



Northumberland  
County Council

# Parent and Carers Handbook

## Kyloe House Secure Children's Home



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## Acknowledgements

We would like to thank the following people who helped us produce this information booklet for the parents/carers of children placed in Kyloe House.

All the young people and children resident at Kyloe House  
All the parents/carers who advised us on some aspects of what this information booklet should contain  
All the staff in Kyloe House

## How to Find Us

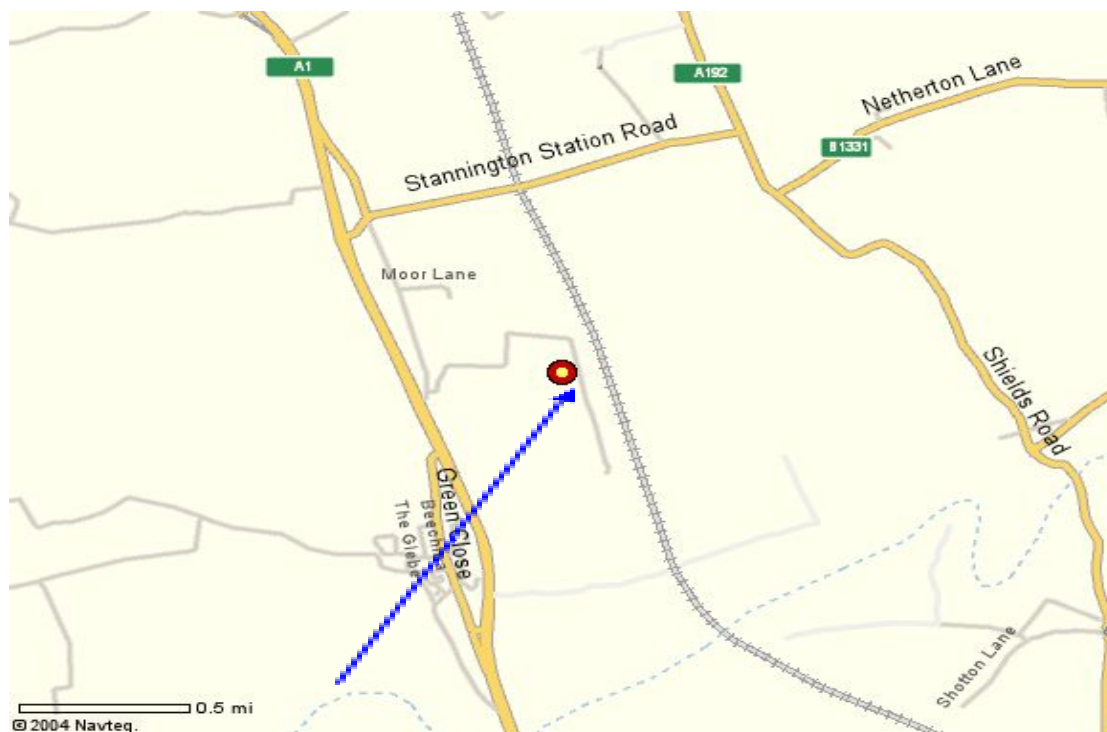
### Morpeth and the North

Leave the A1 approximately half a mile south of Morpeth taking the left slip road signposted Stannington Station, Hepscott, Bedlington.

Follow the slip-road, follow road south, parallel to the A1 and turn left (sign posted Netherton Park), follow road around right hand bend, over two road humps and turn right at left hand bend. You are now on the access road to Kyloe House.

### From Newcastle and the South

Travelling north on A1 take the slip road signposted Netherton Park and Stannington Station, Hepscott, Bedlington, then follow signs to Netherton Park, follow road around right hand bend, over two road humps and turn right at left hand bend. You are now on the access road to Kyloe House.



Tel: 01670 785900

Fax: 01670 785902

[www.northumberland.gov.uk/kyloehouse](http://www.northumberland.gov.uk/kyloehouse)

## Introduction to Kyloe House

### Firstly **'Welcome to Kyloe House'**.

Kyloe House is a 'Secure Children's Home'. This is important to say because some people who have not visited us may think we are a prison and staff wear uniforms. We would like to reassure you that we are not a prison and the staff do not wear uniforms. We are here to look after your child and help them through any of the difficulties they may have experienced prior to their admission to Kyloe House.

We understand it can be a worrying experience for parents/carers when their child is placed in a secure environment. We hope this booklet will help answer some of your questions about Kyloe House. If you have any more questions, staff are always happy to help with any query you have, so please ask. There is no such thing as a silly question, we are here to help.

Within Kyloe House there are two units, Alder and Willow. Your child will live on one of these. Each unit has six bed sits, every young person has their own room with en-suite facilities. At bedtime all young people are locked in their bedroom. There is a large lounge, a smaller lounge, dining room, kitchen and laundry.

Education - We have an on-site school at Kyloe House with five classrooms, cardio gym, media suite and a sports hall. A teaching team of six teachers enables us to deliver individual education packages for each young person.

There is a large gym/fitness suite and a climbing wall, the gym can be used for football, table tennis, netball and many other sports, the cardio gym is to community gym standards with trained staff. We have a high tech media suite to develop music and film and a large play yard, which can be used for many other sporting activities. Other resources include Play Station, individual television units installed in your child's bedroom, DVD's and family games.

We believe your child will never be bored living at Kyloe House.

## How to access the Home

When you arrive at Kyloe House there is a car park at the front of the building. At the main entrance press the black call button (this is called a Stentofon) to alert the reception officer know of your arrival. The reception officer will ask for your name and allow you access to the building. You will then be given entry through the main door into the reception/waiting area, where you will be asked to complete the visiting process including the name of your child.

## Reception

Once you have entered the reception area a control officer will ask you to follow our reception procedure to maintain safety and security. You will be asked to produce your I.D and place any prohibited items in a locker. The control officer will ask you to sign and confirm the items you place in the locker and to sign the visitor's record. On occasions and with your consent you may be searched by a member of staff using a hand held metal detector, this is only when a risk to the service has been identified. The decision to search visitors is based on risk assessment, which will be explained to you on arrival. Kyloe House reserves the right to terminate or refuse visits should any attempts be made to bring prohibited items into the Home.

Please be patient, as the reception procedure may take between 10 - 20 minutes. We hope these procedures do not spoil your visit to us as we aim to make everyone welcome when they visit.

## Visiting

We encourage family and friends to visit. However, because of routines and timetables of activities we would ask you to bear in mind the following procedures, which will help us make your visit more comfortable and safe:

1. Only two adults within a visit. Siblings can visit with parents/carers (this can be negotiated with SW and Case Manager).
2. Only people with authorised contact can visit
3. Some visits may need to be supervised by staff - first visit will always be supervised.
4. Under 18's should be accompanied by a responsible adult.

Please remember you will need to have the agreement of your child's social worker for you or other family members to visit. Kyloe House encourages healthy eating and we ask parents or guardians not to bring sugary fizzy drinks into the building for their son/daughter.

Visits usually last about two hours - however arrangements can be made for a visit to last longer if needed e.g. when people are travelling a long distance. Visits should end before 9.00p.m. to allow staff to prepare the young people for bed. Unfortunately we cannot provide overnight accommodation, however we may be able to suggest a bed and breakfast or hotel nearby. Please ask us if you would like this information.

### Parenting Support

Kyloe House is committed to supporting parents; we believe that parents/carers can be the most influential relationship in a young person's life. Whilst often instinctive, parenting can also be challenging. Kyloe House believes it is normal for parents to experience times when they feel stressed or overwhelmed by parenting demands. Kyloe House is aware of the difficulties parents can experience when trying to gain advice and guidance when their child and themselves are in crisis. Should you wish support to prepare to visit your child please do not hesitate to discuss your needs with a manager.

You can also ask your Local Authority for advice about parenting and they may be able to guide you to support available.

Kyloe staff are also available for discussions if you feel that there is any support that they can give you with your contact, such as giving updates or supervising visits.

### Prohibited Items

Matches	Lighter	Cigarettes
Drugs	Alcohol	Polythene/ Clingfilm
Keys	Belts	Scissors
Coat-hangers	Glass	Ties
Weapons	Money	Pottery
Aerosols	Chewing Gum	Blu tack
mobile phones	Razors	Silver paper
Sexually explicit material	Sound recording devices	Camera

None of the above items are allowed in to Kyloe House to ensure the safety of everyone. However, items such as toiletries (aerosols) may be allowed after a risk assessment has been completed.

### C.C.T.V

CCTV is in operation in the grounds and all communal internal areas of Kyloe House. Images are monitored for the purposes of security ensuring the safety of young people and the general public. This scheme is controlled by Northumberland County Council.

For further information contact 01670 785900.

### Gifts/Letters

Most young people like to receive gifts and letters from family and friends and we would encourage you to do this.

If you do bring a gift the parcel will need to be opened in front of staff to ensure it does not breach our security regulations, if it does then the gift will be given back to you to take home. Any letters you send will be opened in the presence of staff for the same reasons as parcels containing gifts.

We do hope this procedure does not prevent you feeling able to bring your child a gift or writing them a letter.

### Staff

Over 80 staff work in Kyloe House; our team consists of a Registered Manager, three Assistant Home's Managers. Each unit also has several members of care staff. There is one Head of Education, a Deputy Head teacher and five teachers. We also have team who work in the Reception/Control Room (Control Officers); a Support Services Manager, Administration staff, a Domestic team, a Chef and catering. There is also a Buildings Site Manager and two assistants.

If you have any questions about staff at Kyloe, please ask us - we are always happy to answer any of your questions.



### Telephone Calls

We encourage family/carers and friends to telephone their child. We also encourage all young people to telephone their relatives too.

If you do telephone it would be helpful if you rang after 4.00pm when school finishes or after the young people have had their evening meal at approximately 6.00pm. However calls can take place from 10.30am at weekends, but we ask for all calls to be finished by 9.00pm

There may be a reason for calls to young people to be supervised by a member of staff; you will be made aware if this is required. On the unit there are private areas where young people can receive calls.

Telephone calls can be made from the bedrooms free to Advocacy service 01670 623980, Childline 08001111 and the Children's Commissioner 08005280731

### Skype Calls

Skype calls can be made to families/ carers after 4pm (or through the day on weekends/ holidays). However all skype contact must be on the approved contact list. The contact will be in a private room but supervised by staff to ensure that it is managed by everyone.

### Fire Procedure

Should the fire alarm be activated, don't panic, stay calm and a staff member will take you to a safe place.

Please do exactly what the staff ask you to do in the event of a fire.

### Smoking

Kyloe House is a non-smoking building; this applies to Young People, staff and visitors.

### Education

Kyloe House is a learning environment. Everyone who comes to stay at Kyloe House has a right to Education and they are expected to attend school here just as they would attend a mainstream school.

The school is organised in such a way to encourage the children and young people to learn. Learning is individual and personalised to the young person's needs.

Each young person will have a teacher as a link tutor who will look after their education and see them each day.

The class sizes are very small to allow each young person individual education support time to aid their learning.

All young people have the opportunity to be educated within the National Curriculum; they can also gain certificates in recognition for the work they complete when living in Kyloe School.

Like all schools we have rules and procedures which your child has to follow. Again, if you need to know more about the expectations ask a member of staff and they will explain them to you.

There are many opportunities for all young people in Kyloe School to be involved in 'fun activities' as well as the academic ones and learning does not end at the school bell, Kyloe aims to support and help young people reach their learning potential.

### Activities

There are a wide range of activities on offer for all the young people who come to stay with us.

The activities range from physical sports (indoor and outdoor) to arts, crafts, drama, board games and the more leisurely pursuits of watching T.V. or playing computer type games. Whatever activity your child participates in, the emphasis is on the young person enjoying themselves and having fun.

### Link Workers

Every child/young person will have two link workers. Link workers will work closely with you, your family and social worker to ensure your child's care plan is drawn up and individual work is carried out to help your child meet their full potential and move on from Kyloe House to home or another appropriate placement.

This work is called Individual Programme Work (I.P) and it will focus on some of the difficulties your child may have been experiencing.

### Kyloe House Case Manager

The person responsible for the management of your child's case is called a "Case Manager".

The Case Manager will be an identified senior on the unit your child is living on. The Link Worker will ensure the agreed plan for your child is being followed.

### Clothing

Kyloe House does not provide young people with a clothing allowance, it is the responsibility of the young child's social worker to organise this and purchase clothing.

You are always welcome to provide any clothing for your child.

### Health Care

On admission (or as soon as possible after) every young person will be given a Health Assessment by our visiting school nurse.

This examination is to ensure your child is in good health and prescribe any medication they may need.

Any information on your child's health can provide us with would be really useful.

Your son or daughter will also get an opportunity to speak with a member of the mental health team about their emotional well being, during this meeting the psychologist will make an assessment/ screen for any mental health difficulties.

Should any young person require any medical emergency treatment, staff will make the appropriate arrangements.

All toiletries are provided by Kyloe House; if your child requires special toiletries because of their ethnic origin or culture we will endeavour to provide them. If you wish to buy your child any 'special toiletries' such as perfume and deodorants you can, however, when you bring them to the home all items must be given to staff to carry out safety checks.

A varied and balanced diet is offered and young people are encouraged to participate in menu planning and the preparation of some meals. Menus are discussed each week at the Young People's Meeting.

Regular exercise and the development of individual hobbies and interests are encouraged. Opportunities are offered for young people to develop a good understanding of the importance of health and fitness, including access to information and advice about health issues that may be significant for young people, for example alcohol and substance misuse, smoking, sexuality and health.

All young people who are admitted to Kyloe House Children's Home are referred to the Health Advisor, SORTED (substance misuse service) and KOLVIN (mental and emotional health service for young people) to address issues regarding the health of Looked after Children.

The school nurse visits 16 hours a week and any young person can request to see her if they feel the need to. A doctor visits once a month or when requested. A doctor of the same sex as your child can be requested if you or your child wishes. During your child's stay every young person will have the opportunity to visit a dentist and optician. We encourage all young people through their health care plan to have a good standard of personal hygiene and eat a well balanced diet.

SORTED will provide an initial screening for all young people admitted to Kyloe House Children's Home. If the young person is from Northumberland and is felt that work with SORTED would be beneficial, then SORTED will create a care plan for the individual young person. The service that SORTED provide is of a confidential nature (unless there is a safeguarding issue). However SORTED work closely with the staff at Kyloe House Children's Home and will provide support or guidance about work that could be undertaken in Individual Program (IP) sessions. Or if a young person chooses not to engage with the workers from SORTED, then SORTED will provide written advice about areas of work that could be undertaken by staff at Kyloe House Children's Home. All staff at Kyloe House Children's Home will have the opportunity to complete a basic drugs awareness course provided by SORTED.

Kyloe House have a service level agreement with the Community Forensic Children and Young People's Service which is a dedicated mental health service for young people. The young people receive an initial screening which determines the level of input required.

A CPN attends at least twice weekly and a psychiatrist at least twice a month. Psychologists are also available upon request/need for young person.

KOLVIN also advise on what interventions are required for the young people's well being.

MATAC (Multi-agency team around the child) meetings are held monthly.

### Meetings

There may be several meetings during your child's stay with us and we would encourage you to attend. These meetings are very important, the meetings are your opportunity to put your views across about how your child is being cared for and to help us (and others involved in looking after your child) develop a care plan to meet your child's needs.

Without your input at the meetings we would not know as much about your child as we would like; so please attend if you can.

### Managing Behaviour

Kyloe House seeks to promote positive behaviour in the context of normal child/adolescent development.

All young people need to know what the boundaries of acceptable behaviour are both for their own protection and the safety of others. Where a young person's behaviour may put themselves or others at risk of being physically hurt, staff may have to physically intervene to support your child. If physical intervention is required staff will use Crisis Aggression Limitation Management (CALM) techniques. This is a safe method of physical intervention with the emphasis on safety, comfort and integrity for both the young people and staff. All of our permanent staff are trained in CALM.

### Complaints

If you are unhappy about any aspect of the care your child is receiving, please let us know.

In the first instance contact your child's case manager, who hopefully will be able to resolve the matter. If you feel the matter has not been resolved, you can contact the Registered Manager who will assist you with who to contact if they are unable to resolve the difficulty. Should this not resolve the issue, you should contact the Client Relations Officer, Social Services, County Hall on 01670 623977 or Freephone 0800 373615.

### Statement from Northumberland County Council

"Should a young person be dissatisfied with an aspect of his/her care, they may wish to contact the Client Relations Unit to discuss the matter with a member of the team. A Client Relations Officer will work with the young person to resolve the matter through discussion with the relevant people. Where it is not possible to resolve the matter in this way, or if the young person prefers, he/she can make a formal complaint to the Client Relations Section and an independent investigation is likely to follow. The Client Relations Officer will also advise the young person of their right to an Advocate should they wish to have one. All young people are provided with information about how they can use the complaints procedure at an early point after admission."

We pride ourselves in the quality service we offer and take any complaint very seriously so don't be afraid to complain or suggest improvements if you feel you or your child are not getting the service you both deserve.

### Confidentiality

At Kyloe House you can be assured that all aspects of your child's case will not be discussed outside of the Home. However, we may need to consult professionals for advice. If this is necessary we will discuss this matter with you. We respect the right to confidentiality for all the young people we accommodate and their families.

