



Blue Star House

A Young Person's Guide

We can't wait to meet you!



Contents

- 2 Welcome to Blue Star House
- 5 Our House and Area
- 12 Money, Clothes and other Important Stuff
- 14 Family and other people who are important to you
- 16 Your Carers
- 20 Routines
- 22 House Agreements
- 24 Your personal info
- 27 What to do if you need help
- 32 Making a complaint at *Blue Star House*
- 35 Anything else you would like to know?



Welcome To Blue Star House!

This is a place where you will feel safe, respected, and encouraged to be your best self.

The *Blue* in our name is about calm, trust, and strength—it reminds us to be steady and kind.

The *Star* is about dreams, ideas, and all the amazing potential inside you.

Here, peace meets possibility, and trust meets imagination. Every day, we want you to remember:

You are capable, You are loved, and You already shine in your own unique way!

At Blue Star House, we believe everyone is a star, and together, we light up the world.

Your home!

At *Blue Star House* we look after up to three young people aged 8 to 18.

The house is very welcoming, and everyone gets their own bedroom that they can help decorate and make their own.

We know that moving to a new home can feel a bit scary, so you won't have to do it all at once. We'll go slowly and make sure you feel safe and comfortable.

You can bring your Social Worker or someone you know and trust to come and look around Blue Star House with you. If you feel happy about moving in, our carers will spend time with you to talk about what matters to you and make a plan together for anything you might need.



Our house!

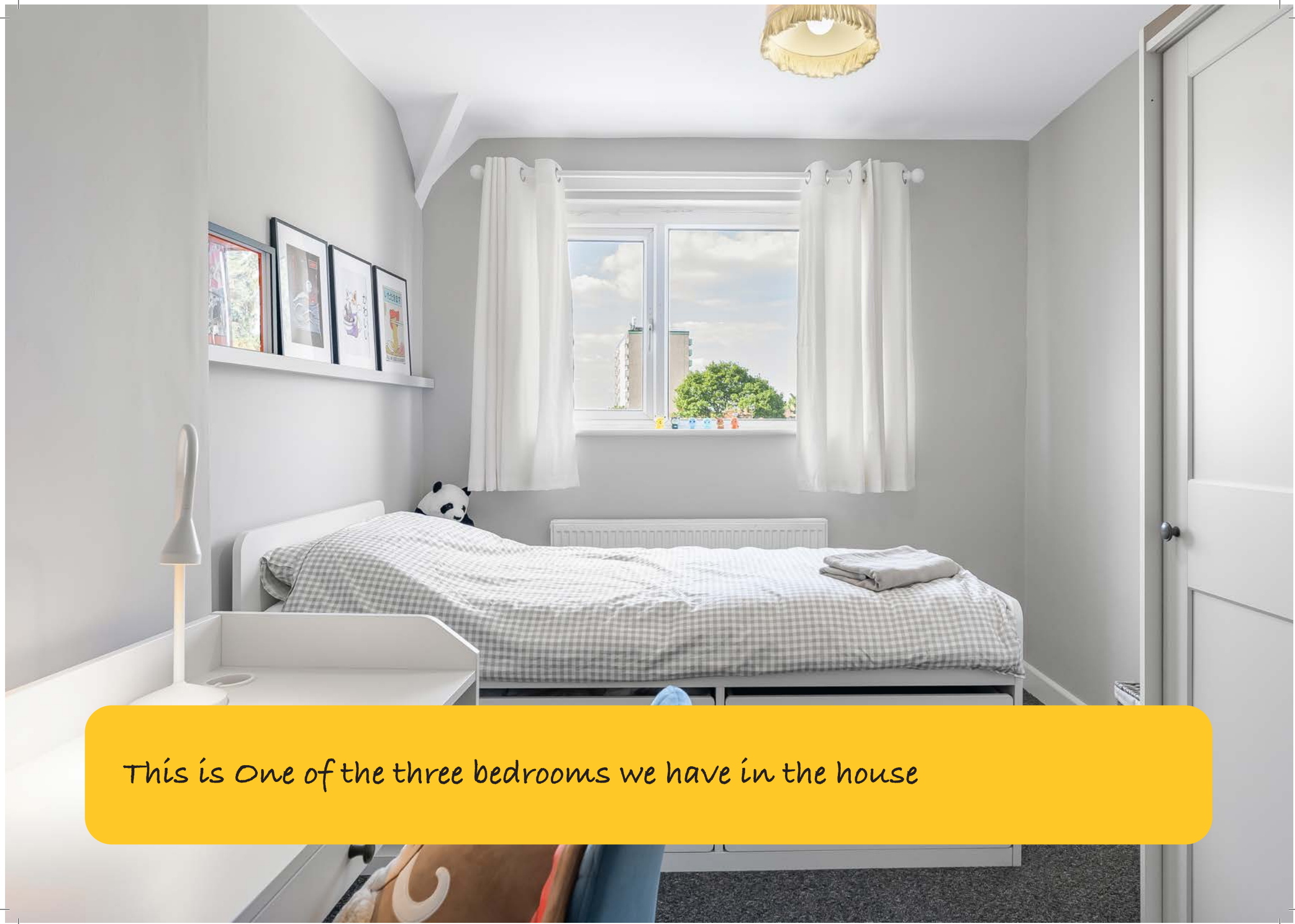
Blue Star House is a home with two floors and a super amazing garden!

