

WILLOW HOUSE

WELCOME GUIDE



HEY!

2026



Zenith Care
Group





Firstly, a big hello from the team here at Willow House who are looking forward to meeting you and are excited to have the chance to start this journey with you.

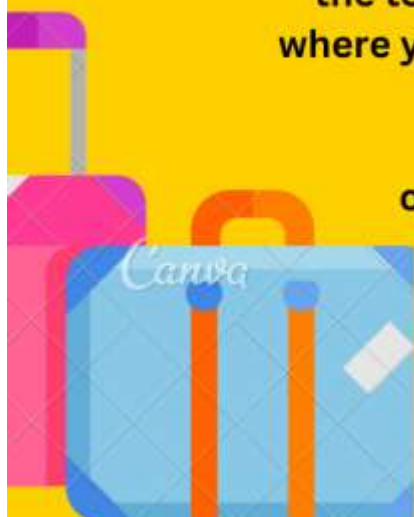
We understand that this may be a scary or anxious time and bearing this in mind, we will help you settle in and get to know us, at a pace you are happy with.

We aim to help you manage the changes with all the support you need.

One of the best ways we could do this is to take you through what you can expect when you first move in. We can also look at the support that will be available, so you can start building the skills to invest in your future.

This guide is for children who are about to come and live at Willow house. It is hoped that reading this will have answered a lot of questions you must have about what life must be like living in a new home.

We will be helping lots of children who may be undergoing a difficult time in their lives, so the team will be ready to help you in areas where you may need support. This will include assisting you to manage being somewhere new, being part of the decisions made about your care and hopefully, working alongside the team to achieve positive outcomes.



The aim is for children to stay for a long time, so we can help them manage the more worrying parts of their past and build a strong foundation for a better future.

The hope is, through building strong relationships, listening to your views and wishes and creating an environment of care and support, the best outcomes can be reached. This could be moving to foster care, semi-independent living or returning to the family home.



Whatever the outcome may be, your time in Willow House will be made as comforting and supportive as possible. You need to be able to feel that this is your home and we would really like your input to make sure it meet your needs.

This will help those caring for you understand what works best for you and get to know you better as you settle in. We want to help you achieve your goals (no matter how big or small)

This guide will show you the Willow House plan of how we can help you do this.


WILLOW HOUSE PLAN

Learning to trust new people, in a new place is tough. However, it can also be the start of something new.

Our plan involves you seeing that, by working with us, we can get there together. This may mean accepting rules, boundaries and respect for those we live with, but it also means we can help to give you the social skills to manage these expectations. This starts with understanding the following things:

VALUES

Everyone in the home should share the basic values of respect for each other and the environment. This can be shown in the way we talk to one another, look after the home (including your room) and accept the rules such as bedtimes and homework. Through shared understanding, the aim will be for the home to remain warm, safe and trusting environment for everyone in it. These values will be used to create a culture that is special to Willow House but recognised by everyone. We know this can take time and understand that you may struggle to manage this but the team are always available to support you.

A cartoon illustration of a young man with brown hair, smiling and gesturing with his right hand. He is wearing a dark blue t-shirt with a yellow rectangular patch that says 'Canada' in a script font. A pink speech bubble with a black border points to him, containing the text 'Home is where our story begins'.

Home is
where our
story begins

RULES

Rules will be in place to help manage your routines and make it easier to adjust to being in a new home. Some rules will be just for you, for example, what time to go to bed, but this will all be part of your care plan and put in place to help you feel more settled.

The expectation will be for everyone to work with the rules, staff can explain anything you might not understand. There may have been rules that you were used to before coming to Willow House, that could have been unsafe or put you and others at risk. We want to help show you that rules can make you feel secure and cared about and that they are not something to 'break' or 'challenge' with this in mind, we will talk with you about some of the rules in place, so that you feel part of the process and know that you are being heard.

ENVIRONMENT

Willow House has a big garden and shared areas to watch TV, play game consoles or have dinner. Each child has their own room and will be asked about their favourite colours and interests, so space feels like theirs. There is also a large bathroom with shower, kitchen and laundry room as well as separate sleep-in rooms for the staff.



The home is warm and welcoming, this is how we want it to feel when you move in. It would be lovely to keep it like this, as we believe it is something that you deserve and will learn to recognise as your home.

