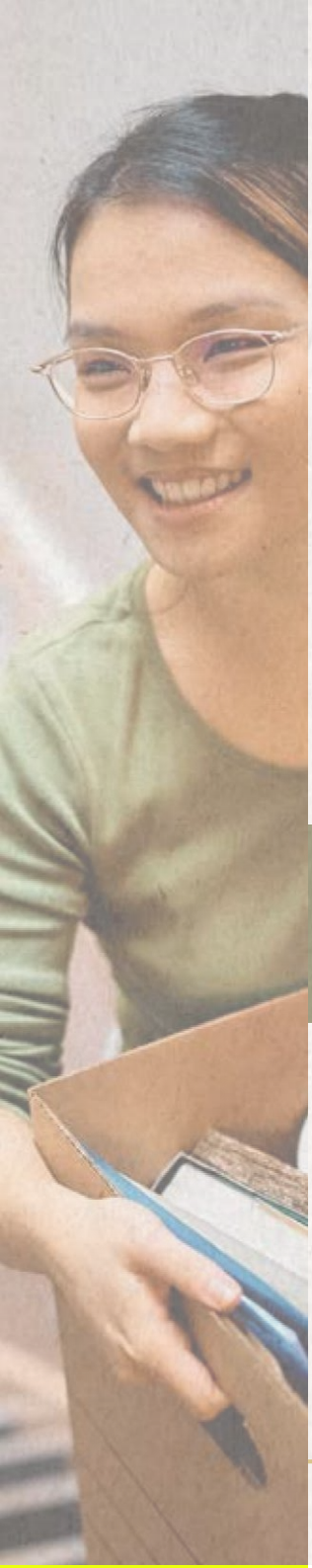
They're also who you let know when you're going out, staying away or needing something. We walk alongside you - not in front or behind.

REGISTERED MANAGER - RENETA CZECHOWICZ

- Makes sure everything runs smoothly and safely
- Listens to your views and helps guide your care

We'll give you a contact card with names, phone numbers and email addresses so you always know how to reach us.

> Our team is always here - not just in an emergency, but for the everyday stuff too.



When you first arrive

We'll do everything we can to make your move into Bramley House a positive experience.

HERE'S WHAT WILL HAPPEN:

- You'll be welcomed by your Support Worker and shown around the house
- We'll help you unpack if you'd like, and make sure you've got everything you need
- You'll get a tour of the local area when you're ready
- We'll go through your Support Plan with you and begin getting to know what matters most to you

We understand it might feel like a lot, so we take it at your pace. There's no rush - we're here to support you.

WHAT TO BRING:

Clothes, any important documents, photos or comfort items, any personal toiletries, and anything you use day-to-day. If you forget anything or don't have it, don't worry... we'll help.

We know that starting somewhere new is a big deal - you won't do it alone.