Downstairs we have a kitchen/dining room where we can cook and eat together (if you wish to!), a lounge, a TV/games/chillout room, a conservatory to catch some sunshine and a sleeping room for the staff.

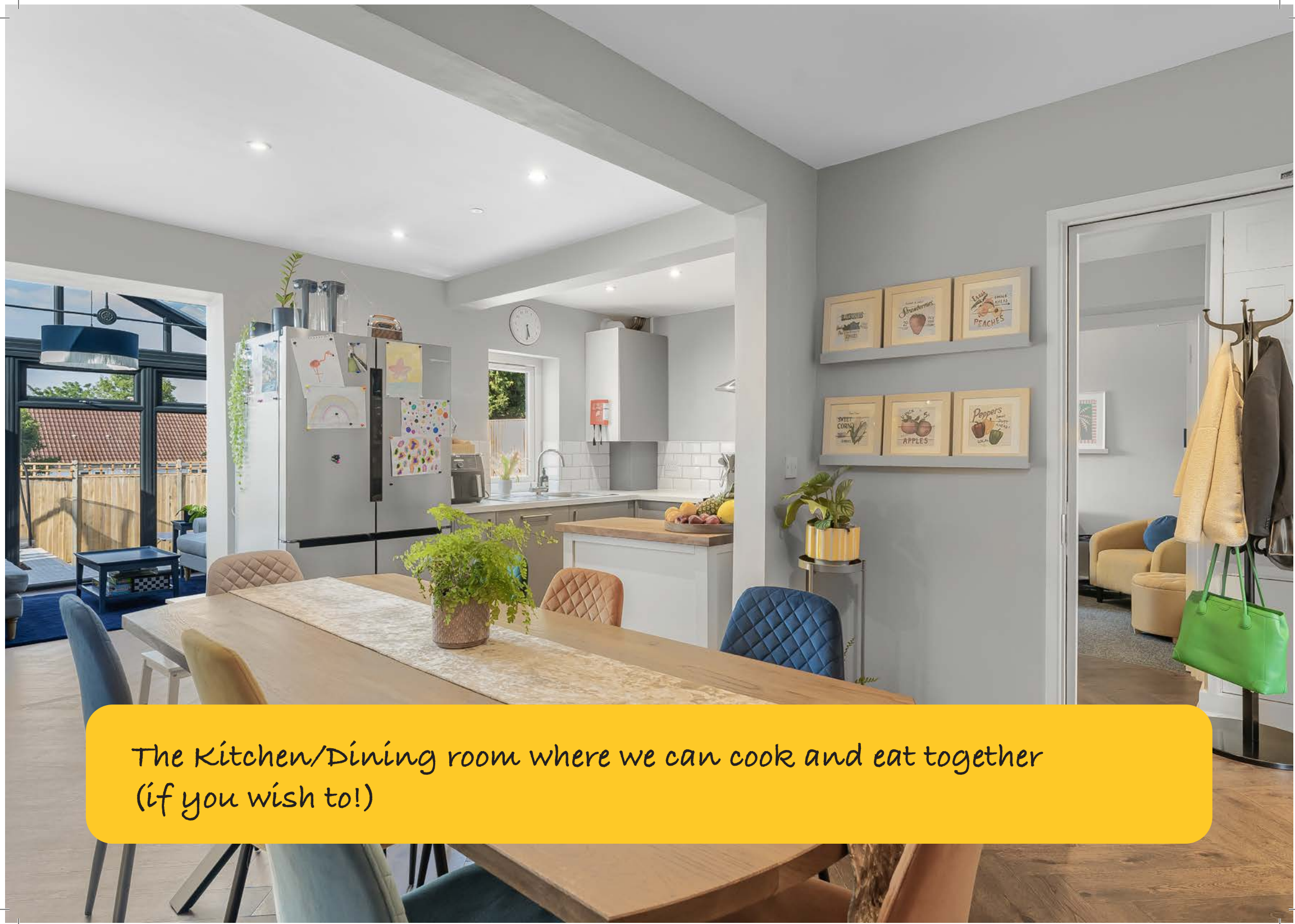
Upstairs has three young people's bedrooms, a staff sleep-in room, and a family sized bathroom.

There is a large garden to enjoy out the back, which can be used for activities, relaxation, and BBQs.

We have a trampoline, a ping pong table, some nice areas to play and a lovely herb garden!



This is One of the three bedrooms we have in the house



The Kitchen/Dining room where we can cook and eat together
(if you wish to!)



This is the conservatory, where you can read, talk, play board games or just relax and enjoy the sun and the stars!



The Garden is waiting for you to jump, play, grow veggies or relax!

Our Area!

Blue Star House is in a place called Speedwell, which is an area in Bristol.

Very close by is Bristol City Centre and there are many things to see and do, including the Bristol aquarium, We the Curious (an epic science centre), Wake the Tiger (the world's first amazement park), cinema's, theatres, a bowling alley, indoor Karting, trampoline parks and much more.



Money, clothes, and other important stuff

When we make your plan together, we'll talk about your pocket money and allowances. We will also talk about money for special occasions, and even ways you can earn a bit extra by helping out around the house.

Your Bank Account: If you don't already have one, we'll help you set up your very own bank account.

Saving for You: Each week we'll put money aside just for you – and it will all be yours to keep.

Clothes & Shoes: You'll get a monthly allowance to choose your clothes and shoes. We'll help you shop for the things you like and make sure you always have plenty of what you need. We'll also pay for your school uniform, club clothes, and haircuts.”



Food & Toiletries: We'll buy all your food and toiletries. As you get older and more independent, we'll help you learn to budget and cook for yourself.

Activities: We'll take you out for fun activities, and you can earn extra money to spend on things you enjoy by completing weekly goals – we'll go over these with you when you arrive.

Jobs: Some young people may be ready to get a job in the community. When the time is right, we'll encourage and support you to do this.

If there anything we have not covered above, you can ask us about it at any time!

Family, friends & people who are important to you!



We will help you stay in touch with your family, carers, and friends whenever possible. You can also speak to them on the phone or through video calls.

We will work with you, your Social Worker, your IRO, and your family to make a plan for how we can best support you.

At Blue Star House, you can use our computer and house phone, and you are welcome to bring your own laptop, tablet, or mobile phone when you first move in. We will also help you learn how to stay safe online and look after yourself and others while using the internet.