The home will be looked after by the staff team as well as our maintenance team who can make some changes (if suitable) Also included at Willow House, there will be someone in place for you (your key worker) whose role is explained in more detail below.



YOUR KEY WORKER:

On the day you move in, you will be supported by your new key worker. This will be the person who will be with you to help you settle in. You can talk to them about any worries you may be having and hopefully feel safe enough with them as you get to know everyone in the home.

SUPPORT

YOUR CARE PLAN:

Your key worker will be the person who will help you understand your care plan and talk with everyone involved about your progress. This will include any wishes you have and help you in any meetings held about your future. They will be your voice when you aren't able to share how you feel and help you with decisions that get you to reach your goals.

action plan



BUILDING A SECURE RELATIONSHIP

One of the first relationships you will build in the home is with your key worker. They will be supported by the team, who will also get to know you over time.

Your key worker will be a role model for how best to build a safe, trusting relationship and talk with you about any anxieties you have. They will support things like contact, starting school or managing your day.

WILLOW HOUSE TEAM

Willow House have a team who will be there to support you as you work towards the goals in your care plan. The registered manager of the home is Leanne Sykes. She seniors and support workers, who will be there (at different times) to help the home run smoothly. While we all work together as a group, Leanne will oversee everything in the home, to make sure that everyone is doing the right thing and understand the role that they have. This includes supporting you while both in and outside the home. (for example, with activities or attending school)

There will be staff available during the day and at night (in terms of sleeping-in) or working nights. The main aim is to make sure that you are kept safe and feel secure and see homes name as a place you want to be.

CAN I BRING MY PERSONAL BELONGINGS?

Yes, we think it is important that you bring your personal items to the home. Any electrical items must be tested to make sure they are safe. Most children like to personalise their room and can go out shopping with staff to choose their duvet cover, lamp, clock, canvas, among other things. This is your space and we want you to feel comfortable in it.

SO WHAT IS THE ROUTINE LIKE.....

Every day here has a dash of structure so you know the drill-but don't fret, there's plenty of room for giggles, chill time, and choices galore.

Morning:

We usually rise and shine around the same time on school days. You'll have the chance to spruce up, munch on breakfast, and chat with the team if you need anything before heading out.



On weekends or school breaks, feel free to hit the snooze button!

Daytime:

You might be hitting the books at school or college, or diving into something that helps you learn and bloom. If school's not your jam right now, we'll team up to find something fun and uplifting for your daytime adventures.

Afternoons & Evenings:

After school or your day's escapades, it's time to kick back, grab a snack, and maybe mingle or catch up with the team about your day. Dinner rolls around the same time nightly, offering a delicious chance to feast and chit-chat.

Evenings offer the perfect window to binge-watch, game on, hit up activities, or just chill out in your room. We'll help you keep the scales balanced between fun and healthy habits.

Everyone has their sleep groove, so we'll help you find your perfect night time rhythm.



People who've got your back - You've got a team of people!!!!

We're always here for you, but hey, it's totally cool if you want to chat with someone outside the home.

Here's your support lineup:

Your social worker - Think of them as your personal sidekick from outside. They'll swing by, see how you're doing, and help steer those big life decisions. You can spill the beans about anything.

An advocate - They're your cheerleader, ready to listen and champion for you. They'll make sure your voice booms in meetings and decision-making.

Independent Visitor - Want a friendly face to hang out with and get to know? An independent visitor is just for you - not part of the team.

School or college staff - Teachers, Counselors, or mentors are there to help, especially with school stuff, friends, or feelings.

Need a little nudge connecting with these people? Just shout, and we'll help you make it happen.





HOUSE RULES

At Willow House, you may be living with other young people . It is important that we have rules to make it nicer for everyone living here.

These are ours:

- We are kind to each other.
- We do not take other's belongings.
- We listen to each other.
- We treat each other with respect.
- We tell the truth.
- We apologise to each other when we do something wrong or that hurts them.
- We eat our meals together, at the table.
- We go to school.
- You have time when you need to be in the house every night.
- We keep our own rooms tidy (although staff will help)
- We tidy up after ourselves (again staff will help)
- We don't smoke or vape in the house
- We try and have fun!!



UNHAPPY? WANT TO COMPLAIN

We have a complaints system. First, speak to your key worker, and tell them what's up. Normally they will be able to sort things out, but if you are still not happy get a complaint form and write your complaint down or tell a member of staff.

Leanne will be able to deal with your complaint quickly. She will investigate your complaint and ensure you are kept up to date with progress and ultimately the outcome. If this still does not satisfy you, you can raise your concerns with your social worker. If you are not happy with the outcome from the registered manager, please contact the responsible individual, Liz and she will be able to assist you further.

We are very interested in your thoughts and feelings; we want to always support you through the good and bad.

Once again, welcome to Willow House, we are really pleased you have come to live with us, and we will do our best to make a difference. If we have missed anything in this guide that you think should be included, do let us know.

Above all, try to remember, the staff are here to help.

Children's rights & advocacy - The Children's' Society
Phone: 0300 303 7000

Advocacy - Child and Family Advocacy Services NYAS
Phone: 0808 808 101

How to contact the Children's Commissioner - Your voice matters
The Children's commissioner for England is someone whose job is to stand up for children and make sure their rights are protected. They work hard to make sure every child in care is safe, heard, and treated fairly.

If you ever feel like something isn't right, or you just want someone outside the home and your care team to talk to, you can contact the Children's Commissioner's Help at Hand service.

Phone: 0800 528 0731 (it's free!)

Text or WhatsApp: 07890879985

Email: [help.team@childrenscommissioner.gov.uk/](mailto:help.team@childrenscommissioner.gov.uk)

Website: www.childrenscommissioners.gov.uk

ACTIVITIES

Willow House is within walking distance of a number of good public transport opportunities for you to develop your independence, access to the bus stop on Wickersley Road is no more than 5 minute walk from the home. The nearest Railway line is approx 2.1 miles away. In addition to this, there is also access to the team's vehicles which would allow you to travel further and have access to more opportunities.



There are many attractions and activities within a 3 mile radius of the home for you to visit.

- Clifton Park
- Ark Cinema
- Jump/Ninja Warrior
- Ten Pin Bowling & Arcades
- TeamSport Go-Kart track/Battlekart
- Ice Sheffield
- Rother Valley Country Park/Watersports



Your key worker will ask you about things you would like to do during your school/college holidays and we will try to accommodate where possible and ensure you get to do the things you want.

IF YOU HAVE ANY QUESTIONS, PLEASE WRITE THEM BELOW AND YOUR KEY WORKER WILL ANSWER THEM.

QUESTION 1	ANSWER 1
QUESTION 2	ANSWER 2
QUESTION 3	ANSWER 3

QUESTION 4	ANSWER 4
QUESTION 5	ANSWER 5
QUESTION 6	ANSWER 6



PLEASE ANSWER THE QUESTIONS BELOW SO WE CAN GET TO KNOW YOU MORE!

<i>MY FAVOURITE MEAL</i>	<i>ANSWER</i>
<i>MY LEAST FAVORITE MEAL</i>	<i>ANSWER</i>
<i>MY FAVORITE MUSIC</i>	<i>ANSWER</i>

<i>MY LEAST FAVORITE MUSIC</i>	<i>ANSWER</i>
<i>MY FAVORITE SPORT</i>	<i>ANSWER</i>
<i>MY LEAST FAVORITE SPORT</i>	<i>ANSWER</i>



PLEASE ANSWER THE QUESTIONS BELOW SO WE CAN GET TO KNOW YOU MORE!

MY FAVOURITE LESSONS	ANSWER
MY LEAST FAVORITE LESSONS	ANSWER
MY FAVORITE MOVIES	ANSWER
MY LEAST FAVORITE MOVIES	ANSWER
ACTIVITIES I ENJOY	ANSWER
THINGS I AM SCARED OF	ANSWER



USEFUL NUMBERS/INFORMATION



Home contact number: 01709 213847

Your Local Authority Tel No:.....

Your Local Authority

Address:.....

.....

.....

Your Social Worker Name:.....

Social Workers Contact No:.....

Independent Reviewing Officer Name & Contact

No:.....

- Child Line: 0800 11 11
- Safeguarding Children Board: 0845 8247247/01622 694859
- Independent Advocate - Voice for child & Care 0808 800 5792/ 0207 8335792
- Children's Commissioner: Dame Rachel de Souza - 0800 5280731
- NSPCC: 0808 8005000
- Coram Voice: 020 75200300
- Ofsted: 0300 1231231 Txt phone/Minicom: 0161 618852
- By Post: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD