



Bright Lanterns

Children and
Young People's
Guide to
Bright Lanterns.



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Welcome to Oak House

At Oak House we look after up to two young people aged 11 to 17.

The house is very welcoming, and each young person has their own bedroom that they can help to decorate to make it their own.

You can come with your Social Worker or someone else who you know to look around. We know the idea of moving house might be uncomfortable, but we will take things slowly, and we won't rush you.

If you like Oak House, the carers will meet to talk about what you will need and put a plan together which you can be part of. You can tell us about who you are, and what you need or want.

After you have moved in, there will be a Looked after Child Review Meeting (a LAC Review) with your Independent Reviewing Officer (IRO) to review how you have settled in.

You will have a Care Plan about how we will look after you and your Social Worker will sit and go through this with you, when you are ready.



Your Home is called 'Oak House'

Bright Lanterns Therapeutic and Residential services is a children's residential home integral in providing a safe, nurturing and supportive environment for children and young people who cannot live with their families.

Our home is designed to address the emotional, psychological, and physical needs of children, helping them heal from trauma and develop healthy, productive lives.

Therapeutic services often include individual and group counselling, sports therapy, music therapy, art and play therapy, and specialised interventions tailored to each child and young person's needs. Our home focuses on creating a stable and homelike atmosphere, where children can engage in daily routines, receive educational support, and participate in recreational activities.

We always strive to nurture cherished relationships and are inclusive of family members, where approved, in our sports, wellbeing and musical therapy services.

The goal is to provide nurture, foster resilience, build life skills, and prepare children for successful reintegration into family settings or independent living. By combining therapeutic and residential care, our programs aim to provide holistic support that promotes the wellbeing and development of each child and young person in a compassionate and structured setting.

WELCOME TO THE BRIGHT LANTERNS FAMILY.

We are here to celebrate your good times and persevere with you in the difficult times.



Your Home is called 'Oak House'

The Spirit of the Oak



We may be as small as a seed, with a world held inside, With nowhere to settle and nowhere to hide. But here the earth opens, the welcome is deep,

And promises made are the promises we keep.

Oak House is the shelter, the hearth and the wall, Built for the climb and to catch every fall. It doesn't ask shadows or storms to depart, It just plants a courage deep down in the heart.

Like roots finding water through rocks and through clay, We find our own footing, a new kind of day. There is no great hurry, no rush to the sky, Just slow, steady branches that learn how to fly.

The wind may come whistling, the seasons may turn, But here there is safety and lessons to learn. For every young spirit, though weathered or worn, Is an oak in the making—resilient, reborn.

So stand in the sunlight, let history rest, Safe in the branches, at home in the nest. For you are the forest, the strength, and the tree, Growing as tall as you're meant to be.



Oak House





Closeby Activities





Our House

Oak House has a kitchen, open plan lounge/dining room, and a staff office. There will always be staff available day or night. Upstairs has two young people's bedrooms with ensuites then and if you go upstairs again, there is another room (to be used for communal space and therapy) (also with an ensuite). There is a small courtyard garden to enjoy out the back, which can be used for relaxation and to safely store any of your outdoor equipment. Outside we can enjoy BBQs and relaxation, whenever we are blessed with some sunshine!

Oak House is in a place called Oldham, which is an area in Greater Manchester. Oldham has a number of excellent facilities including restaurants, convenience stores, a cinema, and several recreational centres/gyms. Not so far away is Manchester City Centre and there are many things to see there, including tenpin bowling, crazy golf, indoor karting, roller skating, zorbing, and much more.

Oak House Bucket List

Write here some things you'd like to do/achieve whilst you're at Oak House and tick them off as you do them

1.
2.
3.
4.



Our Bright Lanterns Team

Director – Bilal

Financial Advisory – Farhaan, Farooq, Sadir.

