



pilgrimscorner
children's residential unit

Children and Young Persons Guide





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Introduction

Welcome to Pilgrims Corner. We are a fostering agency, a school and three children's homes and we would like to tell you a bit about ourselves and paint a picture of daily life at the home, along with details about who works here, the accommodation and the policies that make Pilgrims Corner a safe family environment.

What do we do?

We have 3 homes for young people between 5–17 years of age. Lingate, Yew Tree and Verona House.

We provide 24-hour care for young people who will benefit from living in a family environment. Places can be offered at one of the homes to family groups to help them to stay together where possible.

Who can stay at Pilgrims Corner?

Anyone can stay at Pilgrims Corner if they require short



What we believe

Every staff member at Pilgrims Corner believes that each young person is entitled to live safely; protected by friendly, well-trained staff. We offer a stable, caring family environment and will actively support all who live with us. We believe that it is our job to help make your stay as supportive as possible and we believe that the way to do this is to give positive feedback, helping you through difficult periods of your life as well as enjoying times of fun and laughter.

We believe that it is important to treat everybody who lives at Pilgrims Corner with respect and to make sure that things they say or do are not judged.

Mission Statement:

We are committed to:

- **Treating each person in our care as an individual**
- **Treating everybody equally**
- **Supporting your right to express your individuality**
- **Supporting and promoting your rights**
- **Talking through issues with you in a dignified manner**
- **Actively listening to what you have to say**
- **Not judging your behaviour or any disclosures you might make**
- **Ensuring that you are kept safe and protected from any form of abuse**
- **Supporting the your right to make complaints with full details of how to do so**
- **Encouraging you to make decisions and take responsibility for your choices supported by firm and consistent boundaries**
- **Encouraging you to be an active participant in your care plan, placement plan and care review**
- **Supporting your right to move towards independent living and to encourage you to gain the necessary life skills to achieve this**

Location

How to find Pilgrims Corner

All houses are located in the seaside town of Herne Bay, Kent.

The town has main line rail services with direct bus routes into the city of Canterbury and coach routes to London. The M2 & M20 motorways are easily accessible.

The local community's varied leisure facilities include, a cinema, various cafes a swimming pool and sport centre. There is good access to the countryside with beaches and coastal walks close by and local attractions include 'Farming World' and 'Wildwood'

where you can interact with animals in a range of natural settings.

An overview of the houses

Each room is large enough for one or two people to live in (although we would only allow families to share). The houses will offer the facility for home tutoring where school placements cannot be found. A 'school room' will be set aside during the day and each bedroom will be equipped to support private study should this be required.

The houses have large reception rooms, a fully equipped kitchens, two bathrooms and upto 5 bedrooms. There is space on each floor for a staff office/meeting room.

Gardens & Recreational Areas

The houses have a large garden at the back. These will be planted with a range of plants to provide a relaxing combination of colour, texture and smell.



WILL I BE ABLE TO STAY?

How easily would you fit into the home environment?

Pilgrims Corner can offer places to:

- Young people who are the victims of trauma
- Young people with low self esteem or lack confidence
- Young people who are emotionally or behaviourally challenged (subject to risk assessment).
- Young people who might be considered more difficult to place. (subject to risk assessment)
- Young people who have been the victims of abuse or domestic violence (subject to risk assessment)
- Sibling groups (brothers and sisters)

Pilgrims Corner Cannot Accommodate:

- Young people with serious criminal convictions (rape, arson, murder)
- Young people who have been suspected or convicted of sexual offences
- Young people with a history of serious assault
- Young people who have a drug or alcohol dependency
- Young people who need nursing care or have a high level of physical dependency

Admission Requirements

Before you can be admitted to Pilgrims Corner, we must find out whether we can help you, and if so how. If you come to us in an emergency we reserve the right to have an assessment period of 1 month before a final decision with regards to your suitability for a place in the home. The assessment period would look at all aspects of your life and would help us to decide how easily they would fit into the home environment. We would also consider your impact upon the other young people already living with us.



