



# Tenants Handbook

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# About Willow Lodge

**Willow Lodge supported accommodation, is a home designed to accommodate between one and four care leavers or looked after young people, between the age of 16-21 years old.**

At Willow Lodge we offer high quality emotional and practical support. It is our aim to support you to meet all your individual needs. At Willow lodge we actively encourage involvement by you, your relatives and advocates in the provision of support we provide. Our support packages are tailor-made. We see you as the definer of your own needs and will avoid any assumptions about the support you require.

Each resident has their own self-contained studio, which consists of a small kitchen, bathroom, bedroom and living area. You are encouraged to decorate and furnish in accordance with your own tastes.

At Willow lodge we celebrate Culture and Diversity and encourage residents to become involved in the local community. We also encourage the local community to support us.

Staff will treat residents and each other with respect, and expect the same in return. There will be no discrimination, staff will ensure everyone is treated equally, no matter what their ethnicity, age, gender or sexual orientation is.

Staff are proactive in ensuring that both they and the residents are always treated fairly.

We value our staff and actively invest in their development to ensure you receive the best support possible. We employ a dedicated staff training and development manager to ensure the quality of support we provide is continuously improved.

# Our Aims:

For service users to be happy, achieve and enjoy living at Willow Lodge.

To work in partnership with other people and organisations, to enhance the lives for our residents.

To be person centred, and staff to always be there to listen and support residents.

To help our residents to grow, develop and learn, ensure residents can communicate their wishes and feelings to staff, and others

To have a strong and cohesive staff team, that continually want to grow as professionals

To celebrate culture and diversity.

To treat all residents equally and with fairness, managing any problems with a neutral outlook

To support a smooth transition from semi independence to full independence, leaving Willow Lodge with a solid skill set to manage living independently.

We aim to equip our residents with the knowledge, life skills and ability, to take as full control of their lives as possible

We want residents and those important to them to be involved in Willow lodge, so our young adults feel fully supported and able to thrive





# Places of interest:

Willow Lodge supported accommodation is based in a small property in Surrey, close to many local amenities and a small-town centre, West Molesey. There is good access to local activities, clubs, leisure facilities, a wide variety of local shops, coffee shops, restaurant chains and takeaways are also represented locally.



Places of interest in close vicinity of Willow Lodge include:

**The River Thames** is approximately 1 mile away, with recreation facilities next to it. The river runs alongside Molesey and the River Mole is also 1 mile away

**Hampton Court Palace:** Experience the public dramas and private lives of Henry VIII, his wives and children in the world of the Tudor court. Admire Henry's Great Hall, the infamous Haunted Gallery and the Tudor kitchens. Discover the spectacular baroque palace built for William III and Mary II and explore the magnificent gardens.

**Hampton and Kempton Waterworks Railway:** Steam engine experience

**Bushy Park:** Linked to Hampton Court Palace by the Longford River, Bushy Park is famed for its mix of waterways, gardens and grassland, and roaming herds of red and fallow deer.

**Sandown Club:** Horse racing, golf club, ski slope and go karting

**Claremont House and gardens:** Claremont, also known historically as 'Clermont', is an 18th-century Palladian mansion less than a mile south of the centre of Esher in Surrey, England. The buildings are now occupied by Claremont Fan Court School, and its landscaped gardens are owned and managed by the National Trust. Claremont House is a Grade I listed building.



## **The Hurst swimming pool, spa and wellness centre:**

Activity is fun - there's plenty for families and friends to enjoy together.

**Cycling:** National Cycle Network route #4 passes along the River Thames towpath through Molesey

**Rowing:** Molesey Boat Club (established 1866) is home to Olympic and World Championship medallists and domestic success at all ages

## **EXCEL leisure centre:**

- 25-metre, 8-lane competition swimming pool
- 20-metre teaching pool with spectator viewing
- 13-metre high climbing wall for all ages and abilities
- 8 court sports hall (providing badminton, netball, basketball, volleyball, 5-a-side football and cricket nets).
- 3 glass backed squash courts
- 2 multi-purpose studios
- Health and fitness suite with 120 stations

**Scout groups;** Molesey has three Scout groups which all belong to Esher District. 1st Molesey is a Royal Navy-recognised Sea Scout group whilst 2nd and 3rd Molesey are both Land Scout Groups. All groups have sections from Beavers right through to Explorers. The groups take part in a wide variety of activities and events throughout the year at various locations.

**Dramacube Theatre club:** A non-professional theatre company who perform to high standards at our own purpose-built theatre.

**Mole Hall,** which is a community centre, is located 0.2 miles away from the home.

**Molesey Youth centre** is within 1 mile and a free service for children and young people in Molesey.

**Other local facilities include** - outdoor tennis courts, outdoor basketball courts, Esher Rugby Club, Ember Court, Riverhouse barn arts centre, Molesey Football club and White spider climbing.

The residents are encouraged to take part in a range of activities both in and out of the home. Birthdays, name days, cultural and religious festivals will be celebrated where appropriate. Staff actively encourage family involvement if possible. The residents are encouraged to participate with staff in planning these events.

Residents will be encouraged and assisted to pursue their interests, develop confidence in their skills, and continually add new activities and experiences to their programme. We aim to aid residents in acquiring the skills necessary to live successfully within an independent setting.

The manager will review the appropriateness and suitability of the home's location of the premises at least once a year.





## Transport

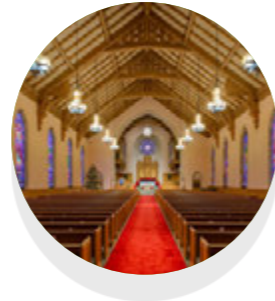
Willow Lodge is located on the Walton Road in West Molesey. It is easily accessible by public transport. Hampton Court train station is approximately 1 mile away, in Transport for London's Zone 6. This is the terminus of a stopping commuter service to London Waterloo that takes around forty minutes. Principal stops are Surbiton, Wimbledon and Clapham Junction.

### The bus stop is within 1 minute walk of willow Lodge

- Route 411 - The short route runs through East Molesey, past Hampton Court Station and on to Kingston town centre.
- Route 461, runs from Kingston, through Molesey and on to Walton, terminating at Tesco, Addlestone.
- Route 514, runs from Hersham to Kingston via Molesey, Thames Ditton, Long Ditton and Surbiton.

## Places of Worship, close to Willow Lodge:

- St Peter's church, Walton Road, west Molesey, KT8 2QF
- St Barnabus Roman catholic church, 28 Vine Road, East Molesey, KT8 9 LF
- Sri Thuruthanigai Vale Murugan temple, Burlington Road, New Malden, KT3 4NE
- Kingston Muslim Association, 55 East Road, Kingston, KT2 6EJ
- Guru Harrai Sahib Gurudwara, 58 Lower Marsh Lane, Kingston, KT1 3BJ
- Kingston Liberal synagogue, Rushett Road, Long Ditton, KT7 0UX



## Tenancy Agreement

Every new resident of Willow Lodge will be given a tenancy agreement. This agreement will tell you what your responsibilities are, as well as the responsibilities of Willow Lodge.

It is the responsibility of the staff at Willow Lodge to tell you what these are and to assist you to carry out your responsibilities.

Before you move in, the homes manager will give you the tenancy agreement which they will explain to you. You will be required to sign this and will be given a copy to keep.

If you move to another home your tenancy agreement will come to an end.

Your tenancy agreement will be broken if you behave unacceptably. This includes bullying or violent behaviour, damage to furniture or objects and continually not adhering to the Willow Lodge rules (see appendix 1). The staff will do everything they can to support you to prevent behaviour getting to this stage and there is a warning system in place, which we will make sure you understand.

If you do break the tenancy agreement you will be asked to move out. If this happens you will have the right to appeal within 28 days.



## Your Support plan

As a new tenant at Willow Lodge, you should have been involved in the assessment process which would have identified your support needs and indicated to you that Willow Lodge would be able to fulfil all your support needs.

The person carrying out your need's assessment should have discussed with you all the things that are important to you, such as family contact, hobbies, and interests.

This will then inform your support plan, which we will agree with your social worker and keep under review and your needs evolve. You will be assigned a key worker, which you will have weekly meetings with to discuss your support plan, your wellbeing and your needs.

A resident of Willow Lodge, is expected to either be in education, carrying out an apprenticeship or be in employment. We understand there may be occasions when situations change and unfortunate circumstances when opportunities come to an end.

Staff will support you to get back to one of these, or try something new- you will have meetings with you keyworker, with clear objectives set out to ensure you get back to one of these as soon as possible.

## Keyworker

At Willow Lodge, residents are provided with individual consultation with support through their keyworker.

You will receive committed and regular support from your assigned keyworker which will help, encourage and support you on the path of developing and maintaining your adult life independently.

Your keyworker will develop your care plan with you and ensure this is kept up to date. At Willow Lodge we want to ensure your care plan truly reflects everything about you and who you are. Your care plan will be formally reviewed every 6 months by yourself, your keyworker and those important to you. With your social worker having oversight of any changes we make.

The care plan will inform all support staff about how you like to be treated and ensure that everyone knows how to help you and works consistently.

In these regular meetings with your key worker will review your care, current needs, and future life planning.

When you move in you should receive an up to date Pictorial list of the staff who work at Willow Lodge and we hope you build good relationships with all staff, not just your key worker.





# Guidelines and risk assessments

As part of your care plan guidelines; risk assessments will be developed in relation to activities that you wish to do. This will ensure that the all the staff can work with you to achieve greater independence, your dreams and aspirations. These will also be reviewed every 6 months to ensure they grow with you and reflect your needs and aspirations.

Risk assessments assure that everyone is kept safe, and both residents and staff know the expectations and any actions they need to take to ensure the success of the activity.

# Your Money

Willow Lodge will help you to manage your own finances. This will be done through the development of a budget plan with you, and you looking after your own money. This will mean you are the only person who can take money out of your bank or building society account.

If you need more help, although you are the only person who will be allowed to get money out from your bank or building society, we can look after your money in Willow Lodge's safe. When you access your money. We will record what has been given to you and sometimes for what purpose. This is called 'supported finances'

We can also help you further, by managing your money fully. You will keep your money in the homes safe; Staff will record how much you receive. When you have spent it, you will need to return the change and the receipt which is also recorded. This is called 'managed finances'

Sometimes, even though you manage your own money, you may decide you would like some more support from the house manager or another responsible person. They may be able to withdraw money from the bank or building society with you. They will not be able to withdraw money without you there and you will both need to sign the withdrawal slip.



# What do I Pay for?

You will be given an allowance, which will then be budgeted with your keyworker at Willow Lodge. You will be required to pay for some of the bills at the service- like you will when you move on to full independence. You will not have this money in hand, but you will be able to understand how it is spent. You need to do this as you are working towards greater independence.

**The bills you will need to contribute towards are:**

- Rent
- Electricity
- Water
- Gas
- TV Licence
- Shared facilities- including cleaning products

**You will then use the rest of your money to pay for:**

- Food
- Clothing
- Cosmetics, toiletries
- Travel

When you move into Willow Lodge you should receive a list of current rent and charges that you will be asked to pay.

Money you earn from a paid job or apprenticeship, is your own money, which we will encourage you to save a portion of and can also help you to manage this. Which will hopefully give you a great start to independent life.





# Your Views, Wishes and Feelings

At Willow Lodge all residents receive full respect, empathy, compassion and consideration from all staff and are treated as equal young adult citizens. Staff respect residents wishes and feelings. We believe that you should be encouraged and supported to make decisions about your life and to influence the way Willow Lodge is run.

No resident is assumed to be unable to communicate his or her views. Therefore, the resident's opinions, and those of their families or significant others are sought.

Residents are encouraged to attend weekly Lodge meetings. Staff will take minutes, but the residents are encouraged to take the lead in setting the agenda. Residents will be advised of their right to comment, compliment and / or complain.

Of course, the resident will have their right to make any representation they wish about the Lodge's operation via their Review, Care plan and Placement Plan. And have the right to complain.



# Complaints

On arrival at Willow lodge, the residents and their families, significant others, and independent visitors, are provided with information on how to complain.

Information is available on how an advocate can be accessed and residents are supported to action this. The resident or their representative can complain if they are unhappy with any aspect of living at Willow lodge to Camilla McInnes or the homes manager.

Where necessary, a suitably skilled advocate will be sought to help in making a complaint where the resident has communication impairment or other specific needs which require specialist involvement.

A copy of the complaints policy is available to all on request. All complaints are dealt with informally if possible, although a formal resolution/investigation may be necessary in some cases. All complaints are recorded. Any complaint is addressed seriously and without delay, and a complaint will be fully responded to within a maximum of 28 days.



# In an emergency

Willow Lodge is fully equipped with all the required fire equipment. This will be tested regularly and we will do fire drills, when either a new resident moves in or a new member of staff joins the team- plus at other times when deemed necessary.

In the event of the fire alarm it is your responsibility to either independently leave the building or follow the prompts from the staff on site.

The Evacuation meeting point is: on the grass area on the other side of the road, on the corner of Abbey walk and Walton road.

Once you move into Willow lodge a member of staff will explain the fire evacuation policy to you. They will ensure you fully understand it and answer any questions you may have. You will also see information about the fire evacuation procedure at key points around Willow Lodge.





## How to contact us:

**Phone:** 0208 224 7467

**Email:** [hello@thewillow-lodge.co.uk](mailto:hello@thewillow-lodge.co.uk)

**Website:** [www.thewillow-lodge.co.uk](http://www.thewillow-lodge.co.uk)