

Fernleigh House Residential Home

Children's Guide



Fernleigh House

Everything that we do at Fernleigh is to help you live your best life and enjoy time with us.

There may be just you or other children who live at Fernleigh too. It is nice if you can make friends but it is also not to, we will help you.

You will have your own room with your own special things in.



We will always make sure the other children who live at Fernleigh like the similar things as you so you can play together if you want to.



The staff love to be busy and have fun and can help you with all parts of your life.

We want to provide you with the best time you deserve. You may stay with us for a short time or a long time.

We will work with your parents and or your social worker and talk to you about what you want and how you would like to be looked after.

Relaxing



We always want to know what you think.



We will always ask you to help us know more about you.

We will ask your family, friends and social worker to help us understand too.



We will always ask for help to get it right for you



Near Fernleigh

There are local parks and play areas you can walk to with staff.



Plymouth has lots of places to visit

Mount Wise Pool



PlymBridge Woods



We will always:

Respect you.

Listen to you. If something isn't right we will try to fix it. Please tell us or tell someone who can help you tell us.

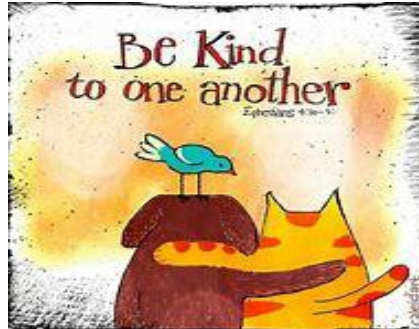
We will support you to feel safe and ready to enjoy your life

We will help you find clubs and classes if you want to go.

We will get to know you and help others get to know you.

We have 3 rules at Fernleigh

Be Kind



Listen



Try your best



Complaints

It is ok to tell us if something is wrong or there is something we can do better. We would like to know this.

You can tell Trish or Abhay

You can tell your parents

You can tell your social worker

If you make a complaint we will make sure we try to fix the problem, if we cant fix it we will ask for help to fix it.



Helpful contact details





0300 123 1231

Childrens commissioner :

info.request@childrenscommissioner.gov.uk or call **020 7783 8330**.

Cornwall Council : 0300 1234 101

Devon Council : 0345 155 1078

Plymouth City Council : 01752 668000