What happens when I arrive?

If everybody agrees that your placement should go ahead, then a formal contract will be drawn up between Social Services and Pilgrims Corner.

Admissions to Pilgrims Corner will be planned wherever possible with you being introduced to the home over an agreed period of time. You will be invited to visit the home, firstly for an introductory visit and then following that, for a weekend visit before living full-time at Pilgrims Corner.

We will need to carry out an initial assessment which looks at:

- Your life history and your age
- Your background and a pen picture of their family
- Your health needs (including allergies)
- Your emotional needs
- Your cultural and social needs
- The level of support required
- Any behavioural problems

- Any learning difficulties
- The potential risk that you may pose to other children at Pilgrims Corner
- The potential risk posed to you by other children
- Any special circumstances or needs

Once this initial assessment has been completed, you, your family or carers (where appropriate) and your Social Worker will be invited to meet to discuss the placement further.

If everybody agrees that the placement should go ahead, then a formal contract will be drawn up between Social Services and Pilgrims Corner.

You will be will be given copies of Service User Agreement and the

Statement of Purpose which will be fully explained to them.

You will be invited to a meeting with the Registered Manager and their Key Worker. During the meeting we will explain what you can expect from the home and you will have a clear understanding of what the home expects from you.

You will be asked to sign a contract in order to demonstrate your commitment to living in the house. The accepted standards of behaviour will be re-enforced as often as necessary to ensure that you have understood.

How will I be looked after?

When you are admitted to Pilgrims Corner you will be provided with a Placement Plan. This document will clearly tell you what we hope to achieve whilst you are living at Pilgrims Corner. The Placement Plan sets out clear targets, with details of how these will be met on a day-to-day basis.

The staff team at Pilgrims Corner will work with you and your carers/family (where appropriate) to complete the plan.

Each Placement Plan will include:

- details of your health needs and advice about health promotion
- details about your care needs including ways in which you can take good care of your health and hygiene.
- details of your emotional and psychological needs
- an overview of your educational needs with targets for their education.
- details of your spiritual/religious needs and how they will be met
- details of your cultural and ethnic requirements and how they will be met
- details of any communication needs (both language barriers and physical communication) and how it will be met.
- details of your leisure requirements and how they will be encouraged.
- details of contact arrangements with your family, friends and significant others where appropriate.

You will be encouraged to voice your concerns and opinions

You will be made aware of the content of your Placement Plan and will be encouraged to voice your concerns and opinions and to contribute to it on a regular basis. You will be allocated a key worker who will assist with this communication.

No decisions will be taken without your wishes being given serious consideration.





Care Plans

You will be entitled to the following services:

- a Doctor of an appropriate gender and ethnic background
- other specialist medical practitioners as required
- a Dentist
- an Optician
- an Educationalist for two days per week (or school placement)

Pilgrims Corner will ensure that these services will be sought for you within seven days of admission. In situations where you are in need of a counsellor or therapist then we will negotiate with the placing authority to ensure that these services are provided. Since waiting lists for these services are often long and access to them slow, Pilgrims Corner will set funds aside to contribute to this provision on an emergency basis.

Reviews

Wherever possible you will be encouraged to participate in your review. Your key worker will make sure that your opinions and rights are respected during the review. Everything that has been discussed at the review, along with any actions that need to be taken, will be recorded and a copy placed in the your file. Action plans will be sent to all relevant parties within 14 days of the review,

If you are unable to attend the review then a written copy of the review will be made available to you and you will be given a chance to discuss everything that has happened with your Key Worker.

Health Promotion Information

Your plan will contain details of the following:

- your medical history
- details of yearly medicals
- details of specific treatments, drug regimes or therapies
- specific medical conditions with details of necessary preventative measures
- allergies and reactions to foodstuffs and/or medication
- dental health records
- optician records
- hearing records
- records of developmental checks
- involvement of parents/significant others in health issues
- written records of any medication administered; illnesses or accidents during the placement
- details of health related advice and guidance given to you during your placement.