Responsible Individual- Serena

Registered Manager – Aaliyah

Head of care and events coordinator – Jasmine

Pastoral therapeutic lead – Diane

Deputy Managers – Hameenah, Luke

Senior Staff

1. Luke
2. Faisal
3. Amman
4. Jugraj

Residential Keyworkers

1. Sunny
2. Jay
3. Anisha
4. Aden
5. Sammy
6. Mike
7. Tanzila
8. Zehn



Key Sessional workers

Music Therapy and nutrition - Joga

Music Therapy and Video production - Redz

Music production and events -Farooq

Muay Thai specialist/spoken word/rap - Remi

Health and safety -Mike

Wellbeing coordinator and events -Anisha

Social media and events -Aden

Dietician -Aarthi

Car specialist – shadowing opportunities -Aki

Education advice and director of Path4 alternative provision - Ali

Maintenance - Kamran

Maintenance – Mo

Maintenance - Tanya



Agencies we work with

- Kicksonic – football coaching and events.
- Path4 – Alternative Provision.
- Sanctuary – Therapy garden
- Sinclair Autos – automotive specialist training centre for children.
- Oldham College
- Hopwood Hall College, Apprentices, training and talent scouting.
- Manchester Metropolitan University
- University of Salford
- We Are New Young Blood- Children's charity and talent development platform.
- Avenis – Semi supported accommodation for aged 16 plus
- Unaccompanied Asylum Seeking Young People
- Local counsellors
- Mayors for Local areas
- Smile Aid – Charity
- Ayaan Foundation -Charity
- Muay Thai health and fitness
- The Lightforce centre- Kenya
- Local Social Work departments
- Independent fostering agencies
- Our consultants – Changing outcomes.



Routines

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

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

We are affiliated to a educational facility called Path4. They offer various vocational courses and also have a therapy garden called 'Sanctuary'.

After school/ college we will help you do your homework, go to after school clubs or appointments, go out, or do activities at home.

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



Menus and Healthy Eating!

We will all sit together to eat meals. You will help us to do a weekly menu plan to make sure you eat foods you like, and you can get to try new foods too!

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

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

Health and Appointments

It is your right to have access to appropriate medical healthcare as and when required. This may include a trip to a local doctor, dentist, or optician.

Your Key Worker will ensure that you are registered with the above medical professionals and that appointments are made when you need them. Oak House is a therapeutic service and as a therapeutic service, we have a psychologist and a therapist who work at the home.

If you feel unwell at anytime it is important you tell an adult straight away so they can help you!



Our Rules and Values

Respect should be mutual. All the staff respect you as young people, so you should all respect the staff, remember manners don't cost anything.

Restorative Practice:

Our home uses restorative practises to allow everyone to be heard, to be accountable for their own behaviours, to be an active citizen and to repair the harm caused by challenging behaviour. No one person or object takes priority in the home and staff time/cars/house items are split evenly and fairly between everyone.

Major house decisions such as new items will be discussed with ALL and will include your opinions and views as this is your home as well, however, some decisions will have to be made by the manager of the home without consultation. You will never be in trouble for being honest.

Honesty is encouraged at this home. Everyone sits at the table for dinner /tea time except Fridays (takeaway night) when you and staff can eat downstairs in the lounges together or otherwise instructed by staff (and please no mobile phones at the dinner table when eating!) Everyone has the right to feel safe in their home.

Everyone is to help keep the home clean and tidy . Put your own pots in the wash daily and tidy up after yourselves please. It's good to talk ! If there is something worrying you or you need to discuss something, please come and see anyone one of your team members!



Consequences

Consequences are not just a negative thing and we believe that everyone should be rewarded for their positive behaviour as much as challenged on their negative behaviour.

For this reason we do our best to identify and praise positive behaviour, this could be done in many different ways including verbal recognition, going out for your favourite meal or even extra rewards.

We do have a chore reward in the house and you can earn a little bit of extra pocket money for doing a chore in the home, but only twice per week!

We all make mistakes and at Oak House, we believe that it is important we learn from them and move on positively.

Sometimes it may be appropriate that after you have done something that conflicts with the rules of Oak House, you have to take responsibility.

This could be done by completing a task to rectify a situation. Other ways could include a sanction, this could be when you may miss out on something.



House Agreements

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

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

Money, clothes, and other important stuff

POCKET MONEY. You will get £6 each week and can earn an extra £1.50 for every daily house job you do. This means your pocket money can be £16.50 if you do all your jobs! If you do up to 5 extra jobs every week you could get £24.

- We will help you open a BANK ACCOUNT if you don't already have one.

- We will also SAVE MONEY for you every week, which will be yours to take with you when you move on.



For CLOTHES AND SHOES you will get £100 a month. We will help you to choose these and we will make sure you have plenty of what you need.

We will buy your school uniform or clothes for clubs and will also pay for your hair cuts.

We will buy all your FOOD AND TOILETRIES. When you get older or more independent, we will help you with budgeting and cooking for yourself.

We will take you out for activities. You can earn extra money to be spent on ACTIVITIES by doing WEEKLY GOALS, which we will talk to you about when you arrive.

- Some young people may be old enough to get a JOB out in the community. This is something that we encourage and will support you to do when you are ready.

- Some young people may have MOBILE PHONES and will be given up to £10 per week for credit.

- We will make sure that you have somewhere safe that you can lock away VALUABLES and money.



Internet

At Oak House, we do provide you with Wi-Fi, if you have a device that you wish to access the Wi-Fi on then let a member of staff know and they can help you in connecting! You will also get an account to access to some streaming services.

Netflix and Disney+ will already be activated on your television in your bedroom and you can also ask for Spotify Premium!

Any inappropriate use of the home's Wi-Fi may result in this privilege being suspended. Inappropriate use can include accessing age-inappropriate websites, adult material, sending/receiving explicit messages or images or engaging in any activity that is illegal.

Fire Safety

As part of your arrival you will be shown around the house. You will also be shown where all the exits are. It is important you know how to get out of the house and into a safe area in the event of an emergency!

If you have any questions at all about the evacuation procedure or if you are unsure of something then please seek out an adult who will be able to answer any questions you have.

Smoke alarms are fitted to all the bedrooms and there are alarms in other rooms. Once a month or more there will be a fire drill in which you will be expected to leave the house quickly but safely.

You should use the nearest safe exit. On leaving the house you should assemble at the assembly point which you will be shown when you move in.



Family and other people who are important to you

You may have family, carers, and friends who you want to speak to on the phone or on video calls. Agreements will be in place for you to keep in contact with them.

We will talk with you, your Social Worker, your IRO, and your family to plan how we can support you.

We have a computer and house mobile phone that you can also use. Young people don't have their own computers or mobiles when they first move into Oak House because we want to get to know you better and help you learn how to keep yourself and other people safe online.

If it is agreed that you do have a tablet or device, this must be left with staff with accessible passwords before you leave for school, for security.

We can also help you meet up with your family, carers, and friends.

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

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

<https://youtu.be/BxoZSHrH4GE>



Your personal information

Adults use a computer system called Sue Solutions to keep a record of your personal information.

This includes information about your life before coming to Oak House and why you are living here, your health and well-being, your education, your family or other important people, and the plans for your care.

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

You will have your own login for Sue Solutions so you can see information we write about you.

You will be able to have your say in all important reports and assessments, and the adults will help you with this.

You can ask to see your personal information at any time.



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

- The Responsible Individual
- The Home Manager
- The Deputy Manager
- Adults at Oak House
- Ofsted Inspectors (who will come and see us regularly to make sure we are taking good care of you)
- Our Regulation 44 Visitor who visits the home once every month to check how well we are doing in taking care of you, and what we need to do better.

If we are concerned that you or someone else may be at risk of being harmed, then we have a responsibility to tell other adults who can help to make the situation safer.

This is called SAFEGUARDING and is an important part of how we look after you at Oak House.

Aaliyah Tahir, Registered Manager oversees safeguarding at Oak House.



The law says that the information we have about you at Oak House must be kept safe and secure until your 75th birthday; or if you die before you are 18 years old the information will be kept for 15 years after a person dies.

Aaliyah Tahir – Registered Manager oversees storage of personal information at Oak House – they would be happy to answer any questions that you have.

What to do if you need help

Childline is a free, private and confidential service where you can talk about anything. You can do this online or on the phone, at any time, day or night.

You can contact Childline on 0800 1111

You can email from the website on: <https://www.childline.org.uk/get-support/contacting-childline/>

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

Adults at Oak House will be happy to help you to contact Childline and will give you the privacy to talk.



The Children's Commissioner

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

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

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

help.team@childrenscommissioner.gov.uk

If you would like more information, adults at the home will help you to get online to look at the website:

<https://www.childrenscommissioner.gov.uk/help-at-hand/>



The Police

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

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

At Oak House we have a Police Community Support Officer (PCSO) called who works closely with us.

The carers will be happy to help you to contact PCSO Catherine Mcavady

who is available on

71363@gmp.police.uk if you would like to discuss anything.



Advocacy

An Advocate is someone who can help you understand your rights and can help you to say what you think when decisions are made about your care. They will help you to be heard if you want some help, or to be listened to.

Your Social Worker may already have an Advocacy Service that they use. If you need support to get an advocate, the adults at Oak House will be happy to help.

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

This is OK. We want to be able to learn when we have got something wrong, and to think about what we need to do differently to support you.

Please speak to your assigned keyworker if you have a worry, they will speak to the Home manager to help rectify the issue. If your keyworker cannot resolve this, then you can speak to the Home Manager, or any of the adults at Oak House if you would like to complain.

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

The Home Manager will investigate your complaint once they know about it and will talk to you. Your Advocate can also help you make a complaint.



Oak House Complaint Form

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

Your name:

Signature:

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

Date:

Complaint:



Explain complaint in detail here please



Ofsted

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

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

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

Address: Piccadilly Gate, Store Street, Manchester
M1 2WD

Telephone: 0300 123 1231

Textphone: 0161 618 8524 Email: enquiries@ofsted.gov.uk Website:
<https://www.gov.uk/government/organisations/ofsted>

Is there anything else you would like to know?

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



Bright Lanterns

Wishes and Feelings





Bright Lanterns

Wishes and Feelings