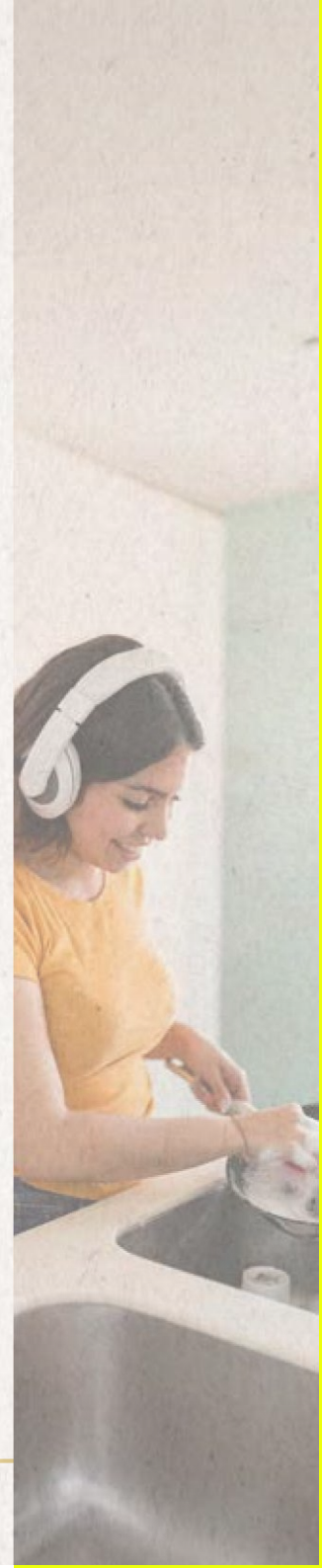
Our facilities

We want you to feel at home.

BRAMLEY HOUSE OFFERS:

- A comfy living room with sofas, games, and a smart TV (with options to buy streaming subscriptions like Netflix, Disney+, Amazon Prime)
- A fully equipped kitchen - you'll learn to cook, prepare meals, and store your food in your own cupboard and fridge/freezer space
- Your own bedroom with a lockable drawer, wardrobe, desk, lamp, and space to decorate as you like
- Utility Room with washing machine – we'll provide any support you need with machine settings
- WiFi throughout the house
- CCTV outside and at entrances for safety - never in your private spaces

> It's your space - we're just here to help you make the most of it.



Your room, your space

At Bramley House, you'll have your own bedroom that's just for you. You can decorate it with posters, photos, or anything that makes it feel like yours.

THINGS TO KNOW:

- You'll have a lockable safe for valuables
- Staff always knock before entering (unless it's an emergency)
- You can personalise your space and ask for help getting anything you need

Feeling at home starts with having a space that's truly yours.













Daily life at Bramley House

Every day is shaped around your needs and goals. Here's what it might look like:

WEEKDAYS

Mornings:
Get ready for college, work or activities

Afternoons:
Time to relax, catch up with your Support Worker, or join an activity

Evenings:
Dinner, down time, chats or something creative

Generally:
We're big on personal hygiene and encourage you to have at least one bath or shower every day, clean teeth twice daily and change your clothes on a daily basis! Our staff will help you learn how to wash, iron, and take care of your clothes.

WEEKENDS

Weekends are a bit more relaxed and flexible. You might go on an outing, get involved in some cooking, enjoy a movie night, or simply take some time to chill and recharge.

While the atmosphere is more laid-back, every weekend you'll still be expected to clean your room and change your bedding to keep your space fresh and comfortable.

Living together at Bramley House

We don't have lots of strict rules - we have shared values to help us live well together:

- Be kind, honest and respectful
- Take responsibility for your actions and your space
- Keep your room clean and contribute to shared areas
- Talk things through when problems come up - we'll always be there to listen
- Keep yourself and others safe

Everyone contributes to making Bramley House a good place to live. If something goes wrong, we talk it through and work it out - together.

Respect goes both ways - and that's how we build trust.

> Living well together takes kindness and honesty from all of us.



STANDARDS YOU CAN EXPECT FROM US

We'll always...

- Treat you with dignity, respect and compassion
- Keep you safe and well, emotionally and physically
- Help you learn, grow and move forward at your pace
- Involve and listen to you in your care planning and decisions
- Support your identity, beliefs, culture and background
- Act quickly if something isn't right - including bullying, harm or neglect
- Help you get the support you need for your wellbeing, education and future

We're here to work with you. If there's something you don't understand, or want to change, just ask.

> You can expect consistency, honesty and care from everyone here.

BEING HEARD

Your voice matters. Here's how you can share it:

- Join team meetings every two weeks to talk about house life
- Suggest changes - food, routines, decorations, activities
- Speak up anytime - privately or in meetings

We'll always listen. You help shape the way things work here.

> Your voice helps shape our home.

HEALTH & WELLBEING

We take your wellbeing seriously - physically, emotionally, and mentally.

What we offer:

- Help with GP, dentist, optician appointments
- Counselling, mental health check-ins or just someone to talk to
- Mindfulness, creative outlets, and wellness activities
- Support with managing stress, relationships and emotions

> Good days, bad days - we're here for all of them.

FEELING SAFE

Everyone deserves to feel safe. If you don't - at home, outside, or online - we'll help.

What we'll do:

- We'll work with you to make a safety plan that suits you
- You can talk to any adult here if something worries you
- We have a clear Missing Protocol - if we can't reach you, we'll start looking right away informing your Registered Manager and Social Worker, and maybe even the Police
- We take bullying seriously and act quickly if it happens
- You can also talk to an advocate if you prefer

Safety isn't just about rules - it's about how supported you feel every day.

ANTI-BULLYING

We are a zero-tolerance home for bullying of any kind - verbal, emotional, physical or online.

If you experience or witness bullying:

- Talk to your Support Worker or any staff member
- We'll take it seriously and act fast to make it stop
- You'll never be blamed or ignored - it's our job to make things better

We will:

- Support everyone involved in a fair and respectful way
- Use restorative practice to help people understand impact and repair harm
- Involve outside professionals if needed for additional support

You have the right to feel safe in your home. Always.
We don't just talk about listening - we really do it.

CURFEWS & COMING AND GOING

To keep everyone safe and things running smoothly:

- We ask that everyone is back home by 10:00pm, unless agreed otherwise
- Always let staff know where you're going and when you'll be back
- If you plan to stay somewhere overnight, let us know ahead of time
- Lock your bedroom and the front door when leaving - and keep your key safe

> Independence works best when we work together.

VISITORS & STAYING IN TOUCH

We want you to stay connected to the people who matter to you:

- Friends and family can visit - just let staff know ahead of time
- You can use your mobile, house phone or WiFi to stay in touch
- Video calls are welcomed too - we'll make sure you have time and space
- If you're visiting someone overnight, this must be agreed in advance with staff and your social worker

Staying connected is part of feeling safe and supported

SMOKING, ALCOHOL & SUBSTANCES

We want you to be healthy and safe. That means:

- No illegal drugs or alcohol are allowed in the house
- If substances are found, staff will follow safety procedures, and may inform your social worker or the police
- We'll never shame you - we'll work with you to understand what's going on and support you
- Confiscated items may be stored securely if needed for evidence

Smoking/Vaping:

- Smoking is not permitted at any time anywhere on Orchard Therapeutic Care Ltd premises. This rule applies to everyone, including employees, managers, contractors, young people and visitors. We'll always make you aware of this when you arrive and offer any support we can if you are trying to give up.

> It's about support rather than shame.

FIRE SAFETY & EMERGENCIES

We'll make sure you know exactly what to do if there's an emergency:

- When you move in, we'll walk you through fire exits, how alarms work, and what to do if one sounds
- We hold regular fire drills so everyone knows the routine
- If there's a fire, leave straight away and meet at the safe point in the garden
- Staff will always help and support you if there's an emergency

We practise so that you're prepared, not panicked.

YOUR ENTITLEMENTS

As a young person in supported accommodation, you are entitled to:

- An education that supports your goals - school, college, online learning or training
- Free access to healthcare, including GP, dentist and mental health services
- A weekly allowance and support to manage your money wisely
- Employment support, including CV writing and applying for jobs
- A say in the decisions that affect your life and support plan

Your rights are protected by law, and we're here to make sure you know and use them.

You deserve more than care - you deserve opportunity.

FINANCES

We'll help you manage your money in a way that builds confidence and independence.

- You'll get a weekly allowance - how much allowance you get depends on your age and plan
- The Registered Manager will explain how much you'll receive and when
- You can spend your allowance on things you enjoy or things you need
- You'll also have a savings account - a set amount goes in each week
- Your savings are yours to keep when you move on from Bramley House
- Staff can help you budget, save for something special, or make good choices about money

It's your money - and we're here to help you use it wisely.

LEARNING & INDEPENDENCE

We'll help you grow your confidence and skills so you can live more independently:

- Cooking and planning meals
- Managing money and budgeting
- Looking after your space
- Booking appointments and navigating adult life

You can also visit our sister school Orchard Therapeutic Farm to try new skills or get qualifications.

Independence isn't something you're thrown into - it's something we build together.

ADVOCACY & EXTERNAL SUPPORT

Sometimes, it can help to have someone by your side who isn't part of our team - someone independent who speaks up with you and for you. That's what an advocate does.

What an advocate can help with:

- During assessments or support plan reviews
- If your needs or risks are being assessed
- If you're unsure about a decision or want help understanding your rights
- When raising concerns, complaints or giving feedback
- If you've experienced something difficult or upsetting
- If you'd like to help shape our service or policies

Who can be your advocate:

- A family member, friend or trusted adult
- A professional you already know (like a solicitor)
- Or an independent advocate - someone not involved in your care or from the Local Authority

If you don't know someone who fits that role, we'll help arrange an independent advocate for you.

Accessing advocacy:

- We'll help you contact your Local Authority's advocacy service
- Staff will support you with this, and you can ask at any time
- We include advocacy in reviews, planning and service improvements
- If you have additional needs, we'll look for someone who understands them (e.g. cultural background, disability)

You can also contact:

- Your Independent Reviewing Officer (IRO) - who checks your care is going the right way
- Ofsted - they regulate homes like Bramley House
- The Local Government Ombudsman - if something serious needs to be looked at outside our team
- Children's Commissioner's Help at Hand Service

  0800 528 0731

  help.team@childrenscommissioner.gov.uk

You deserve to be heard - and we'll help make sure you are.

MAKING A COMPLAINT

If something doesn't feel right or you feel you've been treated unfairly:

- You can talk to your Support Worker, another adult in the house, or the Registered Manager
- You can fill in a simple complaint form - we'll help if needed
- We'll listen, investigate, and always get back to you
- You won't get in trouble for making a complaint

You can also raise concerns via our website or by contacting your social worker.

www.orchardtc.co.uk/complaints

Speaking up means helping things improve - and that's brave.



Bramley House: Statement of Purpose

Our Statement of Purpose is a key document that explains how Bramley House is run and how we keep young people safe, supported, and progressing.

It's something we are legally required to have, and Ofsted uses it to make sure we're doing things properly.

THE STATEMENT OF PURPOSE INCLUDES:

- Our values and what we believe in
- Who we support and how
- The layout and facilities at Bramley House
- Our staff team, their training and supervision
- Your rights and entitlements
- How we support your wellbeing and independence
- How we protect you and promote equality
- What to do if you want to make a complaint

It's reviewed every year - and we want your input when we update it. You'll get a copy when you move in. If you'd like help understanding any part of it, just ask your Support Worker or Key Worker.

Think of it as our "user guide" - it shows where we're going, how we'll get there, and how we'll look after you along the way.

Policies & safeguarding

We have a full set of policies that explain how we keep everyone safe, respected and supported. These policies help us stay consistent and make good decisions.

You're welcome to read any of them. Just ask the Registered Manager (Reneta) if there's a policy you want to see or if you'd like help understanding one.

SOME OF OUR KEY SAFEGUARDING POLICIES INCLUDE:

- Anti-Bullying Policy
- Complaints Policy
- Confidentiality Policy
- Child Criminal Exploitation Policy
- Child Sexual Exploitation Policy
- E-Safety Policy
- Forced Marriage Policy
- Female Genital Mutilation (FGM) Policy
- Gangs & Youth Violence Policy
- Illicit Substances Policy
- Missing Young Person Policy
- CCTV Policy
- Notification of Serious Events Policy
- Prevent (Counterterrorism) Policy



Our policies exist to protect you - and you're always welcome to ask questions about how they work.