Wherever possible you will be encouraged to participate in your review.

Contact Arrangements

Contact arrangements will be discussed with your Social Worker at the time of admission to the home. A copy of all contact arrangements will be available for you.

If contact is restricted, then this will be discussed with you and the reasons given. Contact at an outside venue can be arranged with a 60-mile radius.

Who will look after me?

Pilgrims Corner is committed to providing excellent standards of care to all who live in the home.

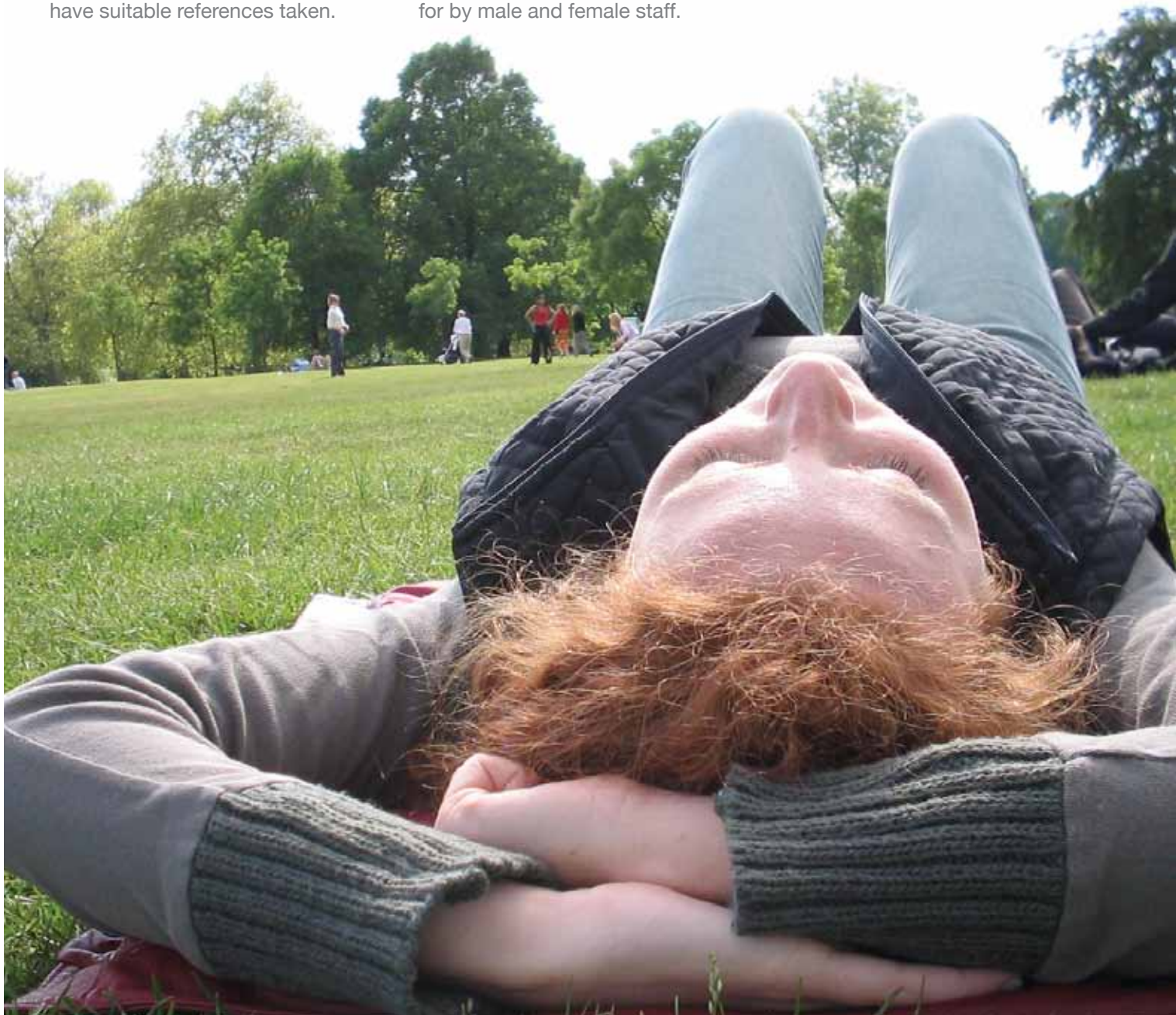
To promote this level of excellence it is the company policy that all staff members will be qualified to NVQ level 3 award in Children And Young People and QCF Level 3 (Minimum), QCF Leadership & Management.

