

WELCOME BOOKLET

Supported Accommodation for Young People (16–18)



ABOUT YOUR HOME

Welcome! We're really pleased to have you come and stay with us!

Pathway 360 Care provides supported accommodation for young people aged 16–18.

Our aim is to help you build the skills and confidence you need for independence.

Here, you can expect:

- Your own private room
- A safe and supportive environment
- Staff available when needed
- Opportunities to learn, grow, and make decisions about your future

We respect your rights, your privacy, and your individuality.

MEET THE TEAM

You will meet a range of staff who are here to support you.

You may see:

- Support Workers – help with day-to-day tasks
- Your Key Worker – your main support person
- Manager – oversees the service
- Night Staff – keep the home safe overnight

You'll be introduced to staff when you move in.

YOUR ROOM

Your room is your private space.

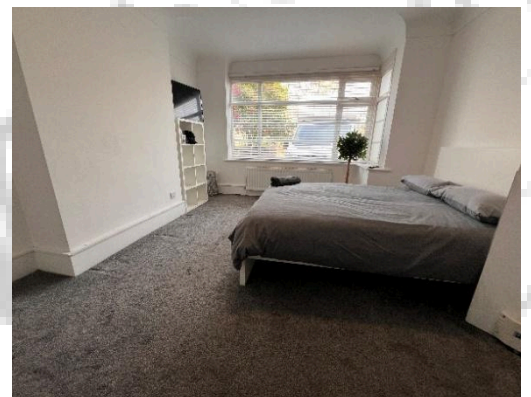
You will have:

- A bed (single or double depending on the house)
- Bedding, towels, and basic toiletries
- Storage for your belongings

- Your own bedroom key

You can personalise your room to make it feel like home.

Staff will always knock unless there is a safety concern.



HOUSE EXPECTATIONS (CLEAR, FAIR & SAFE)

These rules help keep everyone safe and comfortable.

Respect & Behaviour

- Treat others with respect
- Keep noise to a reasonable level
- Keep shared areas clean and tidy

Safety & Communication

- Let staff know when you go out and when you'll be back
- Tell staff if you feel unsafe or worried

Visitors

- Must be agreed with staff
- No overnight visitors
- Must leave by 9pm
- Must be aged 16–18, unless they are family
- Staff may ask visitors to show ID
- Visitors can only be in communal areas

All visitors must follow house rules.

Substances

- No alcohol or illegal substances
- No smoking inside (smoking area outside)

If staff believe you have brought prohibited items into the home, you will be spoken to about this, a room search may be carried out and these items will be removed.

☀ MEALS & COOKING

You are responsible for:

- Cooking your own meals
- Doing your own food shopping

We can support you with:

- Meal planning
- Cooking skills
- Budgeting

🍴 Theme Night – Wednesdays

- Funded by Pathway 360 Care
- You will need to be in placement when the activity starts
- If you are out or return late, you may not be able to join

This keeps things safe and fair.

Sunday Meal

On Sunday's we provide a delicious home cooked meal for the young people who are present.

BATHROOMS & LAUNDRY

Staff can help you learn how to:

- Use the washing machine
- Dry and fold clothes
- Keep shared spaces clean

Please remember you may share bathrooms and laundry facilities with others, so please always clean up after yourself.

YOUR KEY WORKER & KEY SESSIONS

You will have a Key Worker who supports you throughout your stay.

Weekly Key Sessions

- Once a week
- One-to-one
- Usually outside the home

You can talk about:

- Your goals
- Education or work
- Wellbeing
- Concerns
- Achievements



YOUR SUPPORT PLAN

Your plan may include:

- Education or training
- Life skills
- Emotional wellbeing
- Health
- Relationships and boundaries

Reviewed regularly with you.



TALKING TO US

You can:

- Ask for a private chat
- Share worries
- Ask for help
- Suggest activities

Your voice matters!

RELIGION, CULTURE & IDENTITY

We can support you with:

- Practising your religious beliefs
- Visiting places of worship
- Cultural or dietary needs
- Celebrations
- Expressing your identity safely

MENTAL HEALTH & WELLBEING

We can help with:

- Low mood
- Learning Coping strategies
- Accessing mental health services

HEALTH & SAFETY

Your safety is a priority and so please respect the following;

- No candles, lighters, or matches in bedrooms
- Report damaged electrical items
- We will show you fire exits

EDUCATION, WORK & TRAINING

We can support you with:

- College or school applications
- Apprenticeships
- CV writing
- Job searching
- Interview preparation

INCENTIVE SCHEME

You can earn £25 per week by:

- Completing two hours of educational activity

- Following house rules

This can go towards:

- Clothing
- Activities
- Bus passes
- Gym memberships
- Other agreed items

MONEY & BUDGETING

Your weekly budget should cover:

- Food
- Travel
- Leisure
- Personal items

Staff can help you plan and manage your money.

TRAVEL & INDEPENDENCE

We can help you learn:

- How to use public transport
- How to plan routes
- How to stay safe while travelling

HOUSE MEETINGS

House meetings take place once a month

During these you can;

- Share your views
- Suggest activities
- Talk about what's working well
- Help improve the home

GOING OUT & STAYING OUT

Home Time

- Everyone needs to be back home by 10pm
- If you're running late, please keep staff informed

Staying Out Overnight

You will need to tell us the following:

- The name of the person you're staying with
- The address
- The phone number of the adult at the place you're staying
- Your Social Worker will need to approve any overnight stays

TECHNOLOGY & INTERNET

We want you to enjoy the internet safely.

- Wi-Fi may have filters
- Some apps or websites may be age-restricted
- You must follow age limits

- Staff may support or monitor internet use if needed
- we don't monitor use

Staying Safe Online

- Be respectful
- Don't share personal information with people you don't know
- Tell us if something worries you

? QUESTIONS, FEEDBACK & COMPLAINTS

You can:

- Speak to staff
- Leave anonymous suggestions
- Make a complaint – do we need to explain how?

We take all concerns seriously.

IMPORTANT CONTACTS

Local support services:

- No Limits
- CAMHS (Child and adolescent mental health services)
- Children's Services
- No Limits Safe Haven
- Southampton General Hospital

Emergency numbers:

- 999 – Emergency
- 101 – Police
- 111 – NHS helpline

 YOU BELONG HERE

We believe in you!

We're here to support you as you move towards independence and your future goals.

