



# MANSELL HOUSE BOARDING & RESIDENTIAL CARE HANDBOOK

*Securing the future for deaf children and young people*



# Welcome: Aims and Expectations

## Hello and welcome to Mansell House - the residential house for boys in Years 8, 9 & 10.

Mansell House was built on the Arlington Lane site in 1962. It was purpose built as a residential house for Mary Hare School.

At Mansell House we want you to feel happy, secure and supported we want to promote your independence and build your personal development. We do this through activities and we will help support existing relationships as well as building new ones.

The Residential Care team in Mansell House really enjoy getting to know all of the young people. Mansell House is a very lively happy house where the boys thrive, build friendships, support each other, and we celebrate differences and work with them so that they all feel inclusive. Our aim is that our young people leave us being kind, respectful, and independent ready to take the next step in their journey. We work with all the young people to help them make the right choices but support them when they need a guidance helping them to reflect and learn from mistakes.

### AIMS

We aim to:

- Create a supportive, homely atmosphere within Mansell House in which all young people feel safe, secure and happy.
- To support you and your family as you journey through Key Stage 3 and transition into Key Stage 4.
- 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 our differences, to 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 and ready to listen and contribute.

# Meet the Team

The Mansell House 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.

<b>Debbie Read</b> Senior Team Leader	<b>Caeser Ofori-Adu</b> Senior Team Leader	<b>Sophie Hookway</b> Senior Care Staff
<b>Dan Smith</b> Senior Care Staff	<b>Mollie Fisher</b> Senior Care Staff	<b>Iva Crittendon</b> Senior Care Staff
<b>Helen Barnsely</b> Senior Care Staff	<b>George Kirimkiroglou</b> Senior Care Staff	<b>Bridie lies</b> Care Staff
<b>Rebecca Rushby-Burke</b> Care Staff	<b>Jaymarie Smith</b> Care Staff	<b>George Lance</b> Care Staff
<b>Amy Drake</b> Care Staff		

Every night we have a waking night person they are here awake during the night to look out for you. If you need anything they will be able to help you. Some of the residential care team sleep-in over night also.

The night team will also help you with your laundry and wash all your school uniform overnight.

## Residential Care Leadership Team

You will also meet the Residential 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.

# Meet the Team

## 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.



# Daily Routine

<b>7am</b>	Care staff wake you up.
<b>7.30am</b>	Breakfast in Blount Hall - there will be a choice of cereals, cooked breakfast, toast, fruit and yorghurt.
<b>7.50am</b>	Make your bed, tidy bedroom, get school bag and PE kit ready.
<b>8am</b>	Time to relax and watch some TV or use your mobile phone once all morning tasks have been completed.
<b>8.35am</b>	Hand your mobile phone in, it's time to leave the house and go to school.
<b>8.40am - 4pm</b>	The school day.
<b>4pm</b>	Return to the house, change out of your school uniform. Have a drink and a snack.
<b>4.15pm - 5.15pm</b>	Go to your form room to complete your prep. Support is given from a Teaching Assistant and a teacher.
<b>5.30pm</b>	Supper in Blount Hall - there will be a choice of hot foods and salad bar.
<b>6pm - 7.30pm</b>	Organised activities and clubs including: swimming, football, dodgeball, arts and crafts, boardgames, youth club, archery and cooking.
<b>7.30pm</b>	<ul style="list-style-type: none"> <li>• Bath and shower and into pyjamas</li> <li>• Board games</li> <li>• Watch TV</li> <li>• Use your mobile phone</li> <li>• Drink and a snack before bed</li> </ul>
<b>8.30pm - 9.45pm</b>	<ul style="list-style-type: none"> <li>• Year 8: 8.30pm Winter Term, 8.45pm after Easter to end of school year, upstairs lights out 9pm</li> <li>• Year 9: 9pm Winter Term, 9.15pm after Easter to end of school year, upstairs lights out 9.30pm</li> <li>• Year 10: 9.15pm Winter Term, 9.30pm after Easter to end of school year, upstairs lights out 9.45pm</li> </ul>

# 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 is on offer at the end of each half term. Please note that some clubs and trips are age restricted and may have limited spaces so please sign into the School Gateway as soon as possible to register interest/pay.

There is a school youth club called Coles Diner. Along with a workforce from Years 8 to 11, this runs twice weekly, allowing you to 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 Mansell House 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:

We really like to celebrate achievements in Mansell House and have an achievement board set up so that we can show case all the amazing things you do. This includes our reward scheme. Every boy has a chance to achieve and earn points to spend, we vary the rewards on suggestions from the young people and time of the year. This includes breakfast in bed, late night, hot chocolate, popcorn and film, ice cream Sundays, and there is also a chance to save points until end of term where all the reward points not spent are transferred into youth club vouchers. At the end of each term, we can highlight our success during our reward evening where we can all celebrate as we hold a themed party with games and certificates.

## 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.

# Social Areas and Bedrooms

Mansell House has three large common room areas for the young people to use. The TV lounge is set up with a large comfortable sofa around big projector screen where they have access to Netflix, Sports channels, TV, and games. At the back is comfortable seating areas tables that can be set up for craft or games.

The games room is an environment with furnishing and low-level lighting, where groups can play together. It is equipped with pool table, dart board, and air hockey.

The chill out room has comfy seating, a computer suite set up for quiet work, a games area and a large screen projector with access to film games and tv – this is an area for young people who wish for a quieter environment to be in smaller groups.

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.

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 other's privacy so you are not to go into other's bedrooms, only your own.

## Laundry

We have fully equipped laundry facilities in Mansell House, at the end of the day all young people are expected to put their school uniform and P.E. kit in to a laundry bag and hand to a member of the Residential Care team. This will then be washed for you over night and can be collected from the laundry in the morning.

We aim to teach all our young people independent living skills during their time in Mansell House. You will learn to use the washing machine and tumble dryers and how to look after your personal clothes yourself. The Residential Care team will be on hand to enable you to do this. We do ask that all pupils return with their preferred washing tablets/powder in a named tub, that will be kept securely to enable you to complete your personal washing. We will have some supplies in the house, for those who run out or forget to bring their tablets, that can be purchased from the Residential Care team.

## 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.

# Support for Young People

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, 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 are 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. Because we 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 Residential 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](mailto: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](mailto: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 residential 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 or during your break/dinner time.

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



# What will I need?

## Essential Items

- School uniform and black shoes (not trainers)
- Casual clothes, coats, 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/processers

School Uniform: [www.hawkinsport.co.uk](http://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 area a 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.

# Important Contact Information

## Parent/Carer Feedback

We understand that it can be a huge adjustment for your child boarding away from home and we 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 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

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

School Office: 01635 244200  
Mansell Landline: 01635 244239  
Mansell Mobile: 07787 578912

## Residential Care Team Emails

Debbie Read (Senior Team Leader): [d.read@maryhare.org.uk](mailto:d.read@maryhare.org.uk)  
Caeser Ofori-Adu (Senior Team Leader): [c.ofori-adu@maryhare.org.uk](mailto:c.ofori-adu@maryhare.org.uk)

Mansell House Residential Care Team: [mansellhouse@maryhare.org.uk](mailto:mansellhouse@maryhare.org.uk)  
(this includes all Mansell House Residential Care staff)

## Communication with the house

Communication between us at Mansell 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.

## Safeguarding

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



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[www.maryhare.org.uk](http://www.maryhare.org.uk)

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