All of our staff members will be subject to full enhanced disclosures from the Criminal Records Bureau. They will also have suitable references taken.

Pilgrims Corner will be staffed 365 days per year on a 24 hour basis. Staffing will cover 3 shifts on a rota basis.

The Company Staffing Policy will also reflect our aim to be an equal opportunities employer welcoming staff members from different ethnic, cultural and religious backgrounds. Pilgrims Corner will actively seek to recruit both male and female staff to ensure that all at our home benefit from being cared for by male and female staff.

All young people will be allocated a key worker. A major emphasis in the role of the key worker will be to offer you a level of day-to-day continuity. Every effort will be taken to ensure that the same teams of staff members are on the roster on a regular basis. Staff absence, through holiday or sickness will therefore be rostered as carefully as possible to minimise any disruption to the provision of care at Pilgrims Corner.



Will I be given the chance to learn?

When you are admitted to Pilgrims Corner, we will discuss your personal educational plan with you and your Social Worker.

If you have been placed from within Kent, we will then work with the local education department to find a placement in an appropriate school or college.

If you are not eligible for a school placement then an alternative education provider will be sought. Whilst an educational placement is sought, Pilgrims Corner will provide a qualified home tutor for a minimum of two four-hour sessions per week.

Pilgrims Corner will meet all home tutoring costs.

What about life skills?

We are committed to helping you whilst in our care to develop your practical life skills.

We believe that life skills are an important part of the wider education package that the home offers. Staff at Pilgrims Corner will help you to learn life skills that they will need for independent living.

In accordance with the leaving care plan, staff will encourage you to take an active part in the day to day running of the house and support you in learning skills such as:



Staff will be trained and supported to train these skills and to act as mentors to you.



What is there to do at Pilgrims Corner?

Pilgrims Corner believe that it is extremely important for you to be actively encouraged and supported in your choice of recreational activities.

We believe that it is not in your best interest to spend hours each day watching television or playing electronic games. Wherever possible, outdoor activities will be encouraged. Team building and group activities, which help promote self-esteem, will also be arranged so that you can grow in confidence.

Every weekend organised activities will be arranged and funded by the home. You will be asked for your ideas and the company Activities Organiser will publish a monthly programme of activities appealing to a wide spectrum of ages and abilities. Pilgrims Corner will give its full support to educational activities and visits, as well as specific trips to educational attractions (such as the Science Museum) that can be built into the educational syllabus for the year.

You will be encouraged to pursue particular hobbies and interests of your own. Pilgrims Corner will check carefully

to ensure your safety and the suitability of the recreational activity. Any private club leaders or tutors will need to be vetted thoroughly before the activity can be permitted. Any individual leisure activities will be encouraged and where appropriate, funded by Pilgrims Corner.

If you do not wish to take part in an activity then Pilgrims Corner will make alternative arrangements for you. We will also discuss the reasons why you did not wish to participate so that we can assure ourselves that there are no underlying issues to be concerned about in your actions.

Each child and teenager will be encouraged to pursue particular hobbies and interests of their own.


Do we have to celebrate?

Your birthday will be celebrated in accordance with your wishes. Some young people will find birthdays very difficult and we will discuss the most appropriate way to mark the occasion for them. If it is possible, we will try to arrange a home visit for you should they wish us to do so.

Christmas celebrations will be observed and made as easy as possible for those whom this time of year can be particularly difficult.

If you do not wish to celebrate Christmas for religious or cultural reasons, then Pilgrims Corner will mark the appropriate

celebration for you at the correct time of the year. In this way all the young people at Pilgrims Corner will experience a range of celebrations throughout the year.



Will my beliefs be respected?

Pilgrims Corner is committed to supporting the religious and cultural needs of each young person who lives in the home. Part of the assessment process will concentrate upon the most appropriate way in which the home can support your spiritual development.

Pilgrims Corner wants to celebrate the differences of each religious tradition represented but will also accept your right to be atheist.

Those who wish to attend a regular religious service will be encouraged to do so wherever possible.

We will make every effort to develop links to local religious groups and local ministers of religion. We will seek their advice where appropriate to ensure that any links made by young people at the home are safe.

Pilgrims Corner acknowledges the individuals right to prayer and meditation and to access

to appropriate religious reading materials. We will establish a library of religious and cultural books and set a quiet room aside for individuals or groups to pray or meditate.

What about my culture?

You will have the right to grow up with a full understanding of your background and your cultural identity.

Staff at Pilgrims Corner will support young people with 'life history' work. This will help you to build a picture of your cultural background especially if you have had to leave your country of origin as a refugee.

For many young people, a change of location can be very confusing and lonely. Staff at Pilgrims Corner will ensure that changes of regional culture are treated sensitively so that you feel supported throughout.

My Rights Are:

01. Not to be discriminated against on the grounds of my race, culture, beliefs, gender or sexuality.
02. To receive an education that supports my personality, my talents, and my mental and physical abilities to the fullest extent.
03. To enjoy my own culture and to use my own language.
04. To participate in leisure and play activities.
05. To be kept free from narcotic and psychotropic drugs and from being involved in their production and distribution.
06. To be protected from abuse including sexual exploitation, prostitution and involvement in pornography.
07. To be protected from physical abuse, neglect or degrading treatment.
08. To be able to express my views and beliefs freely and to have a religious faith
09. To have my opinions taken into account in any matter or procedure which affects me personally.
10. To have my privacy respected and to be protected from interference with privacy, family, home and correspondence.



WHAT HAPPENS IF I AM BULLIED?

Discrimination on the grounds of your sexuality, ethnic origin, belief system or gender, will not be tolerated at Pilgrims Corner.

Bullying in any form, whether verbal or physical will not be tolerated at Pilgrims Corner and any instances of bullying will be reported to your Social Worker immediately. If repeated bullying behaviour is witnessed, then the staff team will address the issues at the weekly home meeting, so that everyone is aware of what is happening. Your Social Worker will then be invited to a meeting, which will be facilitated by staff and at which you will be present. We will then decide upon actions to resolve the situation within a set time period.

If the behaviour still persists then the Registered Manager or the Directors will become involved and the matter will form part of the child's review.

If after this the behaviour does not cease, then the home will consult with the child's Social Worker and the placement will risk being terminated.

Our anti-bullying policy will be displayed on all public notice boards and will clearly define bullying and identify the ways in which it can be identified. If the bullying leads to physical violence the Police will become involved.

For all instances of reported bullying, the process will be the same. If the allegations are investigated thoroughly and found to be true. Pilgrims Corner acknowledges the possibility of false accusations out of spite. We believe however, that all allegations of this nature must be taken seriously.

Staff at Pilgrims Corner will receive training from professionals specialising in this area, so that they can recognise bullying and put plans in place to help to combat it.

A close-up photograph of a young person's face, focusing on their blue eye. The eye is looking slightly to the right. The skin is fair with some freckles. The text 'Will you make decisions for me?' is overlaid in the top left corner in a bold, yellow-green font.

Will you make decisions for me?

Pilgrims Corner will encourage you to have an active involvement with the running of their home. To ensure that you feel consulted about life in the home a weekly meeting with the Registered Manager.

