

INITIAL CONSULTATION WITH YOUNG PEOPLE

People Present

Date 6/4/21

Joe Sutton – Child and Youth Voice Lead

Elly Mills – Operational Lead

Cameron Strawson – Child and Youth Voice Support Worker

Alex McDermid – Youth Consultant

Tyla Parsons – Youth Consultant

Overview of Consultation

A consultation with Aspire House to look at ways in which outcomes can be improved for children that stay in their care. Alex, Tyla and Joe will visit Aspire House’s Virtual Team Meeting to share their experiences of being a child in care and give suggestions about how Aspire House might help their visitors feel more comfortable.

General conversation

What is Working Well

It was unclear at this point what positive measures are currently in place. Youth Consultants planned to find out more about the service when they spoke to them at their team meeting

When a Child first comes to the house it would be nice if they could:-

Be introduced to the staff on shift and be given time to adjust before being overwhelmed by lots of questions.

If staff could take them shopping to get their own items, for example duvet set, skin products, hair products, self-care box

Find out what might be a trigger for a young person, give them a way of communicating how they feel, this could be a traffic light card.

Find out what they like to eat and create their own menus. There could be a book with pictures of different food options as many CIC will not know what certain foods are.

Have a conversation about routines and expectations whilst they are at the home, make the young person feel that they are having a say in the routine

We thought it would be nice for the home to have a book with staff profiles in it. This could include their picture, likes dislikes favourite food, hobbies, favourite tv programme, etc.

The book could include activities they can do whilst they are at the home, e.g. baking, going for a walk, playing football this could include photos. The young people can also suggest things that they want to do and request a time to do them.

Young people should be able to tell staff about their culture and this should be respected. Things that they may want to tell staff could be about the food that they eat, times that they pray, how they look after their hair and skin.

The child can personalise the room with things like poster, personalised door handle.

Some children may want a story before bed or a cup of hot chocolate, these small gestures can make a huge difference

Please don't have battles with young people about food, being somewhere new is scary and they may lose their appetites or overeat.

What can be improved

The Consultants did not know what could be improved at this point.

Priority suggestions

- 1) Create a welcome book that can be shared with children and young people, this to include menu's, staff profiles, recreational activity suggestions.
- 2) Child to be taken shopping to get personalised items e.g. skin products, hair products, self-care box.
- 3) Spend time getting to know young people, find out about their interests, culture, what their triggers etc.

CONSULTATION WITH SERVICE LEADERS

People Present

Date 8/4/20

Lucy Marquiss-Rose – Team Manager and all other Aspire House staff members

Joe Sutton Youth Voice Lead

Alex McDermid and Tyla Parsons Youth Consultants

General Discussions

Consultants shared their experiences of being in foster care.

Aspire House Staff talked about what they are already doing to support young people this includes:-

- There is a working group in place exploring a welcome pack that young people get when they arrive. Staff said that everyone would get new bedding but had not considered letting the young people choose what they wanted.
- Staff members were thinking about a welcome book for young people and were happy to discuss ideas with the consultants about what to incorporate.

Aspire House Staff said that they could improve on supporting residents cultural needs and came up with the idea about purchasing a prayer mat.

Aspire house staff agreed that taking the young person to the shops would be a good way to break the ice and open discussions around getting to know them

Agreed areas to be changed

It was agreed that staff members would ask young people whether they have cultural needs and make the adjustments required.

New initiatives agreed

Agreement for a welcome book, with staff profile, menu suggestions and activity suggestions

Agreement to have a stockpile of hair and skin products for children that are black, the staff will also ask if there are specific products that works better for new black residents.

Agreed to investigate an issue further

Agreement for youth consultants to have a follow up meeting to look around aspire house and offer any more idea's and suggestions.

Agreement to look at different ways in which young people can communicate with staff members e.g. traffic light cards, post it notes.

Did the young people feel listened too?

Yes

No

Additional Comments

Youth Consultants were happy with the session and feel that it will bring about meaningful and positive changes for children that stay at Aspire House

Youth consultants were happy to know that some of the initiatives that they are suggesting are currently being considered by Aspire House.

YOU SAID, WE DID

A follow up inspection of Aspire house took part on 24/06/21. One of the original Consultants and 3 members of our Children in Care Council visited the home to see if the recommendations from the first consultation had been put into place. The below table shows the outcome of the inspection.

