



Essential Guide to Life at 16Plus for The Young Person

*“For those that come in our path, we shall serve and aim to
make a positive difference in their lives”*

Welcome to Bristol Supported Accommodations

We welcome you to 16Plus Care we hope to create a homely environment that you would be proud to call home. You will be sharing your accommodation with other young persons or you might be on your own.

Aims

We aim to support you through the challenges of adulthood where we seek to enhance your skills and confidence for independent living.

Bristol Supported Accommodations is managed by 16PlusCareSupport Solutions Limited and provides temporary accommodation for 16 to 18-year olds for looked after Children and Care Leavers. Our purpose is to provide you with the skills needed to move onto independent living.

Purpose of this guide

This information resource will act as a guide for the support that you will expect from us as well as our expectations for how you will conduct yourself within our homes. Also, this welcome pack provides you with useful information about the kind of support available to you to assist you when you leave our care and move onto independent living.

What happens when you arrive?

When you arrive at Bristol Supported Accommodations you will be signed in. One of our qualified staff will:

- Show you around the home and advise you of the rooms we currently have available.
- Go through the House rules so that you understand what is allowed and what is not and go through any other necessary forms.
- Go through young person's rights; you will receive a separate document with regard this.
- Give you some essentials such as shower gel, soap and other toiletries needed.
- Assign you a key worker that will support you in matters related to your welfare and your stay with us.

The support you can expect from 16plus Care Support Solutions Limited Ltd.

Our care team will work closely with you and your family to create a personalised care plan which is reviewed on a regular basis. We wish your care plan to be as personal to you as possible and therefore value you and your family's assistance in its development and review.

Education, Training and employment support

It is advised that you engage in any support in relation to your education, training and employment. Our support staff are experienced in dealing with all matters to do with these areas and can point you in the right direction for employment, training and educational support.

We can help with:

- Online job searches
- CV writing

- Accessing Education and Training
- Accessing in house support with reading, writing whether you are still in compulsory education, or need support completing application forms
- Letter writing
- Advocacy - We can act on your behalf when dealing with benefits, debts and other external agencies, and can give general advice
- Providing therapy for anger management and emotional difficulties
- Hobbies development
- Developing or polishing crucial life skills

About Bristol Supported Accommodations

Location

The House is located within the County of South Gloucestershire which is in the South West region of the UK. 113 miles West from the centre of London, 4.7 miles North East from the centre of Bristol, 20.6 miles North West from the centre of Trowbridge and 33.8 miles from the centre of Gloucester. The House is situated in a vibrant area in Kingswood with easy access to local amenities (i.e Gym, drop-in centre) which we encourage Young People (YP) to join.

Inside of premises

The house comprises of 4 bedrooms in the upper floor and two bathrooms (one upstairs and one downstairs). Moreover, there is a spacious lounge equipped with a TV for the YP's entertainment, a dining area, a laundry room, a garage and a back and front garden. The house

functions as a semi-independent housing with full 24/7 support when needed.

Public transport

The house is easily accessible by public transport and is conveniently located near major food supermarkets. Public transport connections to the area of the accommodation can be found easily from Bristol city centre (Cabot Circus) using buses number [6](#), [7](#), [42](#) and [43](#).

Health and Safety Requirements

- Do not take risks with fire! If a **fire** breaks out, **get out through the front door as the area outside of the premises is an assembly point.**
- **Never** tamper with the **fire blanket** or **smoke alarms**; These are in place to protect you in an emergency!

As much as your room is your private space, **we have the right to enter your room** if:

1. We suspect there may be illegal activities taking place.
2. We suspect that you may be in danger.
3. When we have had to initiate the missing persons procedure.
4. For emergency maintenance.
5. Or if we suspect there is a breach of placement rules.

Room checks will be regularly taking place to ensure that you are keeping your space to an acceptable standard.

House rules for all placements

You have now entered your new home which we hope you will be happy in. This agreement is in place between you and our company to ensure you get the most of living here.

As you've probably guessed, we have simple guidelines for you to follow whilst you live here. We call them 'house rules' and have them in place for your own safety as well as for the safety of others.

General rules

1. No smoking is allowed inside or around the premises.
2. The use or storage of ALL drugs (illegal substances), drug paraphernalia, alcohol or weapons is prohibited.
3. Residents are not allowed to damage or make alterations to the property.
4. You cannot be threatening, as well as physically or verbally abusive towards staff and other residents. The occurrences of such behaviours will be logged as incidents and reported to the police. Charges will be pressed too.
5. You are not allowed to listen to loud music from 22:00 until 10:00. You must be considerate of others.
6. You are expected to keep your bedroom tidy.
7. Engagement in activities and one-to-one sessions is required.
8. You are expected to attend the weekly house meeting.
9. All residents must be back at the premises by 23:00, which is our curfew. At that point all doors get locked because the premises need to be secured for the night. If you do not come back by the agreed time, you will be reported to the police as a missing person.

Visitors

- Visitors are each resident's responsibility. Each resident can have a maximum of 2 visitors at a time. They must not smoke, use drugs or alcohol on the area of the premise. Visitors must also be respectful towards staff. Violation of these rules will result in a week-long friend ban for the resident.
- Every time a new visitor requests to enter the premise, they must present the Support Worker with a photographic ID.
- If the visitor does not have a photographic ID, the Support Worker has the right to request to speak to their appropriate adult.
- Visitors are not allowed to enter the premise until after 17:00 from Monday to Friday. The only exception is the weekend, when visitors can come in after 12:00. All visitors must always leave the premises at 22:00 latest. They cannot stay overnight.

Please sign here below to state that you understand all the above and agree:

Signature _____

TIMETABLES

All residents are supported by their key workers to develop budget plans and timetables. These help residents manage their allowances and organise their lives a bit better. Here is an **example** of a timetable:

Day of the week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning	Cleaning	Therapy	Food Shopping	Cleaning	Budget planning session	Food Shopping	Free time
Afternoon	One-to-one In-house activities (PS4, TV)	Floating activity (a meal out, cinema, etc.)	Cooking or Baking One-to-one	House meeting Take-away night	Therapy In-house activities (Work, TV)	Cooking or Baking Outside activity	One-to-one In-house activity

Key workers also help residents to:

- Register with a GP
- Register with a local dentist
- Register with an optician
- Open a bank account
- Apply for a passport
- Apply for a driving licence
- Find an appropriate educational course
- Find an employment

Key workers also offer support during meetings and appointments.

Complaints procedure

Complaints can be made against a service provider by dissatisfied young persons, relatives, carers or by advocates or organisations representative of YP's interests. Many complaints are made because of a misunderstanding or a breakdown of communication. Some are made regarding issues such as the performance or attitude of staff, treatment or the service or facility provided by the care home.

16Plus Care Support Solutions Ltd will be able to demonstrate how to deal with such complaints. The Manager of the home will ensure that:

- YP know how to complain and who to complain to;
- They welcome complaints and use them as part of their quality improvement process;
- All complaints are responded to promptly by the Service Manager;
- All complaints are logged, and the details of the investigation and response recorded;
- The complaints are used in regular planning meetings to identify areas where new quality standards need to be set;
- The complaints record is regularly audited and analysed for trends and patterns.
- In the case of a minor informal complaint, wherever possible these should be resolved at a local level and prevented from escalating into a serious issue.

The complaint can be resolved by the staff to whom the complaint is made with some intervention from or supervisor and those who have a direct responsibility for the matters concerned. Such complaints, whether resolved or not should be logged in complaints record with details of action taken. The record should include the date, how and by whom each

complaint was investigated, a note of the outcome and a record of any reply given to the complainant.

For more serious complaints, where there is no ready solution, then the complaint may have to be referred on to the manager in day to day charge of the home, or senior member of staff. 16Plus Care Support Solutions Ltd will acknowledge receipt of the complaint in writing and then respond to it within a period of 28 days, beginning on the date on which the complaint is made.



How to use the facilities

Stove



To use the stove, you just need to turn counter-clockwise the little black handles on the left and hold them down for 10 seconds.

Oven



To use the oven, you need to turn the left round gray handle to the setting you want (e.g. grill or fan) and then using the right round handle you turn it to the desired temperature.

Microwave



To use the microwave, you only need to press the button above the bottom round handle. Every time you press it, it adds 30 seconds to the process of warming-up the food.

Washing machine



To use the washing machine, you need to press the top right button (not shown in picture) to turn it on. Then you use the silver roller to indicate which programme you want to use. Remember – you can always ask the staff to help you, so you avoid damaging your clothes.

Tumble dryer



To use the tumble dryer, follow the same logic as the washing machine and be sure to ask for help because drying your clothes in an inappropriate programme can permanently damage them.

Trash

The property follows strict rules about recycling for the environment's sake! Proper trash disposal and recycling means respecting the place you live, your roommates but most importantly, the environment. There are appropriate bins for ALL types of waste in the house. We kindly ask you to read the labels on each bin before putting something inside it.

Where to turn off the water in an emergency

Nearest food shops

- Sainsbury's Local – High St, Bristol BS15 4AR, United Kingdom
 - Hours – 7am-11pm (**NEAREST SHOP – 13min walk**)

- Sainsbury's - 13 Regent Street Kings Chase Shopping Centre, Bristol BS15 8LP, United Kingdom
 - Hours – 8am-7pm
- Coop – 81 Ingleside Rd, Bristol BS15 1JG, United Kingdom
 - Hours – 7am-10pm
- Tesco Express – Soundwell Rd, Bristol BS15 1PN, United Kingdom
 - Hours – 7am-11pm
- Iceland food – 41-43 Regent St, Bristol BS15 8LA, United Kingdom
 - Hours – 8am-7pm

All of the above are within 15-20 minutes walking distance from the premises.

Nearest ATMs and Banks

- Halifax - 15 Regent St, Bristol BS15 8LP, United Kingdom
- Santander - 23 Kings Chase Shopping Centre, Regent St BS15 8LP, United Kingdom
- HSBC - 79-81 Regent St, Bristol BS15 8LH, United Kingdom
- Barclays - 78 Regent St, Kingswood, Bristol BS15 8LD, United Kingdom
- National West - 90 Regent St, Bristol BS15 8HS, United Kingdom
- Lloyds - 102 Regent St, Bristol BS15 8HT, United Kingdom

All the above are within 15-20 minutes walking distance and are situated close to each other within Kings Chase Shopping Centre.

In Bristol City Centre you can find several banks and ATMs if need to. Precisely, in Cabot Circus (Bristol BS1 3LZ) there are several banks in the same street.

Nearest Doctor or Health Centre

General Practitioner (GP)

Mr Andy Smith - Kingswood Health Centre

Location: Alma Road, Bristol BS15 4EJ, United Kingdom (8min walk)

Contact number: +44 117 301 2080

Working hours: Weekdays – 8am-6:30pm

Dr R Pegden - Kingswood Health Centre

Location: 24 Alma Rd, Bristol BS15 4EJ, United Kingdom (10min walk)

Contact number: +44 117 301 2080

Working hours: Weekdays – 8am-6:30pm

The Orchard Medical Centre

Location: MacDonald Walk, Bristol BS15 8NJ, United Kingdom (21min walk)

Contact number: +44 117 980 5100

Working hours: Weekdays – 8am-6:30pm

Dental practice

Mydentist (Dental Clinic)

Location: 61 High St, Bristol BS15 4AD, United Kingdom (13min walk)

Contact number: +44 117 967 4132

Working hours: Weekdays – 9am-5:30pm

Bristol Orthodontics Kingswood

Location: 63 High St, Bristol BS15 4AD, United Kingdom (13min walk)

Contact number: +44 117 960 5900

Working hours: Weekdays (except Friday) – 7:30am-7:30pm

Mydentist (Dental Clinic)

Location: 370 Two Mile Hill Rd, Bristol BS15 1AQ, United Kingdom (20min walk)

Contact number: +44 117 967 6566

Working hours: Mon/Wed/Thu – 8am-4pm, Tue – 8am-6:30pm, Fri – 8am-1:30pm

Family planning

Mr Andy Smith - Kingswood Health Centre

Location: Alma Road, Bristol BS15 4EJ, United Kingdom (8min walk)

Contact number: +44 117 301 2080

Working hours: Weekdays – 8am-6:30pm

Terence Higgins Trust

Location: Easton Community Centre, Kilburn Street, Bristol BS5 6AW, United Kingdom (25-35min – take bus 7 from Spring Hill or 6 from Highview Road)

Contact number: +44 7835 855481

Working hours: Weekdays – 9am-5pm

Website: tth.org.uk

Bristol Sexual Health Centre

Location: Tower Hill, Avon, Bristol BS2 0JD, United Kingdom (40min – take bus 7 from Spring Hill)

Contact number: +44 117 342 6900

Working hours: Mon/Wed – 7:30am-7pm, Tue/Thu – 8:30am-4pm

Website: bristolsexualhealth.nhs.uk

STI clinic

SAME AS ABOVE

Hospital and A & E

Cossham Hospital

Location: Lodge Rd, Bristol BS15 1LF, United Kingdom (20min walk)

Contact number: +44 117 340 8400

Working hours: Every day / 24 hours

Website: nbt.nhs.uk

Information on local colleges and education

SGS Filton (South Glos & Stroud College)

Location: Filton Ave, Filton, Bristol BS34 7AT

Contact number: 0800 056 7253

www.sgscol.ac.uk

City of Bristol College

Location: Ashley Down Rd, Bristol BS7 9BU

Contact number: 0117 312 5000

Moving Mountains Outdoor Skills Education Ltd

Location: Leisure, c/o/ Windmill, Henfield Rd, Bristol BS36 2FE

Contact number: 0117 405 7399

Pathways Learning Centre

Location: Overndale Rd, Bristol BS16 2RQ, United Kingdom

Contact number: +44 1454 862630

Website: pathwayslearningcentre.org.uk

Mathsteam

Location: 29 Croomes Hill, Bristol BS16 5EQ, United Kingdom

Contact number: +44 117 956 1783

Website: mathsteam.co.uk

Reform Training and Skills Ltd

Location: Unit G, Link House, Britton Gardens, Bristol BS15 1TF, United Kingdom

Contact number: +44 117 911 1428

Website: reformtrainingandskills.co.uk

Information on local youth and community centres

New Cheltenham Community Centre

Location: 57 New Cheltenham Rd, Bristol BS15 1UL, United Kingdom

Website: newcheltenhamcc.org

Kingswood Community Association

Location: The Community Centre, High Street, Bristol BS15 4AB, United Kingdom

Contact number: +44 117 967 4120

Website: kcaonline.co.uk

St Nicholas Youth Centre

Location: Chargrove, Yate, Bristol BS37 4LG

Contact number: 01454 313697

Docklands Youth Centre

Location: 31 Brigstocke Rd, Bristol BS2 8UF

Hanham Youth Centre

Location: High St, Bristol BS15 3EJ

Contact number: 0117 967 5948

Hillfields Youth Centre

Location: Thicket Rd, Bristol BS16 4EH

Contact number: 0117 903 8346

Useful Contacts

Name	Webpage	Telephone number
Avon Fire & Rescue Service	avonfire.gov.uk	+44 117 926 2061
Avon & Somerset Police	https://www.avonandsomerset.police.uk/	101 or 999 or +44 1275 818340
South Gloucestershire Trading Standards	southglos.gov.uk	+44 7719 864419
Victim Support	www.victimsupport.org.uk	01452 317444
NHS		111
Kinergy - Specialist Counselling Agency supporting survivors of sexual abuse	kinergy.org.uk	+44 117 908 7712
“Next Link” Domestic Abuse Support Service	nextlinkhousing.co.uk	+44 117 925 0680
Gloucestershire Community PALS (Patient Advice and Liaison Service)	glccg.pals@nhs.net www.palsglos.org.uk	0800 015 1548
Healthwatch Bath and North East Somerset	healthwatchbathnes.co.uk	+44 1225 232401

Emergency Services

In an emergency you should dial 999 to request the police, fire or ambulance service. Follow instructions from the Emergency Services and advice within the Emergency Advice for you at Home leaflet (PDF)

Non-Emergencies

Avon Fire & Rescue Service	avonfire.gov.uk	+44 117 926 2061
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**Avon & Somerset
Police**

<https://www.avonandsomerset.police.uk/>

101 or +44 1275 818340

South Western

01392

Ambulance Service

261 500

Advice Services

NHS Choices

dial 18001 followed by 0300
311 22 33

Environment

Agency - Flood

03708 506 506

Guidance

**National maritime
operations centre**

02392 552100

Reporting suspected abuse

Safeguarding adults at risk

Safeguarding children at risk

This is for social care acute emergency's in respect of suspected child protection, mental health vulnerable adults, older adults and suspected adult abuse.

The Emergency Duty Team can be reached on 01454 615165.

If you are deaf or hard of hearing, text 'EDT' followed by your name and message to 60066. Your texts should cost your standard network charge.

If English is not your first language, the Emergency Duty Team will arrange for an interpreter so you can tell them about your concerns.

The Emergency Duty Team Hours are 16:45 - 08:45 Monday to Thursday and 16:45 Friday - Monday 08:45 (including Bank holidays and Xmas Day and New Year's Day)

IF YOU HAVE AN URGENT MEDICAL PROBLEM AND YOU DON'T KNOW WHAT TO DO DIAL 111 ANYTIME OF THE DAY