

# WELCOME TO BAILEY HOUSE



*'Your Guide to Bailey House'*



## Hello....

At the moment you are possibly feeling very anxious, and overwhelmed. I am sure that there are a lot of questions you would like to ask, but it is not always easy to pluck up the courage to ask when you are faced with meeting new people and being placed in new surroundings.

In order to make you feel more at home this booklet has been written to help.

We hope it answers some of your questions 😊

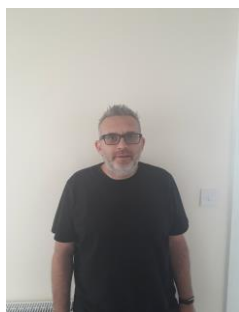


Don't Forget You Can Always Ask Any Team Member,  
Any Questions You Have We're All Here To Help!



## Team Members

### Gavin Woods - Registered Manager (Appointed)



**Qualifications: NVQ 4, Level 5 Diploma in Leadership & Management, BA(Hons) in Theology (Youth and Community Work)**

Gavin has only just joined the Beaufort Care Group, but before this he worked in a large residential school and children's home for 14 years. He especially enjoys organising activity holidays, that push young people outside their comfort zone. Gavin enjoys watching most sport, cycling, and is a keen collector of graphic novels.

### Gemma Wyatt- Practice Manager



**Qualifications: Level 3 Health & Social Care & Level 5 Diploma in Leadership & Management**

Gemma has worked at Beaufort Care Group for over 3 years, Gemma has worked with a lot of young people over the years and spent some time in Romania working with children and families promoting education. Gemma loves shopping, spending time with family & friends, going to the cinema, Aerial Yoga and loves Disney. Gemma has previously taken two young people to Disneyland Paris for a week at Beaufort Care Group and loves going on holiday and exploring the world.

### Nick Gbadamosi - Residential Childcare Practitioner



**Qualifications: Will be enrolled onto Level 3 Health & social Care for children and Young people**

Nick has recently joined Beaufort Care Group and is new to the role and has completed a Psychology Degree which he hopes he can transfer his skills into working with young people. Nick loves music of all genres but specifically enjoys electronic music and produces and mixes this as an artist in his spare time. Nick also enjoys video games and loves to spend time playing and discussing games with the young people.

### Reanne Emery - Residential Childcare Practitioner



**Qualifications: Currently undergoing Level 3 Child health and social care.**  
 Reanne is the most fabulous team member of Bailey house. I have qualified in beauty therapy, hairdressing, health and social care and maternity nanny course. I have been with Beaufort Care group for 2 years and 3 if I included the year I did with agency. I enjoying have a laugh and making people laugh and happy. I am very fascinated by astronomy and like to watch documentaries I am not as boring sound trust me.

### Kathryn Carroll-Robinson - Residential Childcare Practitioner



**Qualifications: Level 3 Diploma Residential Childcare**

Kathryn has worked for Beaufort Care Group for over 3 years, she has many years' experience working with young people. Kathryn enjoys shopping, cooking, visiting auction houses and spending time on her boat.

### Aoife Hegarty- Residential Childcare Practitioner



**Qualifications: Diploma in Applied Social Studies**

Aoife has many years' experience of working with young people. Aoife enjoys a healthy lifestyle and regularly goes to the gym and yoga classes. Aoife enjoys travelling and spending time with family and friends. Aoife loves animals specially cats and Dogs, likes to go running and riding her bike. I Love a beach day!

### Sonya Knights- Residential Childcare Practitioner



**Qualifications: Level 3 Diploma in Residential Childcare**

Sonya has worked for Beaufort Care Group for some time and with young people in education with emotional difficulties, Sonya enjoys going to Yoga classes, playing Volley Ball. Spending time outside and going out on adventures. Sonya enjoys spending nights in watching films and pampering i.e. painting nails, face masks etc

## Emilie Walkinshaw - Residential Childcare Practitioner



**Qualifications:** Will be enrolled onto Level 3 Health & social Care for children and Young people

Emilie enjoys spending time

## Hannah Innes - Residential Childcare Practitioner



**Qualifications:** Will be enrolled onto Level 3 Health & social Care for children and Young people.

Hannah has worked in care for a number of years and now looks forward to working with the young people at Bailey House. Hannah spends a lot of her spare time out and about, time at the beach, days out and spending time with her family. Hannah loves dogs and has two miniature dachshunds named Rex & Rudy.

