



MURRAY HOUSE

BOARDING & RESIDENTIAL CARE

HANDBOOK

Securing the future for deaf children and young people



Welcome: Aims and Expectations

Hello and welcome to Murray House - the residential house for boys and girls in Year 11.

Murray House was officially opened in 2013 by Pippa Middleton, who is one of the School Ambassadors. It is a purpose-built boarding house for Year 11 pupils, both boys and girls. It was designed to encourage and facilitate study and revision through Key Stage 4 and GCSE exams.

During your time in Murray House there is an emphasis on developing and supporting your independence and preparing for your exams. The Residential Care team liaise regularly with Heads of Year and Form Tutors and work collaboratively with relevant teaching and support staff to ensure we are striving to meet your needs in what is a significant time in your education, as you complete your Secondary education and prepare for Sixth Form.

We are committed to establishing and maintaining good relationships with parents, carers and yourself from day one, whilst providing a consistent and predictable environment for you to thrive in. Open and honest communication and information sharing are an essential part of our role.

AIMS

We aim to:

- Create a supportive, homely atmosphere within Murray House in which all young people feel safe, secure and happy.
- Support you and your family as you complete your Secondary education and exams and prepare to transition to Sixth Form.
- Help develop your growth and independence.
- Work alongside you, your family, colleagues at Mary Hare, and external professionals 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 and a responsible role model for younger pupils - 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. Engage in learning and undertaking greater independence skills such as cooking, budgeting, managing personal study time

Meet the Team

The Murray 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.



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 care team sleep-in over night also.

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

6.30am - 7am	Wake up calls - pupils can request a wake up call (After October half term pupils will only receive one wake up call).
7.30am	Breakfast
8.30am	Leave Murray House for school (mobile phones handed in and uniform checked)
8.40am - 4pm	School day.
4pm	Return to the house.
4.15pm - 5.15pm	Prep at Murray House. A Teaching Assistant will be available for support. Mobile phones can also be collected at this time.
5.30pm	Supper in Blount Hall - there will be a choice of hot foods and salad bar.
7pm - 9pm	Organised activities and clubs.
9pm	Return to Murray House
9.45pm	Bedtime. Residents to return to their own corridors and have half an hour to prepare for bed.
10.15pm	Light out. (Phones and electronic devices to be handed in to staff).

Prep

Prep time usually takes place in the Murray House prep room. In this room there is a Year 11 Teaching Assistant to give you support and go through your prep with you.

You are required to sign in with a member of the Teaching Assistant team at 4.15pm and explain what prep you will be working on.

There may be times you need to complete work elsewhere during the week, such as at Speech and Language Therapy or support with subject teachers.

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 are 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 and to make a payment.

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.

Saturday Schools

Over the year there are 7 Saturday Schools for Year 11 students covering all of your chosen subjects. These Saturday Schools are compulsory meaning you have to attend unless there is a valid reason why you cannot, which must be agreed by a member of the School Leadership team. The routine is quite different to regular weekends and you will spend time working in school normally 9am till 3pm.

Rewarding Positive Behaviour

Throughout Mary Hare and in Murray House we believe in promoting high standards of behaviour to ensure that all children can reach their potential by being educated and cared for in an atmosphere which is safe, respectful to all, free from bullying and distraction.

In Murray House we offer several opportunities to celebrate excellent behaviour, these include:

- Verbal praise privately and publicly
- House Privileges, for example, shopping trips, meals out for celebrations
- Written praise to the form tutor, Head of Year, Key Worker, Team Leader, Principal, Parents
- House Recognition Board (Appreciation Station)
- House trips
- Head of Year trips

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

In Murray House there are 3 lounges, two kitchens, a computer room, large study room and a dance studio. You have access to these facilities in the mornings and evenings.

Murray House has 37 single occupancy bedrooms along four corridors. There is a mixture of en-suite, accessible and shared bathrooms. All bedrooms have a desk, wardrobe, bedside cabinet, desk with chair, bed, shelving and pinboard. Keys for lockable cupboards and bedroom dorms are available upon request.

Due to the four corridors and Murray House being a co-ed house, boys and girls are split across two corridors but depending on size of year group and male to female split within the year group depends on which corridor you will be on. Throughout the night all corridors are secured and the waking night team complete hourly checks.

All rooms are cleaned on a daily basis by our domestic team. However, you have a responsibility to keep the social spaces and their bedrooms tidy.

Laundry

In Year 11, you are expected to take ownership of your own laundry. This includes your uniform, bedding and personal items and this supports your development of life skills. There are two laundry rooms within the house, one for boys and one for girls. Staff are always on hand to support you with this and will remind you. Our aim is for you to become independent in this area by the time you leave Murray House.

Although you are in Year 11, it is still recommended you label your clothes clearly, so items can be returned when they have been mislaid. Pupils need to bring their own washing detergent (but if you run out we can supply you with some) and washing bag.

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.
- In Year 11, all mobile phones, and other internet enabled devices, must be handed in at or before lights out at 10.15pm. This is a requirement under government guidances for schools and it also helps make sure that there are no distractions.

Support for Young People

There are many challenges to face throughout our school life, living away from home and, at times, feeling homesick. Learning to live alongside people with different values and beliefs and 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) throughout 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. 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 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 Murray 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.



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, battery charger for your hearing aids/processors
- Water bottle

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 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 and rugs to decorate your room.

Valuables

You will have many valuable items at home. Before you bring a valuable item to school you should ask yourself whether you really need it at school. If you decide you do need it, then you need to make sure it is kept safe. In your room you will have a lockable drawer and a lockable cupboard. You can also give valuable items to staff to look after. If you wish to have a Dorm Key, a £10 deposit is required.

Food and Snacks at Murray House

You are able to bring in food and snacks, these must not be stored in your bedrooms. They should be stored in one of our kitchens. Please note we have only limited freezer space.

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 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

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

School Office: 01635 244200

Murray Landline: 01635 244313

Murray Mobile: 07876824496

Residential Care Team Emails

Stuart Huntley (Senior Team Leader): s.huntley@Maryhare.org.uk

Louise Osborn (Team Leader): l.osborn@maryhare.org.uk

Helen Kendall (Senior Care Staff): h.kendall@maryhare.org.uk

Jax Baxter (Senior Care Staff): j.baxter@maryhare.org.uk

Terri Allen (Senior Care Staff): t.allen@maryhare.org.uk

Alex Hopkins (Senior Care Staff): h.kendall@maryhare.org.uk

Harriet Buck (Care Staff): h.buck@maryhare.org.uk

Murray House Residential Care Team: murrayhouse@maryhare.org.uk

(this includes all Murry House Residential Care staff)

Communication with the house

Communication between us at Murray 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



Murray House Boarding & Residential Care Handbook

www.maryhare.org.uk

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