Glossary

This glossary explains some of the terms you may come across during your time here. It's here to help you feel confident and informed as you settle in.

ADVOCATE

Someone who doesn't work at een who will help you to get your voice heard when making important decisions about your life.

CARE PLAN/ PLACEMENT PLAN

These are documents which help adults understand what you need from us and how we can help you.

CONSEQUENCE

This is something which might happen as a negative outcome to negative behaviour. For example, you might have to write a letter to say sorry to someone you weren't very nice to.

EHCP (EDUCATION AND HEALTH CARE PLAN)

You may or may not have one of these. They are plans created to find out what your strengths and weaknesses are at school, and how we can help you improve.

IRO (INDEPENDENT REVIEWING OFFICER)

This is someone who will go to your reviews and will help create your care plan and decisions about what kind of care you need.

KEY WORKER

An adult who will support you with lots of things and someone who you will have regular one to one time with.

LAC MEDICAL

“Looked After Child” Medical is an annual check up with a nurse, who will ask you questions about your physical and emotional health.

LAC REVIEW

A “Looked After Child” review is a meeting held twice a year with your social worker, the home manager, and others involved in your care. You can attend and share how you’d like to be supported.

MANAGER

Someone who makes sure the adults are looking after you properly.

OFSTED

The people who check the adults are following the rules.

PEP (PERSONAL EDUCATION PLAN)

This is a plan which is made to help you get the most out of school. Your teachers and the adults at the home will meet to talk about what is best for you.

POSITIVE HOLDS

An adult will do a safe hold if you are unsafe, this hold might feel uncomfortable, but it is to keep you safe and others safe around you. The adult will stop holding you as soon as you are safe again.

REGULATIONS

A set of rules the adults have to follow

THERAPY

Therapy is a private space to talk about difficult things. It can include things like art or drama to help you express yourself. It’s confidential unless something unsafe is shared. We can help you find the type of therapy that’s right for you.





Final words & feedback

Starting something new can be overwhelming - but you're not doing this alone. We're here to support you, cheer you on, and help you find your way.

WE BELIEVE IN:

- Empowerment
- Compassion
- Respect
- Fun
- Community

And we're always learning too - so if there's anything you think we should add or change in this guide, let us know.

We're here to help you grow, not just to get by.

Directory of useful numbers & places

In this section, you'll find a directory of useful numbers and places to help you settle in and make the most of your time here.

It includes important contacts like emergency services and local support, as well as handy information about nearby places such as the supermarket, GP, ice rink, and other spots you might like to visit.

SUPPORT & ADVICE

CHILDREN'S COMMISSIONER

If you're in care, leaving care, or living away from home we can give you free, impartial help and advice. You can speak to us confidentially about any questions you have or anything that's troubling you - no issue is too big or too small.

Email: hello@childrenscommissioner.co.uk
Phone: 0800 528 0731

CHILDLINE

Free confidential support for young people under 19 in the UK.

Phone: 0800 1111
Online Chat: www.childline.org.uk/get-support/ 1-2-1-counsellor-chat
Website: www.childline.org.uk

YOUNGMINDS

YoungMinds provides mental health support specifically for young people, including workshops, one-on-one support, and group activities. They offer a helpline, online resources, and information on various mental health issues.

Email: cyp@oxfordshiremind.org.uk
Phone: 01865 247 788
Text: YM to 85258 (24/7 crisis support)
Website: www.oxfordshiremind.org.uk

THE MIX

A support service for young people that offers advice on mental health, relationships, and more. They have a helpline, online chat, and forums.

Call: 0808 808 4994
Website: www.oxmindguide.org.uk

MEDICAL ADVICE

Call 111 if you need urgent medical advice

> Remember, it's okay to ask for help. There are many people and services ready to support you. You're not alone!