You can also have an Independent Visitor to speak to. We will help you find someone you like.

This is a YouTube clip to tell you about Independent Visitors if you wanted to learn more:

<https://youtu.be/BxoZSHrH4GE>

Your Team!

We are very honoured to have you be with us and we will make sure you have everything you need to be safe, comfortable and feeling at home!



Directors- *Lais & Prinul Polessi Patel*

Lais loves growing vegetables, cooking delicious food and eating cake!

Prinul loves art, travel, building things from wood and eating ice cream!

Responsible Individual - *Tim Corbin*

Tim loves travel, sports and family time.

His favourite place he's visited is Japan, and his favourite sport is Muay Thai (a martial art from Thailand)





Registered Manager - *Ben Beynon*

Ben loves food, rugby and going on lots of adventures outdoors!

Deputy Manager - *Peaches Kisson*

Peaches loves music, dancing, being happy and learning lots of things about different cultures!





Senior Support Worker

Celine Bull

Celine loves dogs, cooking and being herself!



Senior Support Worker

Kirsten Parton

Kirsten loves trees, music festivals and hoop-dancing!



Support Worker

Matthew Gurney

Matthew loves cooking, documentaries and the great outdoors!



Support Worker

Saskia Jones

Saskia loves fantasy books, chocolate and going for walks with her puppy!



Support Worker

Rob Davies

Rob loves Traveling, Mountain Bikes and Motor Bikes!

Everyone at *Blue Star House* is here to have you be looked after, feeling safe, secure and having a great time. If there is anything you ever need, please talk to anyone in the team!

Routines !

On School/ College days, the adults will support you to get up, so you can have a shower, get dressed, and have breakfast.

The adults will help you to get to school by car, bus or train and help you get back home at the end of the day.



After school we will help you do your homework, go to after school clubs or appointments, go out, or do activities at home. We will support you with your independence too.

For example, you can help cook dinner, clean your room, do your washing, help tidy or clean the house, and make your packed lunch for the next day. You can also earn some extra pocket money by doing so. More about this later!

We would love for everyone to sit together for meals, and it's completely your choice if you find this difficult. You will help us to do a weekly menu plan to make sure you eat foods you like, and you can get to try new foods too!

All young people will have an agreed bedtime to help with settling at night.

On the weekends you can have a lie in and then once everyone is ready, we will make a plan for the day, which may be seeing the people that are important to you or trips out.

House Agreements

We have House Agreements for everyone living and working at *Blue Star House* which we can change if they aren't working well for us.

We will have a House Meeting every week so we can talk about things. It is important to listen to each other and share ideas, thoughts and worries so we all get on with each other.

At Blue Star House we will:

1. Respect each other. This means being kind and considerate. If we make a mistake, we will talk about it and try to put things right.

2. Respect each other's privacy. We will spend time together in group spaces, not each other's bedrooms or the office.

3. Respect each other's property.

4. Respect each other's personal space. This means that we will always ask one another before we touch each other and be kind.

5. Speak to someone if we aren't happy.

Your personal information



Adults use a computer system called Clearcare to keep a record of your personal information. This includes information about your life before coming to *Blue Star House* and why you are at living here, your health and well-being, your education, your family or other important people, and the plans for your

care. We also write reports and assessments that we might share with your Social Worker and other adults who are involved in looking after you, so they know how you are getting on.

You will have your own login for Clearcare, so you can see information we write about you. You will be able to have your say in all important reports and assessments, and the adults will help you with this. You can ask to see your personal information at any time.

The people who can see the information about you on Clearcare are:

- The Responsible Individual
- The Home Manager
- The Deputy Manager
- Adults at *Blue Star House*
- Ofsted Inspectors (who will come and see us regularly to make sure we are taking good care of you)
- Our Regulation 44 Visitor who visits the home once every month to check how well we are doing in taking care of you, and what we need to do better. If we are concerned that you or someone else may be at risk of being harmed, then we have a responsibility to tell other adults who can help to make the situation safer. This is called SAFEGUARDING and is an important part of how we look after you at *Blue Star House*. Ben (The home manager) oversees safeguarding at *Blue Star House*.

The law says that the information we have about you at *Blue Star House* must be kept safe and secure until your 75th birthday; or if you die before you are 18 years old the information will be kept for 15 years after you die. Ben (The home manager) oversees storage of personal information at *Blue Star House* – they would be happy to answer any questions that you have.



What to do if you need help

The Adults at *Blue Star House* will always be happy to help you with anything you need!

If you'd like to talk to someone outside of *Blue Star House*, we can help you contact Childline and will give you the privacy to talk. Childline is a free, private and confidential service where you can talk about anything. You can do this online or on the phone, at any time, day or night.

You can contact Childline on **0800 111 18**

You can email from the website on:

<https://www.childline.org.uk/get-support/contacting-childline/>

Or you can 1-1 chat on:

<https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/>

The Children's Commissioner



Dame Rachel de Souza is the Children's Commissioner for England.

Her job is to speak up for young people so that people who make decisions that affect them take their views into account. She speaks to young people and listens to what they have to say.

There is a free and confidential support service for young people who are living in a children's home, and for young people who are leaving care. You can phone 0800 528 0731 or you can email on help.team@childrenscommissioner.gov.uk

If you would like more information, adults at the home will help you to get online to look at the website: <https://www.childrenscommissioner.gov.uk/helpat-hand/>

The Police

If you are in danger, or in an emergency, you can phone the police on **999**.

If it is not an emergency, you can phone the police on **101**.

At *Blue Star House* we have a Police Community Support Officer (PCSO) who works closely with us.

The carers will be happy to help you to contact the PCSO if you would like to talk with them.



Advocacy

An Advocate is someone who can help you understand your rights and can help you to say what you think when decisions are made about your care.

They will help you to be heard if you want some help, or to be listened to.

Your Social Worker may already have an Advocacy Service that they use.

If you need support to get an advocate, the adults at *Blue Star House* will be happy to help.

here are some examples of advocacy services...



coramVoice)))
getting young voices heard

Telephone: 0808 800 5792

Email: help@coramvoice.org.uk

Website: <https://coramvoice.org.uk/>

Telephone: 0808 808 1001

Email: help@nyas.net

Website: <https://www.nyas.net/>



nyas
national youth
advocacy service

Complaints

There might be times when you want to complain about *Blue Star House*, about the way that you are being cared for, about your rights not being respected, or about something that the carers have or haven't done. This is OK.

We want to be able to learn when we have made a mistake, and to think about what we need to do differently to support you.

You can speak to the Home Manager, or any of the adults at *Blue Star House* if you would like to complain.

You can write your complaint down on a Complaint Form – the adults will help you to do this if you would like them to. A copy of our Complaint Form is on the next page.

The Home Manager will investigate your complaint once they know about it and will talk to you.

Your Advocate can also help you make a complaint.

Blue Star House Complaints

Please describe your complaint giving as much detail as possible (including full names, job roles, and dates if known)

Your Name :

Your Signature :

Date :

Name of person helping you to raise this complaint (where relevant) :

Ofsted



If you are not happy with the way your complaint is managed at *Blue Star House*, you can contact Ofsted.

Ofsted have a responsibility to visit *Blue Star House* regularly to check that you are being looked after and that you are safe and well.

The adults at *Blue Star House* or your social worker will help you to contact Ofsted if you want to.