Sometimes We Will Use Other Team Members to Cover Sickness and Holidays, We Will Let You Know Who They Are Before They Come. This May Be Team Members from Another Home Within the Beaufort Care Group, We Only Do This as A Last Resort and You Won't Need to Worry as They Are All Experienced and You May Have Even Met Them Before When Visiting the Home.





## About Bailey House...

There will be no more than four young people living at Bailey House at any one time, with a team of 7 full time RCCP workers, a Practice Manager, and a Registered Manager. The team are all friendly and helpful and are at the home 24 hours a day. The team work on a rota basis.

The home is welcoming, warm and friendly; it has a communal lounge, a kitchen dining room, bathrooms, office, team member's sleep in room, and four individual bedrooms for the young people. It also has an enclosed rear garden with a shed and Education room.

We encourage young people to make their bedroom and the house their own, by choosing the colour of decoration, some soft furnishings and by putting up posters and photos. You will have your own key to your bedroom, and you will be expected to keep this tidy, team members will support you if you need it. Ready for when you arrive there will be a little welcome pack for you.

The home has "House Rules" which are basic, and team members ask that all young people work within these rules. Young people will be asked about the rules, and new ones may be brought in dependant on the young people living at the home.

You are very much part of our home and we value your opinions and suggestions as they are important! we are always looking at creative ways to decorate our home and with your permission we may display some of your work around the home and photos.

You may not be with familiar with the local area, don't worry, we will give you a tour and show you around. We can give you information on the bus routes, train times etc and where the local shops and leisure amenities are. If you get lost our address and phone number are in this booklet. We will also give you a card with our helpline number.

**The Bailey House Team x**



# Inside/Outside of Bailey House....

One Of The Four Bedrooms For Our Young People.



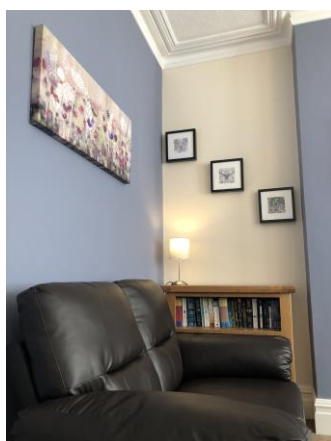
Back Garden & Shed



Living Room



Hall/Front



Bailey House Kitchen

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## Joining us at Bailey House...

We like to plan your stay with us and in most cases, this involves you, your family, Social Worker and any other people who are important to you.

We recognise that coming to live with us can be an anxious and a confusing time. Hopefully, you will have someone with you; who you feel comfortable with and is able to help you talk about any concerns you may have. Team members are also here to help you and it is important that we get to know each other to make your stay easier.

You will be shown where your room is and team members, will help you to unpack and make a list of all your belongings, we may need to put things in the office for safe keeping. We will write this down and give you a receipt. Some things we cannot keep here like pets or things that might be unsafe or unsuitable for your age, we will ask your social worker or parents to look after these things for you.

We encourage young people to make their bedrooms as nice as possible by putting up posters and having their belongings around them.

We realise living at Bailey House will be a new experience for you, and we ask that you give it a chance and become involved and a part of the home. The team members are all there to help you and make your time at Bailey House fun, and to ensure you get the most out of your time with us.



Join the fun

## Role of your Keyworker...

Soon after you move in, you will be allocated  
a "key worker"



Your key worker's role is to encourage, ensure consistency, listen, guide, have fun, and to support you in making positive choices in all aspects of your care and all the things that are important to you. These may include Family and friends, education, attending a local club, place of worship or arranging special foods, bedtime routines and all your likes and dislikes, as well as your health care.

Your key worker is your first point of contact if you have any questions around your plan of care - i.e. Health, education, pocket money, activities, and contact.

The key worker will consult and communicate with you about your care and will maintain that link between all other people that are involved within your life including the team.

Keyworkers will help you prepare for and attend your meetings and reviews, where it is important that your views and thoughts are heard.

You will have regular meetings with your key worker to talk about anything you would like to discuss and to reflect. If your key worker is going away for a few days, they will talk this through with you beforehand and have another team member available to support you in their absence.

**YOUR KEY WORKER & ALL THE TEAM MEMBERS ARE HERE TO  
SUPPORT YOU & OFFER GUIDANCE**



## Contact Arrangements...

We know that contact is important to you, especially with your family & friends. Where possible, we encourage your family to be involved in making decisions where possible to do with your care and keep them regularly updated of how things are going for you.

Visits and telephone contact from your family will be agreed by all concerned, including yourself. If you forget what these arrangements are, any team members will be happy to remind you. If you are not happy with your contact arrangements, we will support you and raise your concerns with your social worker and the director of Beaufort Care Group.

Your family can visit the home, or we can take you to visit your family, which ever is agreed as part of your care plan. Sometimes, visits with your family may need to be with team members present; this would be discussed with you.

We know sometimes you may like to have sleepovers at friends or family's houses we encourage this, we will have to make sure that you will be safe and so we will have to talk to social workers, friends' parents to make sure that this will be ok.

You will have access to a phone, which you can use to call your family, or on which they can call you. You are also, where agreed, able to have contact with your friends, by phone, letter or by visits. Again, these may be supervised or not.

**YOUR SOCIAL WORKER** - He or she needs to be involved in decisions made about your care. Your key worker or other team members will have regular contact and keep your Social Worker updated. It is expected that they will visit you at least once every 6 weeks and talk about how things are going, and you can also telephone them Monday - Friday between 9am - 5pm. Outside that time there is a duty social worker available for you to speak to.



## Bedtimes...



Whilst living at Bailey House, you will have a set bedtime as part of your routine. This time will depend on your age and varies between school days and weekends and holidays. Your key worker will discuss your bedtime with you after you have settled in.

## Pocket Money...

Whilst living at Bailey House, you will have a weekly pocket money allowance. The amount will depend on your age. Pocket Money will be given twice a week, after your bedroom has been tidied. You can either save your money, or buy yourself a treat, such as magazines, sweets or posters etc.



## Clothing Money...

Each young person living at Bailey House has £50.00 clothing money per month.



You can choose where you want to go shopping, and what items you wish to buy. Team members will accompany you when shopping unless agreed differently with social worker/parents.

Your key worker will go through your clothes with you, and make a note of anything you desperately need, for example, you don't have a coat and winter is coming, this will be the priority when spending your money.

**Clothing Money Is Only to Be Spent on Clothing Items!**

## Visitors to the Home...

Bailey House is your home, so we want to help it feel that way we encourage family and friends to visit the home where appropriate.

Any visitors to the home must have been discussed and agreed by all who work with you and be arranged in advance with the Registered Manager and agreed by your Social Worker.

Your family and friends are welcome to stay for tea but will be asked to leave before bedtime. There may be some restrictions on contact, such as team members having to be present; this could include both family and friends who are visitors.

Young people's friends who visit are not allowed to go into a young person's bedroom and are allowed only in the communal areas (garden, lounge & kitchen).

We at Bailey House want you and everyone within the home to feel safe, and at times we realise there may be more people within the home than usual this could be because there is a meeting, maintenance, or contact going on, however where possible we will inform you if we are expecting visitors.





## Inspections...

Sometimes it is very hard to live a private life in a children's home. We and other professionals need to make sure that you are happy, feel safe and secure in our home and receive help and support when you need it.

When living at Bailey House you will see someone who is the official Visitor for the home. The law (Regulation 44 of the children's homes regulations 2015) states that this visitor must come to the home once a month to check that the home is being run properly. They will also ask to talk to you when they visit and ask your views about the home. This person's name is Ness Miller, who works for a company called Changing Outcomes.

The home will be inspected once or twice a year. Under the new Ofsted framework, children's homes that have been rated good or outstanding will normally only be inspected once a year, unless there are additional risk factors that come to light (such as concerning notifications, long term manager absence).

The inspector comes to the home to make sure that the home is being operated in accordance with government policy and legislation.

The inspector may wish to talk to you to get your feedback about the home and how you are cared for, as your views are very important.

The current inspector for our home is Wendy Anderson.





## Health & Fitness...

We will have been informed of any health issues you have prior to you moving in with us. For example, if you have any allergies suffer from asthma or are currently taking any medication. Team members will ensure that you are taken care of during your stay. You will have a Health Care Plan which will be written with you and your key worker.

Soon after your arrival, you will be registered with the local Doctor, Dentist and Optician and will be taken to initial appointments for a basic health check, dental check-up and an eye test.

If you are feeling unwell at any time, please let us know and, if needed, we will arrange for you to see the local Doctor. Preferably, this would be the Doctor you are registered with, although it may be a Doctor in the same surgery who is free. We encourage you to take your own medication, we just want to make sure you will be safe.

If you have any concerns or questions about your personal health, please speak to your key worker or any of the team members.

We will provide you with a health pack which has lots of information about many subjects, such as sexual health, puberty, relationships, alcohol/drug misuse, smoking, balanced diets, exercise or support you in accessing a specialized service. The team will regularly update this health pack for you.

**We Do Not Encourage Smoking, It Is Harmful to You and Others. We Will Support You to Stop Smoking, There Are Various Ways of Doing This Which Will Be Discussed with You.**



## Education...

If you are already going to a school, and it is within a reasonable distance, then plans will be made for you to continue at the same school. This may include being taken by team member or travelling on the bus, train or in a taxi.

If you need a quiet space to complete your homework or study, we have a multi-purpose room which can be used for homework, education, chilling out.

If you need help with your homework or need special items for school, please ask your keyworker or a team member who will help you. If you are having problems at school, you can talk to your keyworker or team member and they will try and sort this out for you, through a meeting at the school or with your teacher.

If you have completed your exams you will be supported to attend college, to do an apprenticeship, find employment or work towards a career choice through voluntary work.

## Education, Vocation or Apprenticeships Are Very Important

When you come to us you will have an education or vocational programme in place. Parents evening and functions are an important part of making sure that you get the most out of your educational experience. Team members will be all too willing to attend in the event of there being no one else to represent you. We are also keen to support you in any school activities or clubs that you may be interested in.



## Hobbies, Interests & Activities...

The home really encourages you to continue with any activities you may be involved in and try new things and has an activity timetable in place to give everyone the opportunity to experience something different together as a team and as an individual. Team members will create this timetable with everyone and will ask for your input.

We do many things around the home i.e. cooking, arts and crafts, gardening, football, dancing, and music, we sometimes go out for a meal to experience different cultural foods. We try to recreate the foods again together within the home. We also go on day trips out over school holidays to Thorpe Park and visit other attractions and may go away on a holiday.

There are many different activities and clubs to do and join around Charminster and the surrounding areas of Bournemouth, and Poole some examples are swimming, football, dancing, bowling, youth club, army cadets, zumba, cinema, horse riding, fishing, beach walks and crazy golf.

Team members will be happy to help you learn and experience new things such as mountain walking, rock climbing, canoeing, paddle boarding and mountain biking or any other activity, or hobby you may have an interest in, just ask!! If you are already attending a club wherever possible team members will make sure transport is available to get you there.





As you get older, we will help and support you to learn practical life skills for your eventual move into independent living. These include:

- Budgeting
- Cooking
- Healthy diet
- Living a healthy life style
- DIY skills
- Training
- Employment opportunities
- Contact with family and friends
- Benefit systems



## Personal Property...

We encourage you to have your own personal belongings in your room. However, so that we can keep everybody safe, there are things that team members decide to keep in the office for you.

We will also keep documents of value to you i.e. passport, birth certificate. If you would like us to look after anything of value to you please ask any team member.

If you are of an age where you're working towards independence and permission has been given by social worker/ parent, you can keep hold of these documents.

When you first arrive and unpack, team members will make a full list of all of your belongings to ensure that when you leave, all of your belongings are returned to you.

It is not encouraged that you lend or borrow any belongings, as we cannot be held responsible for any breakages, damage or loss to your personal belongings.

In showing a sense of responsibility, you will be given a key to your bedroom. You will have a fixed lockable box to keep your personal belongings in such as medication (if you are self-medicating, which we will have agreed) However, if team members ask to come in please let them in, so that they can make sure you are safe. Team will may also come in to make sure your room is clean and safe. There may be occasions where your room will be searched but we will talk about that later and give you a copy of the policy. If you have any concerns, please share them with team members.

## Looking After Yourself...

Keeping yourself clean is important, not only for yourself but for those living around you. We will encourage you to wash, bath or shower every day, not forgetting to brush your teeth at least once a day, twice a day is recommended.

You will receive £5-week toiletries money to purchase with team member shower gel, shampoo, conditioners, and deodorants, toothpaste etc. of your choice.