You have valuable opinions

We believe that all young people have valuable opinions, which need to be taken into account.

Consultation will be encouraged on a range of issues including:

- decisions affecting a your future.
- any decision that effects the your rights
- choices about daily living that the child or teenager can participate in, such as: their choice of diet, fashion, entertainment etc.
- your choice of key worker
- changes in the way the home is run
- the decoration and furnishings of your personal spaces
- the adequacy of your personal space
- how the home is run and managed
- leisure activities that you would wish to participate in
- any cultural requirements affecting diet, dress or social customs

It is fundamental to the beliefs of Pilgrims Corner that no decision is made without your full consultation. If a decision has to be taken in your best interests, then the reasons for that decision must be discussed in a sensitive manner.

Who are we?

LYN

harry

sarah

Identify your the
named member of
staff and draw a
picture to remind
you who they are!

Will you protect me?

In response to the Government's green paper, 'Every Child Matters' with its emphasis upon the need for closer joint working between agencies and a common assessment framework, Pilgrims Corner will be proactive in developing links with other professional agencies in the community who share in the care and protection of the young people who live at the home.

Pilgrims Corner will work in accordance with the guidelines set down by the Kent Child Protection Committee to ensure that protection issues are maintained as a top priority for the staff at the home.

All members of staff will be familiar with the Area Child Protection Committee procedures and will sign to say that they have read and understood them.

In addition, all staff members will receive a copy of Pilgrims Corners child protection procedures and procedural guidance to staff if they themselves are subject to an allegation.

All staff will receive training by a competent provider, to ensure that they are aware of child protection issues within a residential setting.

You will be protected from physical or sexual abuse through a comprehensive vetting procedure for new staff and a thorough assessment & monitoring process for new young people placed with Pilgrims Corner.

Relatives, friends and acquaintances of the young people who live at Pilgrims corner will again be subjected to review. Where you are considered at risk from visitors, then Pilgrims Corner will have the right

to exclude the visitor and seek legal protection for you where necessary. Internet access will be monitored with any computers subject to staff checks. Software will be installed making it impossible for pornography to be downloaded and chat rooms will subject to staff scrutiny to ensure that you are protected from paedophiles. All computers will be installed in a public and highly visible part of the building. No computers will be allowed in bedrooms.

You will be protected from physical danger within the home through thorough risk assessment as outlined in the health and safety policy.

Any child protection issues that arise will be reported to the Area Child Protection Officer immediately and appropriate action taken.

It is also inappropriate for staff to make false promises of confidentiality since the information will need to be passed to the correct authorities.

What will happen if I tell somebody?

If you want to tell the staff at Pilgrims Corner about a previous incident of abuse or if you believe that you are the victim of abuse at Pilgrims Corner then the staff member who listens to your account must not ask leading questions (questions which may lead the child to a particular conclusion). Only open-ended questions will be asked. It is also inappropriate for staff to make false promises of confidentiality since all information will need to be passed to the correct authorities.

Staff will be required to report to the Registered Manager, The Directors and The Police any evidence of involvement in prostitution & no unauthorised person will be allowed contact or to collect the young person either inside or outside the home. A full copy of the child protection procedure can be requested from the home.

What happens if I do something wrong?

The staff team at Pilgrims Corner recognise that clear and consistent boundaries are an important to young people.

Reasonable boundaries will be defined upon admission to the home and will form the basis to the contract between you and Pilgrims Corner.

The 'contract' or code of conduct will clearly explain the behaviour expected whilst living at Pilgrims Corner and it will outline and sanctions and consequences for unreasonable behaviour. The code of conduct will set out as a contract rather than being judgemental of your actions. The sanctions will be clearly defined under the following criteria:

- relevant to the incident
- reasonable in relation to the incident
- weighted toward reparation and restitution rather than punitive
- consistent and fair

A copy of this contract will be placed in your file.

No disciplinary action will involve the withholding of personal finances (i.e. pocket money) or food.

