



The Burrow and Hillside at **BRADBURY HOUSE** **BOARDING & RESIDENTIAL CARE** **HANDBOOK**

Securing the future for deaf children and young people



Welcome: Aims and Expectations

Hello and welcome from *The Burrow* and *Hillside*, our Residential Care settings for our Primary and Year 7 children residing at Bradbury House.

The Burrow is our residential care for Primary aged children.

The Hillside is our residential care for boys and girls in Year 7.

The two settings are based in Bradbury House, our brand-new boarding facilities that opened in September 2022. Whether you are part of *The Burrow* or *Hillside*, the team will provide a safe and nurturing environment for you. We want you to feel at home here, in a space to socialise, play games and relax.

Within the welcoming environment of the house and support of the Residential Care team, the move to residential life is a smooth one. With clubs and planned activities to keep you busy, you'll soon settle and will build strong and trusting relationships with your care team.

We are committed to establishing and maintaining good relationships with parents, carers and yourself from day one. Open and honest communication and information sharing are an essential part of our role.

AIMS

We aim to:

- Create a supportive, homely atmosphere in which all young people feel safe, secure and happy.
- To support you and your family as you settle into the house environment and later on as you transition into Year 8.
- Help develop your growth and independence.
- To work alongside you, your family, colleagues at Mary Hare and external professionals in order to achieve the best possible outcomes for you.

EXPECTATIONS

You should:

- Be respectful: Show respect to your peers, to adults, to yourself, to each other's differences, to each other's belongings, and to the environment.
- Be safe: Safe in and around the house/school, safe with the people around you, safe when using technology, mobile phones and social media.
- Try your best and take pride in everything you do: From making your bed each morning - to being a good friend, from learning to do your tie - to remembering to say please and thank you.
- Be ready: Ready for the day ahead, ready to take part in activities, ready to listen and contribute.

Meet the Team

Your Residential Care team have all achieved, or are working towards, a Level 3 Diploma in Children's and Young People's Workforce. Our professional team benefit from a comprehensive training programme with Child Protection and Safeguarding at its heart.

We care for you outside the school day so we will wake you up in the morning and help you get ready for school, and support with activities in the evening both across the school and within the house.

The Burrow and Hillside Residential Care Team

Alisa Dellow Senior Team Leader	Kerry Evans Senior Care Staff	Emma Beach Senior Care Staff
Megan Brien Senior Care Staff	Hayley Rogers Senior Care Staff	Laura King Care Staff

We'll also introduce you to our waking night staff. They stay awake all night to check that you're ok and to wash your school uniform.



Residential Care Leadership Team

You will meet the Care Leadership team who spend time within the houses and speak to them about any concerns you may have.

Sarah Stefano – Director of Residential Care

Sarah started her journey at Mary Hare in June 2022. Her mother was a former pupil and left in 1965 to travel around America before becoming a chef, so Mary Hare has always been in some way part of Sarah's life as it was always referred to with great fondness and describing amazing memories.

Sarah has worked in social care for 28 years, mainly within children's and adolescent services including leading trauma and attachment children's homes and leaving care services. Sarah qualified as a social worker in 2006 and has since developed practice and training for adults and carers through her Masters in Professional Practice.

April McEniry – Head of Residential Care Operations

April joined Mary Hare in January 2023. Prior to this she has worked within children's residential settings for 14 years; this has included working within a specialist residential school and managing children's homes specialising in attachment and trauma using a therapeutic approach to support young people. April has family members who are profoundly deaf and some with hearing loss, therefore she understands how this impacts daily life and how to support deaf young people to achieve their full potential.

Ros Congdon – Deputy Head of Residential Care Operations

Ros started her journey at Mary Hare December 2001. Before joining the team at Mary Hare, Ros had knowledge and experience of supporting young people on the Autistic spectrum and supporting children who had experienced the trauma of domestic violence. In 2018, Ros became a qualified therapeutic counsellor. The specific, therapeutic training enhances skills on; active listening, empathy, unconditional positive regard for others, congruence and to consistently work in a person-centred approach.

Blue Nolan – Quality and Compliance Manager

Blue has been part of the Mary Hare family since 2003. Blue started and developed his career in Mansell House, looking after the boys in Years 8 to 11. His proudest moments have all come as a keyworker, working directly with young people and supporting them grow into exceptional young people. Blue's focus now is on ensuring the best service and outcomes for young people. He has a passion to always improve and learn and believes the pupils' views and wishes are at the heart of this practice.



7.30am	Care staff wake the young people and encourage them to change into school uniform.
8am	Children and staff have breakfast in the house.
8.30am	Children make sure their bedrooms are tidy and prepare for school, getting their PE bag and School bag ready.
8.50am	Pupils go to school.
3.30pm	School finishes and the children are collected from school and go to the care building. They can change out of uniform if they want to and have a drink and snack, usually fruit.
4.15pm	We then have some free time to use the common room or play in the garden. Depending on the day there might be an after-school club or planned activity.
5.30pm	Dinner time in Blount Hall
6.15pm	Shower/bath time. The children are prompted to complete their evening routine and get into their bed clothes.
6.30pm	iPad and phone time after showers.
7.15pm	iPad and phones away. This is the time to start winding down, and read in bedrooms.
7.45pm	Lights out.

Food, Menu and Mealtimes

We have a chef and catering team on site that prepares your food.

Breakfast is a 'family like' meal and takes place in the house. You will be encouraged to be involved in choosing a healthy breakfast and in prepping this with staff support.

Lunch for Primary pupils is served at the Primary School and dinner is served at Blount Hall.

If you would like to view the menu, or you have any preferences, please make us aware so that we can pass this information on to the chef, and she make amendments if necessary. Please make us aware of any dietary food choices or allergies.

The Burrow: Evening Activities, Clubs and Trips

Activities are provided in house by the residential care team and include things such as arts and crafts, board games, reading, outside play and role play. The schools' Activities Coordinator provides a full programme of varied activities and clubs, such as youth club, swimming, gamers club and football club. On-site and local facilities are taken advantage of whenever possible. The children have time to engage in some free reading before joining in with a set activity. The set activity can vary from arts and crafts, playing outside, role playing games and more.

There is a school youth club which takes place at Coles Diner. Along with a workforce from Years 8 to 11, Primary children may attend once a week, allowing them to socialise with friends over a slice of cake and a milkshake whilst developing life skills in a safe and fun environment. Coles Diner runs as a social enterprise, with all monies are paid back in to fund activities such as games, competitions and prizes.

Rewarding Positive Behaviour

Within The Burrow there is a reward system (this is different to the School House points used in school).

Points are awarded for politeness, helpfulness, bedroom tidiness, good behaviours and good bedtimes shown in care time in order to earn the treat on a Thursday night.

Your child may also receive a certificate which will be awarded for *Hero of the Week*, which can encourage pupils in a positive manner.

Mobile Phones and E-Safety

Mobile Phones and Internet Enabled Devices

Should you wish your child to bring an electronic device to school we ask that parental restrictions are in place so they cannot access any inappropriate content. If you need support with this, please get in touch with your network provider and they will be able to help you. please only download Apps following age restrictions.

The times of use are 7.30am (once they are dressed and bedrooms tidy) until 8am. Then 6.45pm - 7.15pm, although on some evenings we may be off site on a trip and not back till late meaning they may not be able to use their devices that night.

We have a care iPad and phone for those that do not have devices and they are given to the children in intervals. Each child is to use their own iPad or phone and the devices are not to be shared. They can show their peers something but they must remain in control of their own device. If your child does not have an iPad or phone we spend this time playing games, reading books and watching some TV.

E-Safety

We do questionnaires and focus groups regarding e-safety and educating the children about the dangers online and how to protect ourselves whilst using the internet. Any app that you chose to download onto your child's device must be age appropriate. We use NSPCC to help educate the children about online safety. You too can access their site for any help with e-safety.

The Burrow: Social Areas and Bedrooms

The Burrow is very much like any family home. The common rooms house televisions, tables to play board games and puzzles, beanbags and sofas to sit and relax in and computers to play games on and these rooms are where most young people choose to spend their down time.

The art room is our messy area and is where we do arts and crafts.

The kitchen is fully equipped and, once the children have completed a kitchen induction, they will be able to help the care team to put together snacks and drinks. All bedrooms have an allocated bath or shower room and are fitted with bed, wardrobe, bedside cabinet and pinboard for posters and family photos.

The bedrooms are split into girls and boys. We have 10 bedrooms, some have just 2 beds in others have 3. The children are spilt according to age, personalities and friendships. To respect each other's privacy we ask that children do not go into any bedroom that is 'not theirs'.

The bedrooms are their own spaces where they can go to as and when they chose. The children are able to get changed in the bathrooms and our rules are that there should only be one person in the bathroom at any one time, whether that's brushing teeth, doing hair or getting changed. This gives clarity and what is expected of them.

The children are prompted to tidy their bedrooms and make their beds and take pride of their environment. All rooms are cleaned on a daily basis by our housekeeping team, however, it is the responsibility of children to keep their bed and bedroom tidy.

Laundry

All the children's clothing, bedding and towels must be named. We cannot accept responsibility for the loss of any of your child's property. All laundry is sent home weekly with the child in their laundry bag if they have one. Bedding is sent home fortnightly.



The Burrow: What will I need?

Uniform for school

- 4x White polo shirt
- 3x Grey trousers/shorts or grey skirt/skort/pinafore; or red/white checked summer school dress (summer)
- Burgundy v-neck sweatshirt/cardigan with school logo
- Black school shoes
- White/black/grey socks or grey/black tights

PE Kit

- Navy PE shorts/cycling shorts/joggers (plain, no logos)
- Royal blue PE t-shirt
- Navy PE hoodie with school logo
- Trainers and white sports socks
- Named drawstring PE bag
- School bag

Outside clothing

- Waterproof jacket or winter coat
- Wellies
- ALL belongings must be named.

Check list of items needed

- School uniform and school shoes
- P.E. kit and swimming kit
- Duvet cover
- Pillowcase
- Fitted sheet
- Towel and hand towel
- Toiletry bag – flannel, toothbrush, toothpaste, body wash, shampoo
- Deodorant – roll on only. No aerosols.
- Hairbrush, comb, hair bands and hair clips
- Laundry bag
- 2x Pyjamas/nightwear
- 1x Dressing gown
- 1x Slippers
- 7x Underwear
- 3x After school socks
- 3x Vests
- 3x Sets of casual clothes for after school.

School uniform: www.hawkinsport.co.uk

Home Comforts

We want our children to make their sleeping area a home from home so bring in family photos, pictures of pets, posters of their favorite football team or singer, fairy lights to decorate their room and, of course, a teddy bear!

Valuables

If children are bringing in valuables, they need to make sure they are keep them safe. Pocket money should be handed in to the Residential Care team and it will be kept in the office safe. Your child's mobile phone is their responsibility to look after so make sure you hand it back to the care team. If your child has any items of real value, such as a necklace and they would be upset to lose it, we suggest that you keep it at home.

Hillside: Daily Routine

7am	Care staff wake you up.
7.30am	Breakfast in the house - there will be a choice of cereals, cooked breakfast, toast, fruit and yoghurt.
7.50am	Make your bed, tidy bedroom, get school bag and PE kit ready.
8.35am	Hand your mobile phone in, it's time to leave the house and go to school.
8.40am - 4pm	The school day.
4pm	Return to the house, change out of your school uniform. Have a drink and a snack.
4.15pm - 5.15pm	Prep. Support is given from a Teaching Assistant and a teacher.
5.30pm	Supper in Blount Hall - there will be a choice of hot foods and salad bar.
6pm - 7.30pm	Organised activities and clubs including swimming, football, dodgeball, arts and crafts, boardgames, youth club, archery and cooking.
7.30pm	<ul style="list-style-type: none">• Bath and shower and into pyjamas• Board games• Watch TV• Use your mobile phone• Drink and a snack before bed
8.15pm - 8.45pm	Bedtime routine begins <ul style="list-style-type: none">• Brush teeth• Get a drink of water to take to your room• Settle into bed, and read and relax.
8.45pm	Lights out.

Food, Menu and Mealtimes

We have a chef and catering team on site that prepares your food.

Breakfast is a 'family like' meal and takes place in the house. You will be encouraged to be involved in choosing a healthy breakfast and in prepping this with staff support.

Lunch and dinner is served at Blount Hall.

If you would like to view the menu, or you have any preferences, please make us aware so that we can pass this information on to the chef, and she make amendments if necessary. Please make us aware of any dietary requirements.

Hillside: Evening Activities, Clubs and Trips

The Residential Care team organise activities for you to take part in each evening such as dodgeball, football, arts and crafts and all sorts of quizzes, treasure hunts and end of term reward parties and these are based around the house or in the gym. We encourage everyone to take part as it's a great way of getting to know each other, it's fun and we make some amazing memories along the way.

Our Activities Coordinator organises clubs for you to join such as swimming, football, cooking, boxercise and archery. There's a fee for these clubs, parent/carers can sign you up and pay using our school gateway. There is no pressure to join any of these clubs, they are entirely optional.

There are also trips on the first and last weekends of each half term for those young people that don't go home for the weekend. A full list of clubs and trips on offer at the end of each half term. Please note that some clubs or trips are age restricted and may have limited spaces so please sign into the school gateway as soon as possible to register interest and to make a payment.

There is a school youth club which takes place at Coles Diner. Along with a workforce from Years 8 to 11, you can socialise with your friends over a slice of cake and a milkshake, in a safe and fun environment. Coles Diner runs as a social enterprise, with all monies paid back in to fund games and competition prizes.

Rewarding Positive Behaviour

At Mary Hare we believe in promoting high standards of behaviour to ensure that all our young people can reach their potential by being educated and cared for in an environment which is safe, respectful, free from unkindness and bullying.

In Hillside we celebrate excellent behaviour such as:

- Use of good manners
- Being a good friend
- Showing kindness to others
- Being helpful around the house
- Working hard to achieve set targets
- Doing the right thing

Ways in which we reward/celebrate:

- Verbal praise privately and publicly
- Hero of the week
- Scores on the Doors: Our reward system for keeping bedrooms tidy and excellent bedtime behaviour
- A late bedtime
- End of term reward trips/parties
- Put forward for a principal commendation
- Send a postcard home



School Rules and Behaviour Policy

Every young person must follow and adhere to the School Rules and Behaviour Policy at all times, and natural consequences will follow should that not be the case.

Hillside: Social Areas and Bedrooms

Hillside is very much like any family home. The lounge has televisions, tables to play board games and puzzles, beanbags and sofas to sit and relax on and computers to play games on. These rooms are where most young people choose to spend their down time.

There is an art room where we play games and do arts and crafts.

The kitchen is fully equipped and once you have completed a kitchen induction, you'll be able to help the Residential Care team to put together snacks and drinks and join our cooking club.

Bedrooms are a mixture of en-suite, accessible and shared shower rooms. All bedrooms are fitted with bed, wardrobe, bedside cabinet, table/desk and chair, and pinboard for posters and family photos.

All rooms are cleaned on a daily basis by our housekeeping team, however, it is the responsibility of you and your room-mates to keep your bed and bedroom tidy.

We ask all our young people to respect each others privacy, so you are not to go into other's bedrooms, only your own.

Laundry

As you prepare for bed, put your dirty school uniform items in the laundry bag and leave it outside your bedroom. Our waking night staff will wash it during the night and return your laundry bag to your bedroom. Please make sure all clothing, including underwear, is named clearly so items can be returned to you easily.

Bedding and clothing that you wear in your free time should be packed to be taken home on Friday to be washed over the weekend at home.

Mobile Phones and Internet Enabled Devices

Mobile phones and other devices are a great way of staying in touch with your family members during the week but they come with responsibility.

- Parents/carers must put parental controls in place so you can only access sites/apps that are age appropriate. There are many websites with guidance as how to do this.
- Only accept 'friends' that you know, friends in your year group or at home that you have met face to face.
- You must have permission to take someone's photo and their permission to post it on social media.
- When sending a text message to a friend or to a group chat, don't be unkind, rude or swear.
- Think about messages you send or photos you post because, once you press send, it's out there and you can't take it back.

Essential Items

- School uniform and black shoes (not trainers)
- Casual clothes, coats and trainers
- Underwear
- P.E. and swimming kit and bag
- Pyjamas, dressing gown, slippers
- Duvet, duvet cover, sheet and pillowcase
- Washbag and toiletries (no aerosols)
- Laundry bag
- Towels
- School bag/rucksack
- Pencil case – fully stocked
- Dry box and battery charger for your hearing aids/processors

School uniform: www.hawkinsport.co.uk

Electrical equipment

We recognise that you will have lots of electronic equipment that you use in your everyday life and as part of your studies. Electrical items will need to be PAT tested in accordance with our Health and Safety policy.

Home Comforts

We want you to make your sleeping space is home from home, so bring in your family photos, pictures of your pet, posters of your favorite football team or singer, and fairy lights to decorate your room.

Valuables

If you are bringing in valuables, you need to make sure you keep them safe. Pocket money should be handed in to your Residential Care team and it will be kept in the office safe for you. Your mobile phone is your responsibility to look after so make sure you put it in the phone box before leaving the house. If you have an item of real value, such as a necklace that means a lot to you and you would be upset to lose it, we suggest that you keep it at home.



There are many challenges to face throughout our school life, living away from home and at times feeling homesick. As you learn to live alongside people with different values and beliefs, you may find it challenging at times.

You may have worries at home that you'd like to talk about, or you're worried about what will happen if you forget to do your prep. There are a lot of people to help you.

Keyworkers

You will have a keyworker in the house who will be your listening ear. You will get to know each other really well and you can ask to have a chat anytime before or after school. Your keyworker can help you find ways to cope with your feelings and give advice if you are unsure of what you should do. You can talk about anything you want to and it's good to talk through your worries.

You will work with your keyworker to produce an Individual Support Plan (ISP) each academic year. A wide range of topics are discussed and targets set, which are linked to outcomes highlighted in your Education, Health and Care Plan. The aim is to build on your development, taking into account specific needs.

Your keyworker will communicate with your parents/carers regularly to give them updates on your progress in the house.

Your Residential Care Team

As well as your keyworker, you can talk to any member of your Residential Care team. As we will spend so much time together, we hope to soon build up a good, trusting relationship so you will be comfortable talking to any member of your care team and they will listen to you and support you.

Your Voice and Your Views

Pupil Voice allows you to be truly involved in your experience at Mary Hare. Your thoughts, ideas and concerns are valued and taken into account whenever possible. There is ample opportunity for you to be heard, for example, through House Meetings, Student Council, keyworker sessions, suggestion boxes and the pupil questionnaire.

Amanda Pollard is our Independent Listener who visits us in the evenings once a month. Amanda is another person you can talk to, or you can email her at amanda@consult2inspect.co.uk

There are also services you can use including Childline and the Children's Commissioner's Help at Hand service.

Advocacy

What is Advocacy?

An advocate makes sure people's views are considered, that they understand (and can exercise) their rights and are included in important decisions. If you would like support from an advocacy service we help you contact an advocacy service, your local authority will have a service you can use. The Royal Association for Deaf People (RAD) also have a service and can be contacted using the contact details below.

Send a BSL video or email to: advocacy@royaldeaf.org.uk

SMS: 07851 423 866

Telephone: 0300 688 2525

Wellbeing Team

We have a Wellbeing Team at Mary Hare who are also available to support you. You may have a problem or worry you want to share, or you might be feeling worried or anxious, but you don't know why and would like to talk about it. Charlie Harley leads our Wellbeing Team; she can be found in the quiet room in school, or you can ask your care team to get in touch with Charlie for you and arrange a meeting. Charlie and her team are very good at listening to problems and worries you may have and advising how best Mary Hare could support.

Medical Support

Our medical department is staffed by two Registered General Nurses who are responsible for the health care of all our young people, as well as two Health Care Assistants. We work closely with the medical department so if you're feeling unwell or have a medical query, you can go and see them before school, during your break or at dinner time.

The Residential Care team are trained to administer prescribed and homely remedies which are stored securely in Badbury House.

All information relating to any medical condition must be passed on to our medical team.

If your child takes regular prescribed/homely medication, it must be signed in to the medical centre before it can be administered.

Please don't bring in any pain killers, such as Paracetamol, as we administer pain killers from our own stock.

Anti-Bullying

At Mary Hare we have a zero tolerance approach on bullying, this includes online and through social media. We believe that all young people at Mary Hare have the right to feel safe in our community.

We have introduced young people Anti-Bullying Ambassadors across the school who support in all being aware of what bullying is to ensure all understand how actions can be interpreted.



Parent/Carer Feedback

We understand that it can be a huge adjustment for your child boarding away from home and aim to deliver the highest standard of care to your child and aim to work in partnership with families to achieve this. If you are dissatisfied with the care your child receives you have the right to complain, this can be done verbally or via email to a member of the Residential Care Leadership Team. Any complaint will be investigated and a formal response will be given with an aim to resolve the complaint. We also welcome any positive feedback and compliments you may have about the care provision and welcome these both verbally and via email. All feedback received allows us to continually improve our service.

Useful Contact Information

School Office: 01635 244200

Alisa Dellow (Senior Team Leader): a.dellow@maryhare.org.uk

The Burrow

The Burrow, Mary Hare School, Arlington Manor, Snelsmore Common
Newbury, West Berkshire, RG14 3BQ

The Burrow: 07771776647

Residential Care Team Emails

Kerry Evans (Senior Care Staff): ke.evans@maryhare.org.uk

Emma Beach (Senior Care Staff): e.beach@maryhare.org.uk

The Burrow Residential Care Team (includes all named staff members above): burrow@maryhare.org.uk

Hillside

Hillside, Mary Hare School, Arlington Manor, Snelsmore Common
Newbury, West Berkshire, RG14 3BQ

Hillside Landline: 01635 244272

Hillside Mobile: 07787 578914

Residential Care Team Emails

Hayley Rogers (Senior Care Staff): h.rogers@maryhare.org.uk

Megan Brien (Senior Care Staff): m.brien@maryhare.org.uk

Laura King (Care Staff): l.king@maryhare.org.uk

Hillside Residential Care Team (includes all named staff members above): hillside@maryhare.org.uk

Safeguarding

If parents wish to discuss a safeguarding issue with the Designated Safeguard Lead (DSL), please email: safeguarding@maryhare.org.uk

Communication with the house

Communication between us at Bradbury House and parents is a key aspect of boarding life. Please let us know what form of communication you prefer to use as a parent, whether it is by phone, text or email. If there is another form of communication, please let us know what your preference is.



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