### Cultural/Religious Needs

Please let us know if your child does have any special cultural, religious or dietary needs and we will endeavour to meet them; as we firmly believe that everyone has the right to retain their religion and cultural beliefs.

### Bullying

We take the issue of bullying very seriously. We do not allow any form of bullying in Kyloe House.

Should any adult or peer attempt to bully your child we will do everything that is necessary to address the behaviour and keep your child safe.

If your child tells you they are being bullied, please tell us.

### Pocket Money

All young people receive a pocket money allowance. Although your child cannot go out and spend their pocket money staff are happy to purchase appropriate items for them. On special days such as Birthdays and Christmas your child will receive a gift from the Home.

### Children Act 1989

You may or may not have heard of 'The Children Act 1989'. This is a very important Act, which was introduced to ensure children would be looked after safely and to make sure by law that they would be given every opportunity to develop their full potential.

Two main messages to come out of the Act were 'The Welfare of the Child is Paramount' and agencies, eg, social services should work in partnerships with parents and carers.

Kyloe House is committed to working within the philosophy of the Children Act 2004, ensuring that your child and their families needs are met. There are several booklets available about the Children Act 2004; these can be obtained from your social worker.

If you come from another Country we will endeavour to get you information on your relevant legislation.

### Kyloe House Address

Kyloe House Secure Children's Home  
Netherton Park  
Stannington  
Morpeth  
Northumberland  
NE61 6DE

Telephone (01670) 785900  
[childrens.residential@northumberland.gov.uk](mailto:childrens.residential@northumberland.gov.uk)

## Permitted Sanctions That Staff Can Use

### 1. Curtailment of Leisure Activities

For example, restricted use of:

- Electric equipment
- Gym or sports equipment
- P.S.P band privileges
- Risk assessment

For a time limited period.

### 2. Additional Household Chores

Extra chores to do if regular daily chores not completed.

### 3. Increased Supervision

1-1 or 2-1 staffing if young person is unable to respond or has been disruptive to the environment.

### 4. Early Bedtimes

Time taken off young person's bedtime privileges.

### 5. Reparation & Restitution

Written piece of work on why the young person should not have done what they did or payment from pocket money for the damage the caused.



## 6. Time with Staff Discussing Incident or Behaviour

This is an example of sanctions. However team Leaders or managers may discuss appropriate sanctions with you linked to the incident or outburst that has been unacceptable.

### Complaints/Concerns

If you have any concerns or complaints about the service there are numerous people you can talk to.

Please discuss any issues with the staff or duty manager, we welcome feedback and always aim to make improvements to all aspects of the service. You can also contact the registered manager at Kyloe House, Julie Tinkler on 01670 785900. Alternatively you can contact the following services:

- Northumberland CRO (Client Relations Officer) - 01670 623977 or Freephone 0800 373615 (Address: County Hall)
- or OFSTED on 0300 123 1231
- Action for Children - 0191 2724990

### NCC LAC Advocacy Service

NCC Participation and Advocacy Officer, Ben Sanderson is available for looked after young people who need advice, support or information. Young people can also express their views about the services they receive. Can be contacted by:

- Telephone 01670 620325
- Mobile: 07876392151
- Address:  
Participation and Advocacy Officer  
Participation and Positive Activities Team  
Northumberland County Council  
Northumbria House  
Manor Walks Shopping Centre  
Cramlington NE23 6UR

If young people need to make a complaint they can contact Client Relations at County Hall.

- FREEPHONE 0800 373615

If young people would prefer to speak to an independent advocate can be contacted by:

- Phone 0191 272 4990
- Email [necrs@actionforchildren.org.uk](mailto:necrs@actionforchildren.org.uk)

### Suggestions

This document is reviewed annually in a process that incorporates the views of residents, staff and placing authorities.

Any comments or suggestions you may have of the Kyloe House Parent and Carers Handbook should be directed to the Registered Manager.

At Kyloe House we check the way we work in order to provide the best possible care for all the children/young people we accommodate.

If you have any suggestions on how we can improve our service, we would appreciate it if you could take the time to write them down on the next page and give it to a member of Kyloe House staff. This information will be confidential, and will only be used to improve Kyloe House. We regularly review our service alongside numerous inspection bodies and find comments/suggestions from families/carers very useful.

We look forward to hearing from you.

### Evaluation form

As a parent your views and comments are valuable to the service. When your child is discharged from Kyloe House you will be asked to complete an evaluation form. The information is used to identify the areas we could improve to develop the service.