



# Children's Guide

Everything you  
need to know  
about Richmond  
House

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# What is at Richmond House?

It is like school for mums and dads looking after you

We help them to learn  
how to keep you **safe**



We help them to learn  
how to **look after** you



We help them to learn  
how to **play** and **talk** to  
you

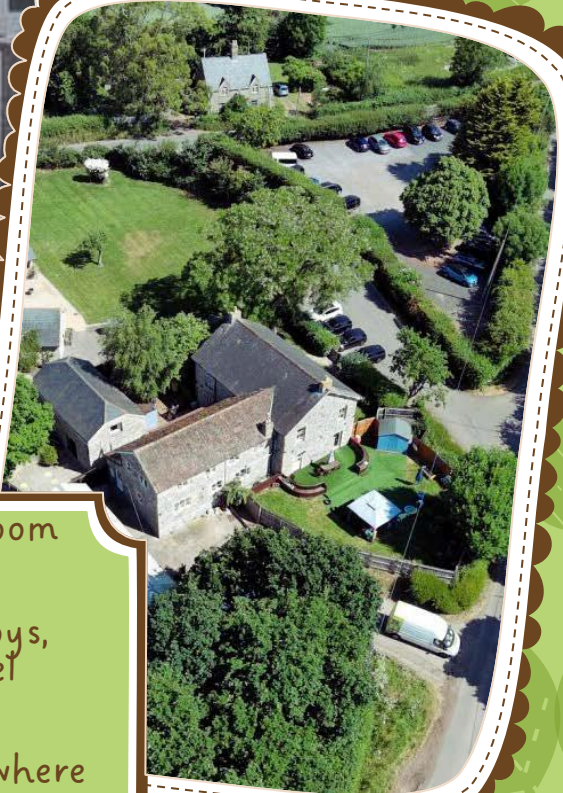


We help them to learn  
how to show you **love** and  
**listen** to you





# What is it like to stay at Richmond House?



- ❖ You will share a bedroom with your family.
- ❖ You can bring your toys, teddies to make it feel like your own room.
- ❖ We have a playroom where you can spend time playing with your parent



# What do you have at Richmond House?

Our large garden has swings, slides, toys and space to run around

We have lots of toys, books and musical instruments.



We have painting and colouring



We have playrooms with lights and music



# Who are staff?

There will be a lot of staff at Richmond House who will spend time with your family.

They will be with you when you are:

- Playing
- Eating
- Bathing
- Going out





# What is a session?

Your parent will have sessions and they are like school lessons to learn

You will spend time playing with staff when your parent is having a session



You might join the session with your parent in a playroom

# If I am worried about something, what should I do?

Richmond House staff are here to help....

- Talk to a staff member
- Talk to a Team Leader, Sam or Becky
- Talk to a Manager, Kelly or Laurel



If you feel staff have not helped your problem, then you can use a phone to call Ofsted or The Children's Rights Commissioner

- Every 3 years, Ofsted come to see Richmond House to make sure children are safe
- The Children's right commissioner makes sure you are listened to by adults

You can all the numbers:

Ofsted- 0300 123 1231

Children's Rights Commissioner- 0800 528 0731