Welcome

to

The View

Updated January 2026

This is a guide for all the young people who come to stay at The View

Hopefully, you will be able to see what your time at The View might be like as well as getting to know a little about the home, the adults and any other information we feel you might like to know.

We are aware it may be your first time staying away from home and we understand that it may also be very scary for you and so we hope to make you feel as comfortable and relaxed as possible. We are here to support you and want to make you feel safe and secure.

At The View we want to help you make changes at home and at school. We will do this by supporting you to learn new ways of sharing spaces, using different things to help with your communication and learning new skills.

The adults will support you to be as independent as possible with your daily routines. At The View, adults will help you to feel safe, share spaces with your friends, and give you the opportunity to try new things. We will also help you to work on things you can already do but may find difficult.

We will speak with your class teacher, and your family to find out all about you, what you do at home, what's important to you and most important of all, what you need help with to become more amazing than you already are!

The View

The View is made up of 2 Flats upstairs from the College. You will be staying in ……

This Flats in total has 10 bedrooms – 5 down each corridor. This means you will be staying with other young people.

You will be able to choose your bedroom and make it feel like your own, whether this is bringing in your favourite blanket, things you like, duvet covers and putting up your own posters.

You can bring in your own bedding (or choose one of ours), photos, music, lights or things that you like to use at home.

There is a set of drawers and a wardrobe for you to unpack and place your clothes in. Here is an idea of how the bedrooms are set up.

You will also have a bathroom that is attached to your bedroom to allow you to use the toilet, wash yourself and brush your teeth.

Your bedroom is your private space to enjoy away from others. We will always knock before entering and if you or other young people would like to enter each other's bedrooms, you should also knock and ask permission from each other first.

Shared Spaces

Here is an idea of some of the areas of The View you will be sharing with the other young people staying –

Snug room- this is where we can have a quiet place to either study or read books or just chill out on the beanbags.

TV Lounge – This is where you can play games and watch television together. You will need to share this space with others so you may not always get to choose what is on the TV. You can bring your own games console and your iPad with you too.

Kitchen Diner- this is where we can all have nice tasty meals together.

Laundry Room – This is where you will do your laundry and also choose your bedding if you do not bring your own. The adults will support you with this.

Outside area– When the weather is nice, you will be able to spend time

outside in this space. You can either sit and relax or play games and explore nature.

Swimming Pool- At the View, we will be able to have access to the indoor Swimming Pool on Site. We usually use the Swimming Pool on a Tuesday evening.

Immersive room- This is also accessible for students at the View to use as a sensory/interactive room.

Kitchen – This is where you will be able to prepare your snacks, dinner and drinks.

Routine and Activities

Whilst staying with us at the View, you will have a plan to help support you.
Your routine here will depend on what your family has said is right for you. We will work with you to help you to do as much of this on your own as you can.
This will help you to have a better understanding of what you need to do each day. Here is a brief idea of what the day-to-day routine may look like:-

07.45	***Time to get up and ready for the day (shower/wash, dress)***
8:15	***Breakfast***
8.55	***Leave for school/College***
15:15	***Return to The View, Time to settle, have a snack/drink***
15:45	***Unstructured time – personalised and group activities***
17:00	***Teatime***
18:00-20.00	***Unstructured time – personalised Pathway and group activities***
20.00	***Quiet time, settling activities, getting ready for bed***

Key Worker

Whilst you stay with us, there will be lots of staff around to support your needs. As well as this, you will have 2 dedicated key workers who will make sure you are getting everything you need. Your key workers will

- *Help you learn new life skills through your Targets.*
- *Support you with the things that you need to learn whilst here at The View, based on your routines*
- *Support you with your bedtime routines*
- *Support you with your communication and social skills*
- *You can approach any adult in the home should you need support, however, your key worker will be around to make sure you are getting everything you need.*

Your keyworkers will be: ..... and .....

How will you know your family is ok?

The adults will speak to your family to tell them about all the fantastic things you've been up to. If at any time you feel sad, or feel that it is important for you to speak to your family you can ask the adults. You can also plan ahead with your family for a facetime if you feel this might help make your stay more comfortable and if you are feeling sad.

Health and Safety

It is important that all of us, (That's you, too), keep the View clean and tidy.

Staff will do health and safety checks on every room in the house. This is to make sure everything is in working order and you are in a safe space.

There are sometimes Fire safety checks in the house, including fire drills to make sure that all the alarms work if there was a fire. When you hear the fire alarm being very noisy, it is important that you leave the house when staff ask you as this could be a real fire!

We will also support you with regular cleanliness and hygiene. You will shower daily, and brush your teeth regularly. This is something we can help you with if you are not confident doing this alone just yet.

William's Story

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For most young people, staying away from home is a normal part of growing up. For William, it has always been much more complicated. William is non-verbal, visually impaired, has quadriplegic cerebral palsy, and needs full personal care. He relies on specialist equipment such as a hoist and profiling bed, and on people who understand his medications and gastrostomy feeding. As he grew too big to lift, overnight stays with friends or grandparents became impossible. Even the seven nights of respite he receives each year take place in his own home, with only a handful of nights ever spent at a hospice. So, at 17, the chance to stay at The View — the residential part of his college — was a very big step.