AROUND THE AREA

HIGH STREET (15 MIN WALK)

The centre of Wantage is about 15 minutes from the house on foot. You'll find a good mix of local shops, high street chains, cafés, restaurants, a cinema, and hairdressers/barbers. There are plenty of clothing stores, coffee shops, and things to do.

SAINSBURY'S

Address: Limborough Road, Wantage, Oxfordshire, OX12 9AJ
Phone: 01235 770 601

WANTAGE LIBRARY (15 MIN WALK)

Address: Stirlings Road, Wantage, Oxfordshire, OX12 7BB
Phone: 01235 762 291
Email: wantage.library@oxfordshire.gov.uk
Website: www.oxfordshire.gov.uk/residents

Opening Hours:
Monday to Saturday: 08:00 – 21:00
Sunday: 10:30 – 16:30

The library offers book loans, computer access, and regular community events.

ABINGDON & WITNEY COLLEGE – OXFORD CAMPUS

Address: Oxpens Road, Oxford, OX1 1SA

WANTAGE LEISURE CENTRE (15 MIN WALK)

Address: Portway, Wantage, Oxfordshire, OX12 9BY
Phone: 01235 766 201

OXFORD ICE RINK

Address: Oxpens Road, Oxford, OX1 1RX
Phone: 01865 305 010
Drive: Approximately 35 minutes
Please note you'll need transport to get there

MEMORIAL PARK (15 MIN WALK)

The park includes a large grassed area for informal play, a well-equipped playground, and a splash park that operates daily in warmer months.

Address: Manor Road, Wantage, Oxfordshire, OX12 8DW

RELIGIOUS BUILDINGS (15–30 MIN WALK)

There are a number of churches, mosques, temples, synagogues, and other places of worship in the Wantage area. Your key worker can provide you with a full list based on your needs.

SEXUAL HEALTH CLINICS (15 MIN WALK)

Address: Church Street Practice, The Health Centre, Mably Way, Wantage, Oxfordshire, OX12 9BN
Phone: 01235 770 245
Website: www.wantagechurchstreet.co.uk

PUBLIC TRANSPORT

There is a bus stop opposite the house with routes to Abingdon and Oxford.

Didcot Parkway train station is around 20 minutes away by car, or reachable via the X36 bus.

Uber and Bolt are also available locally for convenience,

DOCTORS (15 MIN WALK)

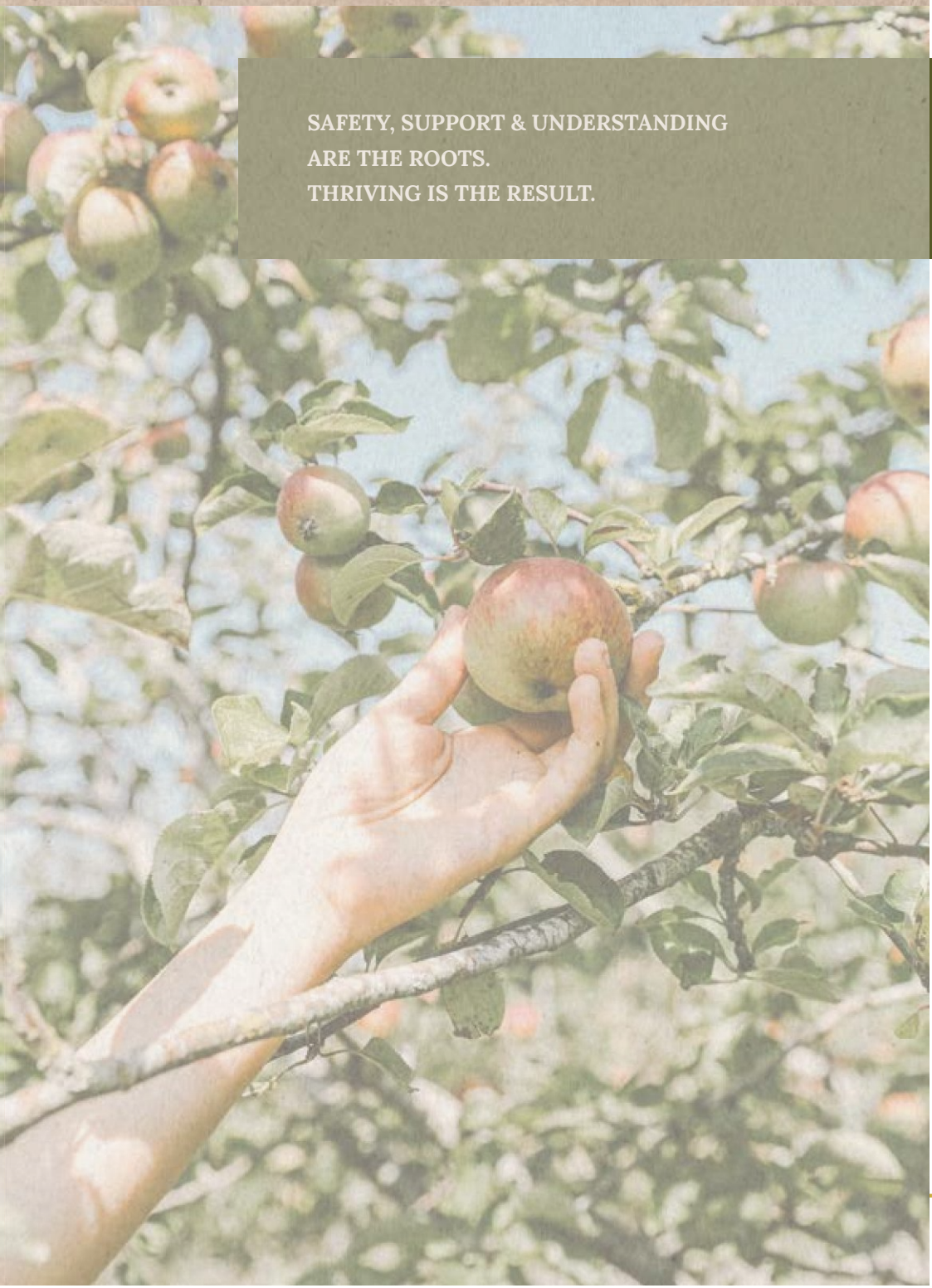
Address: Newbury Street Practice, The Health Centre, Mably Way, Wantage, Oxfordshire, OX12 9BN
Phone: 01235 639 521
Website: www.newburystreetpractice.co.uk

DENTISTS (15–20 MIN WALK)

There are several dental practices in the local area. Please ask your support worker for help locating and registering with one.

TRANSPORT FOR APPOINTMENTS

Your support worker can drive you to important meetings or appointments if needed, though we encourage you to be as independent as possible.



SAFETY, SUPPORT & UNDERSTANDING
ARE THE ROOTS.
THRIVING IS THE RESULT.

Useful notes

Key information & contacts

Thanks for taking the time to read and sign this guide.

We know that starting a new placement can be stressful and the information given to you can be overwhelming.

Rest assured, everyone at Bramley House is looking forward to your stay here. We can't wait to see you grow, improve yourself and take control of your life, and we're here to help you do all of those things.

The Registered Manager will review and update this young persons guide as necessary, making sure to consult your views and feedback before doing so - if you think this guide is missing something or could be improved, please let us know by speaking to your key worker who will pass any feedback on to the Registered Manager.

PLEASE SIGN AND DATE BELOW:

Name: _____

Signature: _____

Date: _____

CONTACT DETAILS

Date:

My Name:

My phone number:

Key phone numbers:

My social worker:

Registered Manager:

Key Support Worker:

My Advocate(s) Names & numbers:

Advocate .01

Advocate .02

Advocate .03



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WANTAGE, OXFORDSHIRE, OX12 8HJ

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