Challenging behaviour will be discussed with you rather than staff entering into a head to head confrontation. Pilgrims Corner

believes that it is important to identify the underlying causes for the behaviour rather than respond to aggression with aggression.

Regular house meetings will be held to discuss the management of behaviour and to talk through potential sources of conflict. These meetings will ensure that an open channel of communication is maintained.

Restraint

In dealing with violence and aggression, restraint must be seen as a last resort, which is used for the minimum amount of time and is specifically for the

purpose of ensuring your safety.

All staff will be trained by professionals in the use of correct restraint techniques.

If restraint is carried out, a report will be required from the members of staff involved. The report will address the following:

- the names of all persons involved and persons present.
- the names of the persons who effected the restraint
- the time and date of the restraint
- the method of the restraint used
- the effectiveness and consequences of the restraint.

- the child or teenagers version of events
- any follow up action taken
- any follow up action planned

The report will be signed and submitted by the end of the same shift in which the restraint occurred. The Registered Manager will then forward the report to the Care Standards Commission and the Social Worker of the Placing Authority. Within 24 hours the following the restraint, you will have the right to a medical examination by a G.P.



Will I be treated equally?

Pilgrims Corner believes that young people who live in the home should be treated with equality and their individuality should be respected at all times. No young person will be discriminated against on the ground of their age, gender, ethnic origin, core beliefs or sexual orientation.

Staff at Pilgrims Corner will endeavour at all times to offer you real choices that reflect your age, maturity, understanding and cultural background.

Placement planning will be based upon dignity and respect and an equal effort will be made to ensure that decisions are taken in the best your best interests.

You will have access to any services and support networks available to you and we will be active in encouraging you to take advantage of these resources.

As part of our commitment to equal opportunities we will take active steps to protect all of our young people.



This will include a thorough vetting procedure in line with legislation to ensure that no sex offenders or paedophiles are recruited in error.

We believe in this instance that our equal opportunities policy must favour the rights of our clients (that's you) above all other considerations.

How can I complain if I need to?

Pilgrims Corner supports your right to make complaints about any aspect of your treatment whilst living at the home.

You will be helped to make complaints if you wish to do so, and you will be kept informed of the progress of any complaint or grievance procedure.

It is the Company's policy that any young person who makes a complaint should do so without fear of retaliation or reprisal.

You will be informed of the complaints procedure during the admission and induction to the home. You will be given a copy that is appropriate to their age and understanding. In the copy are the names and telephone numbers of professionals who can help you if you have a complaint. There will also be details of which staff members can assist you in the home.

A full copy of our complaints procedure is available from our Registered Manager.

You will be informed of the complaints procedure during the admission and induction to the home

telephone numbers for complaints:

Social worker:

Children's voices:

Childline:

Ofsted:

Pilgrims Corner:

NSPCC:

Independent Visitor:

What happens in an emergency?

Pilgrims Corner is subject to regular inspections from Kent Fire Service. We actively comply with Local Authority guidelines relating to fire safety and emergency procedure. Pilgrims Corner ensure the following:

Pilgrims Corner has a comprehensive fire alarm system installed to a recognised standard to comply with the Local Authority guidelines.

The alarm system, together with sensors & smoke detectors will be tested and maintained on a regular basis.

All fire extinguishers are checked and serviced on an annual contract by a reputable supplier.

All fire doors and means of escape are clearly marked and kept free of obstructions at all times

Flammable Liquids and other fire-associated risks are identified by risk assessment and appropriate security measures taken.

Fire drills are held monthly and all staff will be subject to fire and safety training

Fire drills are held on a regular basis for all new staff and young people admitted to the home.

In the event of a fire, the members of staff will evacuate the building on duty in accordance with guidelines defined in the Fire Drill Procedure.

A prescribed assembly point is clearly marked and made known to staff and clients alike

What happens if I stay out too long?

You will be given clear instructions about unauthorised absence. No young person will be permitted to be absent from the premises without the clear agreement of a member of staff. In the case of specific events, this permission will also be required in writing and a copy will be logged with the day journals in case of a fire or emergency.