We also do pamper nights if you choose to join in within our home which is part of our activity timetable where we may make our own natural face masks, do manicures and most of all HAVE FUN 😊



There will be laundry baskets provided in your bedroom for your dirty clothes which you should empty every week and do your washing and drying. Please remember to put away your clean clothes.

## Religious & Cultural Importance...



Because we have team and young people from diverse backgrounds and religious identities, we are a multi-faith home. If you are already attending a place of worship, for example, a Mosque, Temple, Church, Synagogue, or wish to do so, team members will help you maintain or make contact locally, we will encourage the religious leader to visit you and for you to visit them.

If you wish to have privacy during the day for prayer, please let us know so we can make sure this happens.

Should you wish to know more about your cultural background, team members will do all they can to find the information.

If you have any dietary requirements linked with your religion or cultural background, please let team members know and they will do all they can to accommodate this. You may even be able to teach team members a thing or two!

## Living in a Group...

It is expected that all young people and team members do their best to make life pleasant in the home. To make sure this happens, all of us should always show respect and consideration to each other.

We have House meetings regularly, we aim for one a month, in these meetings you will be able to discuss how to make any changes, menus, discuss any disagreements, health and safety concerns, fire safety, conflicts or any other matters you feel are important.

**Young People or Team Members Can Ask For A Meeting At Any Time To Talk About Issues Concerning Them!**



## Rights & Responsibilities...

We recognise that you have rights. At the same time, you also have responsibilities...

RIGHTS	RESPONSIBILITIES
Not to be sworn at by others	Not to swear at others
Not to be bullied by others	Not to bully or intimidate others
Not to be physically hurt	Not to hit out, kick or hurt others
Live within a nice environment	Not to damage our surroundings
To have your feelings understood	Be sensitive to the needs of others
Participate in meals	Behave appropriately at meal times
To have your wishes and feelings respected and listened to by team members	To respect and listen to the wishes and feelings of other young people and team members



**You Can Talk to Any Team Members, Registered Manager or  
Practice Manager or You Can Contact Head Office  
On 01202 055980.**

## Complaints...

If you are unhappy with something, then you have the right to complain!

You can either talk to The Registered Manager, Practice manager, team members or bring the issue to a House Meeting or key-working session. The Registered Manager will investigate your complaint and discuss this with you and will respond with you within 48 hours. It might be that you want to complain about a member of the team, you do not have to discuss this with them, you can go to the Registered Manager, if you're not happy with the registered manager or the response or you do not feel happy with the outcome after these discussions, you can complain to the Residential Services Manager Neil Foster or the Director Amanda Goodenough, their details are in a wallet which will be given to you when you arrive. Should you not be able to sort things out with the team members or The Registered Manager, you may wish to speak to your Social Worker, parent or family member, teacher, independent reviewing officer, advocate or Ofsted.

We want you to feel happy and encourage you to complain where there is just cause. There is also a comments box if you would like to use that instead of making a complaint. This is located by the front door and of course we also welcome compliments 😊

**ALL COMPLAINTS ARE TAKEN SERIOUSLY.**

## Information About You & How To Access It...

As Part of our role in looking after you and keeping you safe, we must provide evidence that we are doing so, so this means every day we must write a daily summary about you this will give a brief over view of the day and what has happened. We use a system called Clear Care which records all this information. You will also have a Care File try not to worry to much about all of this as we will do all this for you and you can read this information if you would like too, If you ask a member of the team they will show it to you 😊



## Room Searches...

At times, team members may need to carry out a 'Room Search', this will happen if team members have suspicions you may have items you are not permitted to have - such as weapons, drugs, alcohol for example, or it is suspected you may have an unauthorised person in your bedroom, or if any items belonging to the home or someone else have gone missing.

If you are at home, team members will ALWAYS inform you that a Room Search is to be carried out and invite you to be present where possible. If you are away from the home, team members will ALWAYS try to contact you and let you know that they need to do a Room Search and allow you time to return home if you wish to be present.

At least 2 team members will always be present, and any items found that are not permitted will be removed. Team members will complete some paperwork, and you will be asked to make comments and sign the form to acknowledge that a

Room Search has been carried out. We respect your privacy, we will not be reading letters, the room search will be specific.

Depending on what the items are that were removed, will decide if any further action will be taken. The Registered Manager or on all manager will be informed as well as your social worker and your parents. We have a policy which will be given to you.

## If There is a Fire...

When you move into Bailey house the fire drill will be explained to you and the first couple of times, we will walk you through it.

At Bailey House we take fire safety very seriously and the home is fitted with fire alarms, and these are tested weekly. You will be informed of when the test is due to take place by team members and no action is required.

We will also do Fire drills as it is very important that you know the routine in the event of a fire, which is why we practice.

If you hear fire alarms at any time, other when you have been informed, they are being tested, you must:

- Exit the building immediately, through the nearest available exit. The front door is never locked
- You must remain calm, and follow any instructions given by team members
- You must not stop to take any of your personal possessions
- Go to the fire assembly point lamp-post at the front of the home.



You can help us keep everyone at our Home safe by:

- Not smoking in the home
- Not playing with matches/lighters in the home
- Not burning candles in the home
- Not messing around with electrical equipment



**TEAM MEMBERS WILL CALL THE FIRE BRIGADE AND THE POLICE MAY ALSO ATTEND**

YOU WILL NOT BE ALLOWED BACK INTO THE BUILDING UNTIL YOU ARE GIVEN PERMISSION THIS IS TO ENSURE YOUR SAFETY.

## Advocacy Support...

If you are unsure of your rights whilst in care, you are not happy about the care you are receiving or feel that your feelings and wishes are not being listened to we can put you in touch with an advocacy service provided by an organisation called Action for Children.

Action for Children are an independent service which means they are not connected to social care or where you are living.

They can provide you advice and support on the following:-

- \* To understand your rights whilst being looked after
- \* Support you to identify things which you may be unhappy about and make sure your voice is heard so these things can be put right
- \* Support you to express your feeling and wishes
- \* Support you to make a complaint

The team will be happy to get in contact with Action for Children on your behalf however if you would prefer to contact them yourself please find the number below.

Action for Children - 01202 525643



## USEFUL INFORMATION...

<b>MY ADDRESS is</b>	Bailey House, 143 Lowther Road, Charminster, Bournemouth, BH8 8NP.
<b>OFFICE NUMBER</b>	01202 007088
<b>HOME REGISTERED MANAGER IS</b>	Gavin Woods
<b>YOUNG PERSON'S PHONE</b>	01202 553059
<b>MY SOCIAL WORKER IS</b>	
<b>MY KEY WORKER IS</b>	
<b>MY INDIVIDUAL REVIEWING OFFICER IS</b>	
<b>Children rights officer</b>	
<b>POLICE</b>	101
<b>NHS</b>	111
<b>BEAUFORT CARE GROUP COMPLAINTS NUMBER</b>	01202 055980 TEXT. 07520633716

<p style="text-align: center;"><b>CHILDLINE</b></p> <p>Childline is a free, private and confidential service where you can be you. Whatever your worry, whenever you need help, however you want to get in touch, Childline is there for you online, on the phone, anytime.</p> <p style="text-align: center;">Website - <a href="http://www.childline.org.uk">www.childline.org.uk</a> Call – 0800 11 11</p>	<p style="text-align: center;"><b>Missing People</b></p> <p>Missing People is the only charity in the UK which is dedicated to bringing missing children and adults back together with their families. If you've run away, been forced to leave home, are thinking about it or are worried about someone, you can contact the runaway helpline. We'll listen and offer support. Not judge or tell you what to do. It's your call.</p> <p style="text-align: center;">Call or text 116000</p>
<p style="text-align: center;"><b>OFSTED</b></p> <p>If you are unhappy with how you are treated within Beaufort and feel that you can't speak to anyone within Beaufort Care Group by making a complaint, then you can contact Ofsted and ask for Wendy Anderson who is Beaufort Home's current Ofsted Inspect. Wendy will contact you to discuss your concerns</p> <p style="text-align: center;">Compliance Investigation and Enforcement Team Call - 0300 123 1231</p>	<p style="text-align: center;"><b>Office of Children's Commissioner</b></p> <p>If you're in care, leaving care, living away from home or working with social services, 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.</p> <p style="text-align: center;">Email - <a href="mailto:help.team@childrenscommissioner.gsi.gov.uk">help.team@childrenscommissioner.gsi.gov.uk</a></p> <p style="text-align: center;">Call: - 0800 528 0731</p>

**No Question Is A Silly Question If You Are Unsure Of Any Part  
Of You Plan Of Care Please Ask**