Address: Piccadilly Gate Store Street Manchester M1 2WD

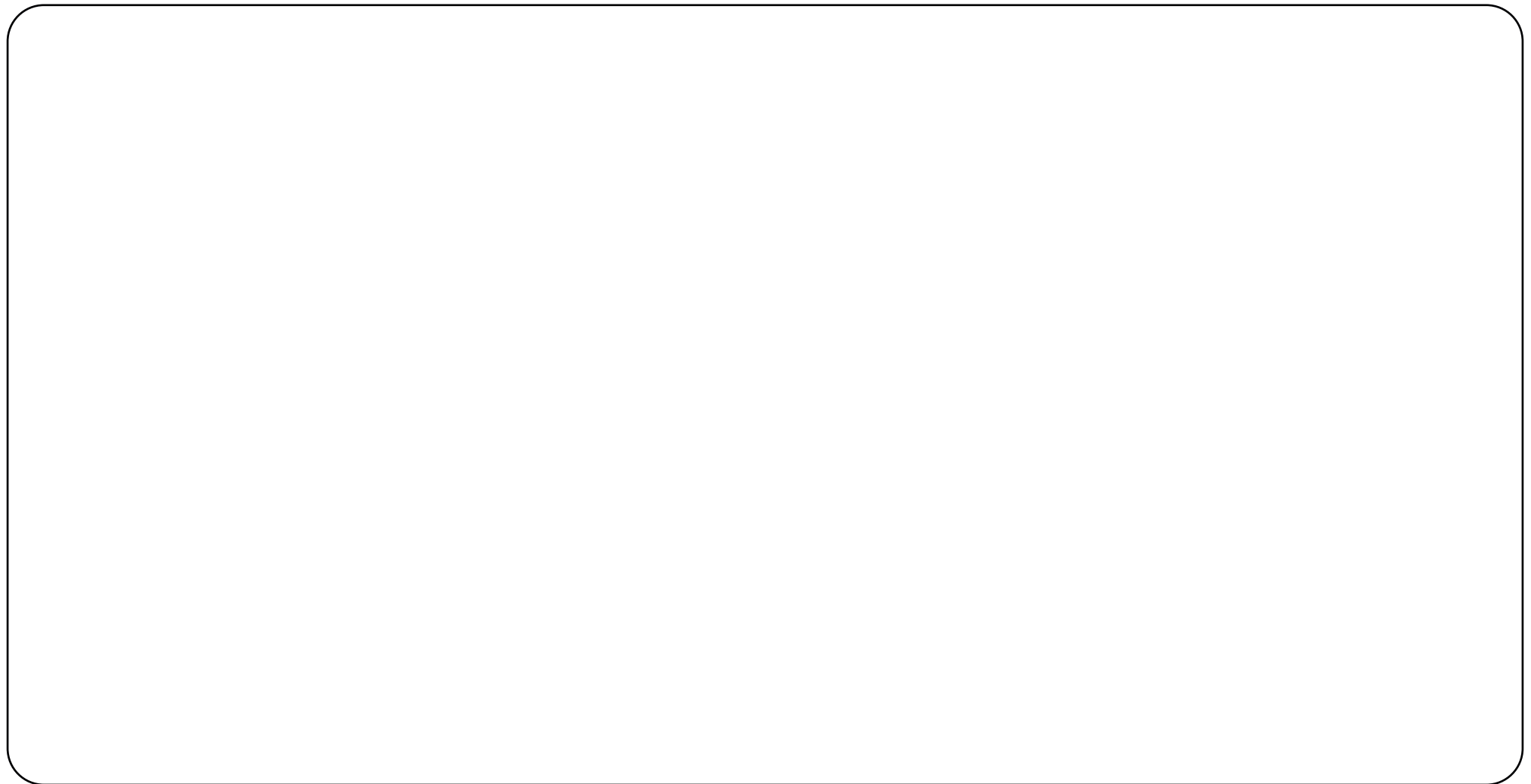
Telephone: 0300 123 1231

Textphone: 0161 618 8524

Email: enquiries@ofsted.gov.uk

Is there anything else you would like to know?

You might have some questions now you have read this information.
Write these down so you don't forget, and we will answer these when we see you.

A large, empty rounded rectangular box with a thin black border, intended for the reader to write down any questions they have after reading the information.



**Yellow
biRd**

HOMES

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