The absence form will require the following details:

- where you are going?
- who you are meeting
- a contact telephone number and address
- what provision has been made for your travel
- what risk assessment has taken place (from the staff team)
- what time you are due back to Pilgrims Corner.
- your signature.

Written records will be kept for all instances of unauthorised absence and will form part of your review.

All staff members will be made aware of the procedure for unauthorised absence.



Electrical Equipment

An alarm system is installed in the home. This monitors all main doors and windows and sensors on each landing can detect movement outside rooms at night.

This alarm system will be activated during nighttime hours and any activity will be investigated immediately.

CONTRACT

WHAT YOU AGREE TO:

**I AGREE NOT TO SMOKE ANYWHERE
INSIDE PILGRIMS CORNER**

**I AGREE NOT TO TAKE DRUGS WHILE I AM
STAYING AT PILGRIMS CORNER**

**I AGREE NOT TO DRINK ALCOHOL UNDER THE
LEGAL AGE**

**I AGREE NOT TO ABUSE ANY SOLVENT OR
DAMAGING SUBSTANCE**

**I AGREE THAT I WILL NOT SWEAR OR USE FOUL
LANGUAGE**

**I AGREE THAT I WILL NOT BE VIOLENT
TOWARDS ANYBODY AT PILGRIMS CORNER**

**I AGREE THAT I WILL NOT USE SEXIST OR RACIST
LANGUAGE TOWARDS ANYBODY LIVING AT
PILGRIMS CORNER**

**I AGREE THAT I WILL NOT ABSCOND FROM
PILGRIMS CORNER**

**I AGREE TO MAKE AN EFFORT TO DO MY SHARE
OF THE JOBS**

**I AGREE TO TALK TO MY KEY WORKER IF I HAVE
PROBLEM**

SIGNED:

DATE:

THE STAFF & MANAGEMENT AT PILGRIMS CORNER AGREE TO:

**TREAT YOU AT ALL TIMES WITH DIGNITY
AND RESPECT**

**RESPECT YOUR PERSONAL SPACE AND RIGHT
TO PRIVACY**

LISTEN TO YOUR OPINIONS AND VIEWS

**RESPECT YOUR CULTURE, RELIGIOUS VIEW AND
YOUR SEXUALITY**

**SUPPORT YOUR RIGHT TO MAKE COMPLAINTS AND
ASSIST YOU TO MAKE THE COMPLAINT SHOULD
YOU NEED TO ENSURE THAT YOU ARE PROTECTED
FROM ABUSE IN ANY FORM**

**ENSURE THAT YOU FULLY UNDERSTAND ALL
DECISIONS MADE ON YOUR BEHALF AND THAT YOU
HAVE HAD A CHANCE TO BE INVOLVED IN YOUR
CLIENT REVIEWS**

**RESPECT YOUR RIGHT TO CONTRIBUTE TO ANY
DECISIONS THAT ARE MADE ABOUT YOUR LIFE
GIVE YOU EVERY SUPPORT TO DEVELOP YOUR
SKILLS AND EDUCATION**

**MAKE SURE THAT YOU HAVE PRESENTABLE
CLOTHING AND THAT YOU ARE PROVIDED WITH
A GOOD BALANCED DIET**

**ENSURE THAT YOU HAVE ACCESS TO CARE
SERVICES SUCH AS A DOCTOR, DENTIST,
OPTICIAN, COUNSELLOR (IF NECESSARY) ETC.**

**ENSURE THAT UNLESS PREVENTED BY A COURT
ORDER, YOU ARE GIVEN ACCESS TO YOUR FAMILY
OR CARERS IF YOU WOULD LIKE TO SEE THEM**

SIGNED:

DATED:

OUR TOTAL FOCUS
MEANS THAT
PILGRIMSCORNER
IS IN A POSITION
TO GIVE THE BEST
SUPPORT AVAILABLE

For further information contact: