

WELCOME TO SAGE HOUSE



YOUNG PEOPLE GUIDE



VERSION 2: APRIL 2024 ,REVIEW OCTOBER 2025

• WELCOME

HEY!

I'm Tara

- I'm the Manager at Carebridge Healthcare Limited. You will see me around the house here and there, but if you need to speak to me when I am not here, you can ask staff to contact me
- I have worked in the NHS and in Private sector for over 15 years. I have worked as a manager in different areas including hospitals and in the community.
- I am here to try and support you as much as possible as I want you to feel safe at Sage House and enjoy your time and stay with us .
- There will be a member of staff at Sage to support you including night-time when they will sleep in the staff sleep room. You can go to them with any problems or questions you may have



WELCOME AGAIN, TARA



YOUR RIGHTS

FEEL SAFE AND PROTECTED:

Your safety is our priority. If you ever feel unsafe, please talk to a member of the support staff immediately.

RESPECT AND FAIR TREATMENT:

Respect and Fair Treatment: You have the right to be treated with respect and fairness by everyone here

PRIVACY:

You have the right to privacy, including in your room and during personal care.

Voice Your Opinions:

Your opinions matter. You can participate in decisions about your care and the daily running of the home.

Access to Information:

You have the right to know what information we keep about you and who has access to it.

DAILY LIFE AT SAGE HOUSE

ROUTINES AND RULES:

We have daily routines to help everyone feel secure and comfortable. These include meal times, activities, and quiet times. Staff will give you a detailed information.



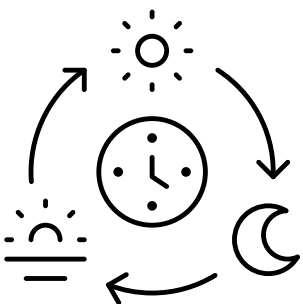
ACTIVITIES:

We encourage and support you in a variety of activities like cooking, gardening, and volunteering opportunities. You are encouraged to participate and explore your interests.

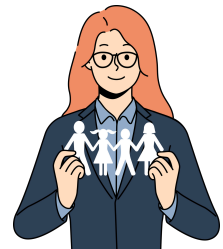
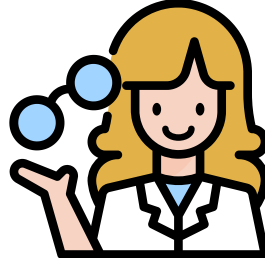


SUPPORT AND HELP:

Our support staff are here to help and support you with anything you need, from schoolwork to personal issues. Don't hesitate to ask for help



IMPORTANT NUMBERS



GP:

Dentist:

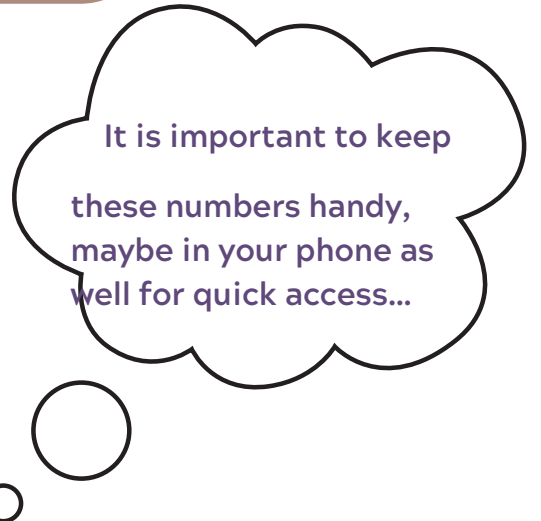
Opticians:

Ofsted:

Social Worker:

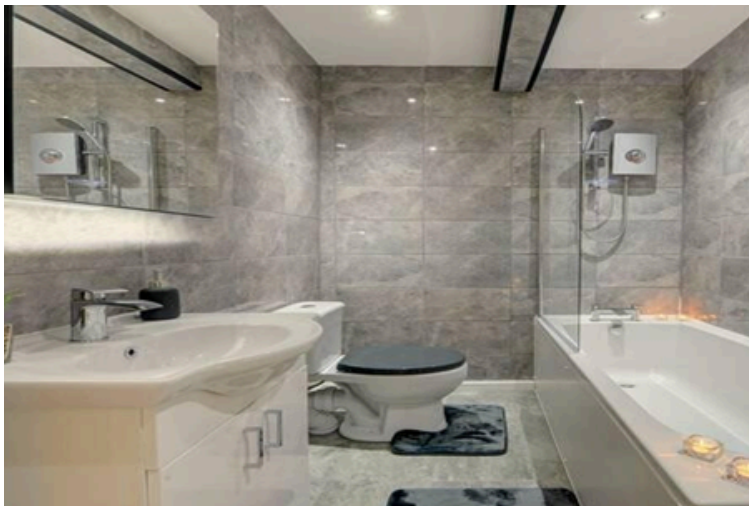


Other:



SAGEHOUSE

A look around your new home . . .



BATHROOM



BEDROOM

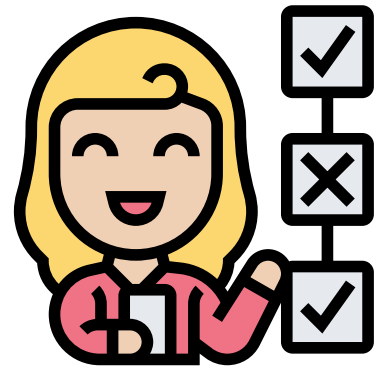


KITCHEN



BEDROOM 2

HOUSE RULES



Be kind and respectful to all



Your room is your personal space, no other young people are allowed in. Staff can come in with your permission. We encourage quiet times in from 10:30pm so that



Your room is your sanctuary, please keep your room clean and tidy.



Keep communal areas clean and in a way you would wish to find them



All meals are eaten at the dining room table

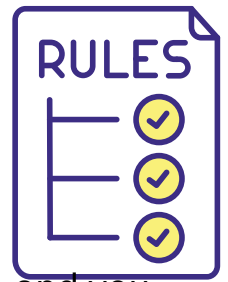


No vaping or smoking in the house or around the perimeter.



Engage in Education and other Activities that empower your future.

HOUSE RULES



If you don't agree with a rule you can discuss it with staff, and you can also be part of making rules within the home.



We all understand that sometimes you may find things tricky and this may lead you to becoming upset or angry.



If this happens the staff will support you in any way they can. We also expect you to be reasonable and understand that behaviours have consequences



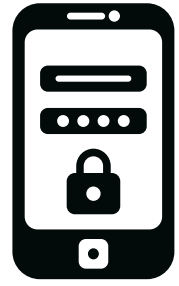
If you do break a rule or cause damage you will receive something called a 'sanction'.



For example, if you cause damage in the home you may have to pay towards the cost of fixing or replacing the damaged item.



PRIVACY



At Sage House, we think it is important for you to have privacy. Your room is your ‘sanctuary’ where you can lock from inside, however, staff can use an overriding mechanism if there are concerns requiring them to enter your room.



Staff will support you in making your own meals if needed

Your bedroom is your private space. We will support you to tidy your room and open your windows daily. We may have to search your room if we have concerns for your safety. You also have the right not to have personal things about you discussed with people who do not need to know.

ACTIVITIES

At Sage House will support you to engage in activities that will help you to live independently and achieve your full potential in life, giving you a brighter future. Some of the ways we support you in are:.....



We understand that trying new things can be difficult so the staff here at Sage House are always willing to support you and try new things.

Some of the areas we can support you in

- making your own meals
- -budgeting
- -time management
- -Applying for a place in school or college or job
- -interview preparation
- -helping you get to know the area and services around here
- -contacting services you may require, for example, helping you get a voluntary place or apprenticeship
- -Areas you feel you need support, like life skills

EDUCATION & WORK



- We will always make it a priority for you to get a school place as soon as possible. While waiting for your education place we will encourage learning activities.

- Yes, young people who live here go to school or college or even work. If you are not in school or college when you arrive then we will support you with getting a place.

Sage House is a few minutes' walk away from Northampton College and the college has agreed to support you with getting the best course for you.

- At Sage House, we will support and assist you in finding volunteering opportunities with local businesses and organisations, providing you with valuable experiences that contribute to your development and community engagement.
 - Staff will help you find cool apprenticeships and job chances nearby that match what you like and want to do, helping you get set for a great future in work.

- ***Personal Progress***

- ***Personal Social Development***

- ***Employability***

- ***Life Skills***



FORMS & MEETINGS

Confidentiality & Information Sharing

We respect your privacy.

Information

about you will only be shared with people who need to know to provide you with the best care and support. If we need to share information without your consent, we will explain why.

To be able to support you properly we need to know about you

Staff will write down things such as what you have done, what you have eaten and if you have taken any medication alongside how your behaviour has been.

Your social worker will

make a

plan for your time in Sage House, this is called a Support plan.

All young people who are looked after must have a support plan. A support plan helps tailor the best support for you.

We will also complete something called a placement plan, this will explain your routines, your likes and dislikes, and any other important information staff would need to know.



IMPORTANT POLICIES

Safeguarding Policy: Details how we protect you from harm and what steps to take if you feel unsafe.

Complaints Policy:

Explains how to make a complaint and what will happen next?

Equal Opportunities Policy:
Ensures everyone is treated fairly and equally

REMEMBER!

- **Your Welfare is Paramount:** Safeguarding is everyone's business.
- **Training and Reporting:** All support staff are trained in child protection and know how to report concerns.
- **Supportive Environment:** We aim to create a supportive environment where you feel safe, respected, and heard.

ADVOCACY/COMPLAINTS



Making a complaint means letting people know you are unhappy about something. If you're unhappy about something, you have the right to complain. Here's how;

- 01. Talk to a Support Staff:**
They are here to listen and help resolve any issues.
- 02.** If they feel they need help to solve the issue., they will speak to the manager or your social worker
- 03.** If you tell staff something which is serious, they will have to pass the information on to other professional people that need to know to make sure you are kept safe.
- 04.** Staff at Sage House will not keep secrets.
- 05.** If you feel you cannot share your problem with the Staff, speak to or call your social worker or even call Ofsted.
- 06.** Staff will give you the Registered Manager's number on request
- 07.** There are other people you can contact if you wish to make a complaint, their numbers are at the end of this guide.

Important contacts

Tara

Responsible Manager

Tara

SAGE HOUSE & CAREBRIDGE RESPONSIBLE
INDIVIDUAL



CHILDREN'S COMMISSIONER

YOU CAN CALL THEM ON: 0800 528 0731 Or you can email them at: help.team@childrenscommissioner.gov.uk Or you can visit their website at: <https://www.childrenscommissioner.gov.uk/>



Northamptonshire
County Council

childrentrust@nctrust.co.uk
0300 126 7000

CHILD LINE



Child Line is a free 24-hour counselling service for children and young people in the UK where you can talk to someone about your problems at any time, day or night. You can call them on: **0800 1111**. Visit their website at: www.childline.org.uk Or you can email them by visiting the website and signing up



OFSTED

Sage House is visited by an inspector from Ofsted regularly. If you are unhappy about anything that is happening at Sage House, like your safety and support or maybe something you expected but is not happening Ofsted they will listen to you. You can contact them on: **0300 123 1231 for general information or 0300 123 4666 for Complaints**



NSPCC

The National Society for the Prevention of Cruelty to Children (NSPCC) is a large charity. Its mission is to work for a better society where all children are loved, valued, and cared for in order to fulfil their potential. You can access their website at www.NSPCC.org.uk or contact them on their 24-hour helpline by calling: **0808 800 5000**.