

**Welcome to Oversands School  
38 Week Residential Provision  
Children's Handbook**



# About this booklet

This booklet is to help you to understand a little bit about Oversands School Residential Provision, which we call Merewood or Cragwood, before you arrive. You may have to ask your parent or carer to help you to read it, as some parts may be difficult to understand.

## What's included in this booklet:

**Page 3: Important information** – Details of things that will be important to you whilst you live in Merewood or Cragwood

**Page 4: Meet the staff team** – This will help you to familiarise yourself with the staff team who will be working with you in Merewood or Cragwood.

**Page 5: Complaints procedure** – How to make a complaint, who you can turn to and how to access an independent person.

**Pages 6 & 7: Your house** – A look at the home where you will be living.

**Page 8: House rules** – These will let you know what will be expected of you whilst living in Merewood or Cragwood

**Page 9: What happens each day** – What time you get up, what time you go to bed etc.

**Page 10: Your school** – A look at the school you will be going to and the sort of lessons you will be doing there.

**Page 11: The local area / activities** – A brief guide to what is close to the home and a look at the sort of things you will be doing after school.

**Page 12: Frequently asked questions from previous young people** – What other young people feel you should know before joining us.

**Page 13: National Youth Advocacy service** – Our independent visitor is Cheryl Athersmith

**Page 14: Finally, an opportunity for you to ask any questions you may have for us**

# Important information

**Pocket money & Rewards** – You will be able to earn up to £10.00 a week in pocket money. You can earn extra pocket money by completing daily tasks assigned to you or by completing various jobs around the house, such as recycling. Rewards are also earned and given and throughout the year, varying from extra pocket money, to books and days out!

**Phone calls** – You will have access to a landline phone to call home, friends and family if you wish to or you can use your own devices if you want to.

**Visits to and from special people in your life** – Staff need to be made aware of any planned visits so they can support you with this.

**Visits to see if you're happy** – Each month we have a visitor to make sure that everything is okay and you can talk to them about things you have been doing and anything that you may be worried about. Every 6 weeks we have another visitor who checks that you are well looked after and that the home is safe for you to live in. Once a year we have an inspection from Ofsted and they will ask to talk to you about what it is like living in Merewood or Cragwood

**Medical needs** – Most young people are registered with the local GP, if you are not feeling well, let a member of staff know, we can access the GP or our local walk-in centre and A & E department if needed. We also access a local dentist and opticians for regular check-ups. If you take medication this will be locked away and given to you by staff unless you are able to administer this safely on your own.

**Therapies** – You will meet our clinical services team during your time with us, sometimes they will visit you in residential to do a planned session with you.

**Access to your room** – You will be given a key to your bedroom, staff will go in your room during the day whilst you are in school to make sure it is clean and tidy.

**Fire drills** – These take place once a term, this is to make sure that in the event of a real fire we know that you can leave the building safely.

# Meet the staff team



**Karen – Deputy Head/ Care**  
Karen is available Monday to Friday each week.



**Sarah – Head of Care**  
Sarah is available Monday to Friday each week, and some evening and weekends.



**Chris – Team Leader**  
Chris work day and evening shifts throughout the week and every other weekend.



**Louise - Team Leader**  
Louise works covering day and evening shifts and every other weekend.



**Claire – Deputy Team Leader**  
Claire works covering day and evening shifts and every other weekend.



**Paul – Deputy Team Leader**  
Paul works covering day and evening shifts and every other weekend.



**Zoe - RSW**  
Zoe works covering day and evening shifts and every other weekend.



**Eve - RSW**  
Eve works covering day and evening shifts and every other weekend.



**Will - RSW**  
Will works covering day and evening shifts and every other weekend.



**Gemma – RSW**



**Dawn – RSW**  
Dawn works part time a couple of evenings in the and over the weekend



**Tess - RSW**  
Tess works covering day and evening shifts and every other weekend.

Gemma works covering day and evening shifts and every other weekend.



**Karen F – Waking Night Staff**  
Karen stays awake all night for 4 nights at a time



**Mel – Waking Night Staff**  
Mel stays awake all night for 4 nights at a time

# Complaints procedure

We would like your time in Oversands to be a happy time and we hope that you don't have cause for complaint but if you do feel that you need to complain about something which may be worrying you there are a number of ways to go about this:

Talk to a member of staff about your concerns

Talk it over with your keyworker (You will be given a keyworker before you start)

Talk to Mr Sherratt, our Head Teacher



If you are still unhappy or don't feel you can talk to any of the staff available you can access our independent person or our advocate – details are on our notice board.

Other people you can contact are:

- Your social worker (if you have one)
- Your Independent Reviewing Officer (if you have one)
- Ofsted 0300 123 4666
- Childline 0800 1111
- NSPCC – 0808 800 5000
- The Children's Commissioner – 0800 528 0731

Within school and residential any safeguarding concerns in relation to young people are taken seriously. Processes are in place for the staff to ensure they undertake their duties and ascertain the safety, health and wellbeing of all of the children in Oversands, at all times.



# Your house

The names of our residential houses at Oversands School are Merewood and Cragwood, we are situated on the main school site in Witherslack.

Merewood has nine bedrooms, Cragwood has three bedrooms. This is one of the bedrooms to give you an idea of what your room could look like:



Each young person has a room of their own with an en-suite bathroom that has a shower, sink and toilet. You will be responsible for keeping your room tidy with the help from staff.



We would like you to personalise your room when you start with us, you can decorate with your favourite colours, choose your own bedding and put pictures and posters on your walls. It's really important that you make this 'your' bedroom where you feel comfortable and safe.

This is our main bathroom, for when you might want a nice soak and relax in the bath.



This is the kitchen / dining room, our main area where we can eat and spend time together.



These photos are of our lounge and games room. The lounge is a lovely space to relax, do crafts, watch TV or use the computer. You can also use this room to meet with any visitors that you might have so you can talk in private. The games room has a selection of consoles and board games, as well as the ever-popular pool table.



# House Rules

At Oversands all staff take your care and welfare very seriously. There are a number of rules and guidelines that you will be expected to follow whilst you are living here. They are in place to make sure that your care and safety is a priority and to make sure that your house is a nice place to live in.

When you arrive, you will be involved in setting up these rules so that you feel they are fair.

Before you join us there is one rule that you will need to know and that is we do not tolerate any form of bullying.

The support and care we give within Oversands is arranged in a way that no young people will be left alone for long periods of time and staff are available for you.

Risk assessments and care plans are in place to ensure staff get to know you well, what you like and how best to support you.

Upon your arrival you will have access to the Oversands Wi-Fi network, which is monitored and protected by several firewalls that are in place to ensure appropriate use of the internet. During the the course of your induction you will sign a usage agreement, detailing the “Do’s and Don’ts” that you need to be aware of.

Staff will go through all of this with you when you arrive at Oversands.

## House Rules

Respect each other  
Keep it clean  
Use manners  
Follow guides  
Take responsibility  
Stay safe  
Communicate honestly  
Show gratitude  
Have fun

# What happens each day

07:30 – 08:55 – Time to get up, ready and have breakfast before going down to school.

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08:55 – All young people go to school or the 16-19 centre, depending on where you are that day.

09:00 – 09:25: Form time

09:25 – 10:10: Lesson 1

10:10 – 10:55: Lesson 2

10:55 – 11:15: Break Time

11:15 – 12:00: Lesson 3

12:00 – 12:45: Lesson 4

12:45 – 13:35: Lunch

13:35 – 14:15: Lesson 5

14:15 – 15:00 Lesson 6

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15:00 - Return to Merewood or Cragwood

17:00 - Evening meal (time can vary due to activities)

17:30 - Evening activities

19:30 - Onwards bedtime routines to start (age dependant)

## Your School



When you live in Merewood or Cragwood House you will attend Oversands School in Witherslack.

Our houses are on the main school site so you can go down to school at 08:55 and return at 15:00, staff will take you down to school in the morning and collect you at the end of the school day.

Oversands can take up to 80 pupils. You will have all the usual lessons that you have in a primary or secondary school. School staff will make sure that the timetable is right for you.

## The local area

The village of Witherslack is within walking distance from school and the local towns of Kendal and Grange Over Sands and the Lake District National Park are a short drive away. There are lots of things to see and do to keep us busy and active. Water sports (outdoor and indoor), gym, trampoline parks, library, lots of shops – the lists goes on and on!

On site we have access to the MUGA (Multi-Use Games Area), adventure play park, Forest School area, gym and the Music room where you can take part in music sessions.

# Activities

At Oversands we love doing different activities and encouraging you to enjoy your own interests too.

You will be asked what sort of things you would like to do and if there are any local groups you would like to join such as dance, drama, rugby, music, swimming sessions, Cadets and youth clubs.

Some young people go out on their own, this depends on their age and ability and mainly once we all get to know each other.

We also do lots of group activities, both on site and off site. Children enjoy going mountain biking, bowling, climbing, visits to the beach, trampoline parks, golf, cinema and lots more.

We have access to several of the school vehicles of an evening, so we can travel with no problems to anywhere fun that you have in mind.



## Frequently asked questions

- Can I decorate my bedroom? Of course. You can personalise it with your favourite colours, wallpaper and pictures.
- How will I talk to my family? During the week, you can contact your family whenever you need to, unless there are reasons why you can't do this.
- Will I get to spend money? You will be able to earn up to £10.00 a week in pocket money. You can earn extra pocket money by completing daily tasks assigned to you or by completing various jobs around the house, such as recycling. Staff will take you shopping when you request to go and buy something.
- What if I am worried? You can talk to any of the staff in residential. You may also like to talk to our visitors when they come to see you.
- Can I see my friends? Where possible we will support you to visit your friends or invite them for a visit to your house.
- Can I attend my meetings? You will be encouraged to take part in all meetings about you.
- Will I have a TV in my room? We will provide you with a TV and DVD player when you start.
- Will I get birthday presents? Yes. Your keyworker will ask you what you would like.
- Mobile Phones To promote healthy sleep habits, personal wellbeing, and responsible use of digital devices, all residents are required to hand in their mobile phones and any other internet enabled personal devices at the designated collection time each evening. Devices will be securely stored overnight and returned to students the following morning.

HAVE YOUR SAY

# Your local independent visitor is...

## Cheryl Athersmith



Hi...

I have 20 years' experience in a children's residential care, starting as a support worker and then as a registered manager for 9 years. I have years of experience of supporting and helping young people in my care.

In my spare time I love to go swimming, walking, I love a good book, watching all types of sport, especially football. I love cooking and watching films. I have many other hobbies that I will look forward to talking to you about and hopefully learn lots about you.

During my visit I will talk to young people, staff, parents, carers and professionals. I will then write a report which is shared with the manager of your residential school. I am really keen to hear your views and ideas about what you **like or don't like** about your residential school and what you think could make it better.

**At times I may want to access your files so I can see how the home are meeting your care related needs. Please could you sign below if you agree to this.**

Signed:.....

Use the QR code to send me feedback anonymously.



We look forward to speaking with you and value your feedback. We are **INDEPENDENT**

We make sure your wishes and feelings are listened to and taken seriously

Your personal information is **NOT** shared in the report

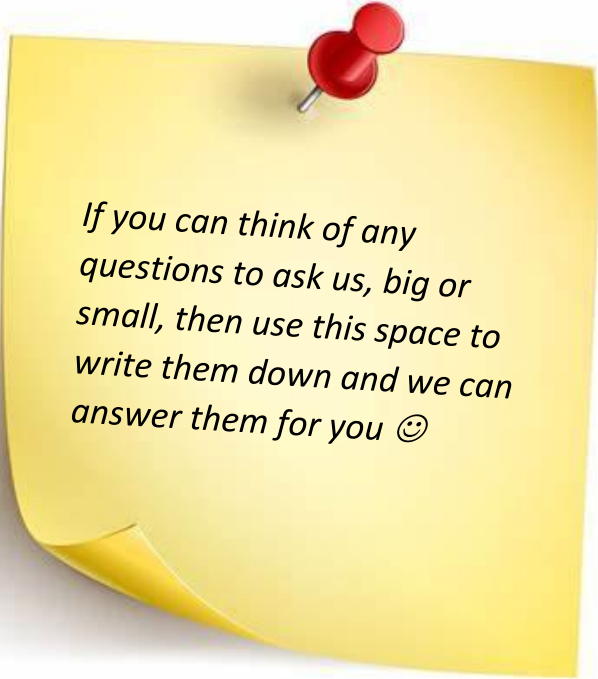


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# Do you have any questions to ask us?



*If you can think of any questions to ask us, big or small, then use this space to write them down and we can answer them for you 😊*