Everyone worked hard to make it possible. William was their first resident to have a blended diet via gastrostomy and staff undertook specialist training to support him. He visited with his speech and language therapist to show the team how he uses his PODD communication book and auditory scanning. For six weeks before his stay, he came to weekly “taster” dinners with the residents, supported by a class TA who acted as his ambassador, introducing him to the team and explaining his preferences. Some lessons and

therapy sessions were also held in The View so it would start to feel familiar. At first, William rated these visits only 2 out of 5. But gradually, that rose to a 4.

William then stayed two nights a week for six weeks. By week three, he was rating his stays a full 5 out of 5. He loved sharing news from his PODD book, playing a board game he brought in, and making cards for his dad's birthday. He built deeper friendships with people he sees at college but doesn't usually get to spend time with. His first stays were a real success.

Next, The View is supporting William's transition to Adult Services, with two further stays planned at just the right time to help him understand what living away from home really means. These experiences will help him form his own views and have more say in decisions about his future.

William has already asked for more targets and responsibility during his future stays. Goals include developing his own views about PA support, building confidence to try new things, practising choices and opinions, and continuing to develop mastery of his PODD communication. Step by step, he is discovering just how much more is possible.

The View

Fire evacuation Plan

ON DISCOVERING A FIRE (no matter how small):

1 Call for staff or if able, raise the alarm by operating the nearest fire alarm point.

2 The nearest Alarm Point is situated upstairs on the wall through the stairwell next to the lift

3 Evacuate the View calmly with staff's support via the lift (if unable to use the stairs).

4 Leave the building by the nearest available exit and proceed to the fire evacuation point (next to the bin store)

5 Do not return to the building for any reason until authorised to do so by the Fire Service or the Fire Wardens.

Fire Wardens- George, Leannon, Karen, Abi.

Bullying

Here at The View, we think it is important that you and the rest of the young people treat each other in a kind and caring way. By doing this, you will have a much happier stay as it's nice to get along. We do not tolerate Bullying at the View as it's not very kind to make someone feel upset or unhappy with not very nice words or actions. Please speak to staff if any of the other young people are unkind to you in any way and we can help you to become friends again.

Introduction from the Independent Visitor

Hello,
My name is Mark Goode and I visit The View every month.
I have been asked to do this so that I can make sure all the children are being cared and for kept safe, this is a requirement of the;

Residential special schools
National minimum standards
In force from 1 April 2015

When I visit, I listen to the views and experiences of the children in the school and it is also helpful for me to be able to see all the rooms in the house including bedrooms. I also take time to look at all the records in the house including case files and other things written about the care received. I would also at times like to gain your views on the home so may contact you to ask some questions.

If you want to discuss my role further or share any views please contact the school who will be able to put you in contact with me.

Many thanks

Mark Goode

Independent Visitor

Introduction from the Independent Person

Hello, my name is Lucy, and I am the independent person for The View.

Every month I will visit you and you can talk to me about how you are finding staying in residential.
I live in Essex and have a dog called Birdie and two cats, Leo and Rooster. I like going to the beach, taking my dog for walks and gardening.

I work at Spring Lodge as the Head of Care and am looking forward to meeting you all and hearing about what you like.

Complaints

YOUNG PERSON'S COMPLAINTS PROCEDURE

We want everyone in the Home to feel safe, secure and happy. Sometimes for whatever reason there may be times when you may not feel happy or maybe don't understand a decision that has been made. There may be something from your past, a problem at school or something within the Home. We always encourage you to talk with an adult in the Home about this first. We can talk through this with you and help with any worries. We might need to talk to other people like a teacher , parent or Social Worker to get the best answer for you.

If you would like to make a complaint without raising it verbally to staff, please use the complaint box, which is situated in the Hallway near to the office. The Residential Lead only has access to this box and will deal with your complaint by firstly writing to acknowledge the complaint, then within 14 days, the Residential Lead will look into the complaint in more detail and will write you a summary of the conclusion of the complaint.

Here are some telephone helplines below:

childline
ONLINE, ON THE PHONE, ANYTIME

www.childline.org.uk
0800 1111

CHILDREN'S COMMISSIONER

help at hand

Help at Hand | Children's Commissioner for England (childrenscommissioner.gov.uk)
0800 528 0731

Staff Team

George

Head of Residential Care
Favorite Animal? Orangutan
Favorite Colour? Blue

Leannon

Senior Support
Favourite Animal? Orangutan
Favourite Colour? Green

Karen

Senior Support
Favourite Animal? Sheep
Favourite Colour? Silver

Katie

Residential Support
Favourite Animal? Giraffe
Favourite Colour? Yellow

Abi

Residential Support
Favourite Animal? Horse
Favourite Colour? Red

Sharon

Residential Support
Favourite Animal? Meerkat
Favourite Colour? Purple

Molly

Residential Support
Favourite Animal? Penguin
Favourite Colour? Green

Suzannah

Residential Support
Favourite Animal? Horse
Favourite Colour? Purple

Charlotte

Residential Support
Favourite Animal? Dog
Favourite Colour? Teal

Residential Support
Favourite Animal?
Favourite Colour?

Residential Support
Favourite Animal?
Favourite Colour?

Residential Support
Favourite Animal?
Favourite Colour?

This guide will be adapted to all learners that come to the View – whether it be in the current format, with staff or parents reading this to their young person, more visual friendly, or even could be adapted via video format, physical touring of the premises or any other way that we at The View feel will best get as much of this information over as the young person is able to understand as a way to help the young person gain a better idea of the information within this document.