Changes to be Made	Who is the Responsible Leader?	RAG Rating	Completion date and Evidence of Change	What was the impact of the change?
New welcome book with staff profiles, food menu ideas and leisure activities	Lucy	Green	24/6/21 Young people were shown an example of a welcome book	By having the welcome book in place new residents feel more at ease and comfortable.
Consultant will provide Aspire House with a list of suggested Hair and skin products	Joe Sutton	Green	01/05/21 Lets Care for that Hair document shared with Aspire	Lucy mentioned that by having this resource it encouraged her and other staff to think about hair and skin in a new way.
Aspire to buy additional items for the home including a prayer mat and hair and skin products.	Lucy	Amber	24/6/21 New products brought for the home and used with residents, however the prayer mat still has not arrived.	The home is now more inclusive for young people from all ethnic backgrounds.
Children and young people to be offered a trip to the local supermarket to buy food and items that they like	Lucy	Green	24/6/21 Contact notes shown to Joe.	This helps staff get to know the young people when they come to stay at Aspire House. Residents have said that they enjoy going on the shopping trips.
Young People that visit to be given a self-care box, young people to be offered a chance to purchase personalised items for their boxes.	Lucy	Green	24/6/21 We were shown a bag that is given to all new young people that come to stay. The contents included a new towel, games, skin and hair products. Young people also suggested having a weighted blanket, new teddy bears and fluffy bed sock.	By having new products and belongings it makes the young people feel valued and happy. The young people then have these products to keep when they leave which they can use to help them with their ongoing mental health.

young consultants to have a follow up visit at Aspire House	Joe Sutton Lucy Marquiss- Rose	Green	24/6/21 Inspection carried out.	The Consultants and CiCC members felt that their suggestions had been listened to and that they had helped other young people in care. The participants also gave feedback on suggested renovations for the home.
Creating basic routines that can be adapted to each child and young person that stays.	Lucy	Green	24/6/21 Contact notes shown to Joe, Young person file shown to Joe	An example of a young person who stayed who has ASD was given. The young person thrived under the routines that had been mutually agreed by all parties
Evidence of different activities and communication methods used to help to encourage children to work and talk with and to the staff	Lucy	Green	24/6/21 A coloured keyring with different emotions on it was shown to the group In the bedroom there is chalk paint on the wall, young people can express how they are feeling by chalking on the wall.	Young people like that they can leave the keyring where staff can see it to let them know how they are feeling without having to verbally communicate.
Evidence of menus being created with input from young people that stay.	Lucy	Green	24/6/21 Menu choices can be attached to the fridge, there is also a weekly calendar where young people can write their menu choices on Aspire house shared an example of when a resident's birth family came to the home to cook a meal with the young person	Young people can have a say in the food that is cooked.

Do the young people feel that their input into the service has been listened to and been meaningfully acted upon?

Yes

No

Final Comments

All members of the consultation felt that they had been listened to and their views and opinions taken seriously. They were happy that their ideas had become reality and are now being used to help others.

The Participants were asked to give their views about the design of the house as some rooms had been redecorated and others were due for an upgrade.

Bedrooms

The young people really liked the 2 rooms that had recently been renovated by the team and commented that they would love for their own rooms to look like the newly created bedrooms.

The young people gave ideas about the final bedroom that has yet to be done. They said that they think a Disney themed room would be nice finished off with pastel colours.

Bathroom

The young people felt that the upstairs bathroom could use a bath and said this was a necessity. One young person said that having a bath helps them relax at the end of a stressful day, another said they could not live without bath bombs. The Participants also said that the bathroom needed some sort of curtains or blind, they recognised that there was already frosted glass, however they would still feel exposed and would like the option of being able to shut the curtains or closed the blinds. Furthermore, the young people also said the lighting in the upstairs bathroom felt like a school and would like spotlights that you can adjust the brightness of. The theme for the bathroom they recommended being beach with light colours. One young person said it would be nice to have a Bluetooth speaker in the bathroom so they can chill out and listen to their music. It was another recommendation to have a cabinet with easy access sanitary products in this was so young people don't feel embarrassed having to open a new box of products.

Kitchen

The participants mentioned that most of them had been coming to aspire house whilst it was still being used for the virtual school. They said the kitchen had not changed at all since that point. The young people felt that they needed to be new paint they would also like nice quotes to be stencilled onto the wall for example from a movie or motivational quote. Vehicle also said that they like magnetic letters that they can stick to the fridge so they can leave staff members messages. The young people said that the chairs in the kitchen were school chairs and they suggested having a solid and sturdy table and chairs would be nicer.

Garden

The participants liked the amount of space that was in the garden however they were disappointed the trampoline had been disposed of. When Lucy mentioned it was gotten rid of due to health and safety reasons the young people did not understand this as a valid excuse particularly as lots of people have trampolines in their gardens.

Overall, the young people liked all the changes in the home both aesthetically and the new measures that have been brought about due to the consultation. They mentioned that it feels less like a school and more like a family home now

