

# Your Guide to Brocklands

(Updated August 2025)

*The longer version*

## Where is Brocklands and what does it look like?

Brocklands is in the small village of Whiteparish in Wiltshire. Brocklands is a 10 minute drive from the town of Romsey and a 25 minute drive from Salisbury and Southampton.

The telephone number is: 01794 884145. Our website address is [www.arc-hd.com](http://www.arc-hd.com).



**Brocklands** is a bungalow with a large garden around it. There are three bedrooms (one with an en-suite shower room), three living rooms, a kitchen, dining room, shower room and a bathroom. Each child has their own bedroom and the number of reception rooms means you can have privacy and space away from other people if you want to. Brocklands is surrounded by fields and trees to give you plenty of privacy. There are also chickens and ducks which you can help look after if you want to.



## Who supports you at Brocklands?



**Siobhan** is the Registered Manager and she has a team of people that work with her to ensure you receive the right level of support. The Photo Page included at the end of this booklet will show you what we all look like.

During the day you will have one-to-one support from a supporting adult. At night, a supporting adult will be awake all night to make sure the home is safe, another supporting adult will sleep-in just in case of an emergency.

Siobhan's e-mail address is: [siobhan.mcgovern@arc-hd.com](mailto:siobhan.mcgovern@arc-hd.com)

## Who is Brocklands for?

Brocklands is for up to three children of any gender aged 9 – 18 who require individual support. You can stay at Brocklands for anything from 3 months to over 2 years if necessary. Some children stay until they reach 18. Some may be attending school or college while others might not be ready to attend and so be educated and supported by us in the house.

Brocklands has a Statement of Purpose document which identifies very specifically the types of children we are able to support. You are welcome to have a copy of this if you wish.

## What we aim to do for you

We aim to provide you with a calm, supportive and safe environment in which you can get to know us, and we can get to know you. For this reason, we provide everyone living at Brocklands with individual care and support. Once you are settled and have got to know us, we can talk about the things you like to do and the areas where you feel you need more help. Sometimes areas children need help with are:

- Attending school or college
- Making and keeping friends
- Being more confident
- Managing emotions safely
- Learning to be more independent
- Having plans for the future



## Our ethos

What's an ethos and why do I need to know?

An ethos is a set of ideas or beliefs. At Brocklands our ethos sets out how we will care you. Here are some key points:

- We believe all children should be treated with love, respect and dignity at all times.
- We will listen to you
- We aim to make Brocklands a safe and low anxiety home for you to live in.
- Supporting adults will take time to understand your journey and past experiences. This will help them have a better understanding of your opinions, thoughts and feelings.
- Supporting adults will be honest and work hard to gain and build trust with you.
- Supporting adults will treat you as an individual. We will accept you for who you are.

The Brocklands Statement of Purpose goes into much more detail. If you would like to read this, just ask a supporting adult.

## You!

The last line in the ethos section above identifies that we will “treat you as an individual and accept you for who you are”. You have the right to “personalised care” anywhere you live. This means you should be cared for in a way that is right for you.

There are many things which make us individual. Some examples are:

- religious persuasion
- gender
- racial origin
- cultural and linguistic background
- health needs
- our personal likes or dislikes



We aim to treat everyone with dignity and respect. The best person to help us do this is you! We will try to learn lots about you before you move in, but if at any time you would prefer us to do things differently, just ask and help us understand why this is important to you.

We will make sure there is good communication with you as well as with professionals and other people who have an involvement in your life. We encourage you to voice your concerns and are keen to learn your opinions on a wide range of issues. You can talk to a supporting adult at any time, and you will have a key worker who will meet with you at least once a week to discuss how you are feeling, what's been going well or not so well, and anything else you would like to talk about.

There are two important documents to highlight.

1. Your 'Placement plan' sets out how we will care for you and must reflect your Care Plan which is written by your Social Worker. Your placement plan is regularly reviewed and updated. We will encourage you to be part of this process and you can add your views to it as well.
2. Your 'How we will support you' plan identifies how we will support you if you become low in mood, if you feel overwhelmed with difficult feelings or emotions, if you go missing or if you become angry or upset. We want you to help us make this plan and to tell us what helps you.

## What to expect?

While there are set times for some things such as what time you go to bed, your day to day plans are agreed with you so that you can successfully manage them. During term time, children at Brocklands may be going to school or college and be up and about at different times to get there. At weekends and during holidays you can get up later. Bedtime for children aged 14 and over is between 10pm - 10.30 pm. If you are younger than 14 bedtime will be between 9.00pm – 10pm. If these times make it difficult to wake up in the morning because you need more sleep, we will discuss with you.

We will encourage you to 'hoover' and tidy your bedroom and change your bed sheets once a week. If this is difficult for you to do for any reason, we will assist you or complete this for you as we expect bedrooms to be kept clean and relatively tidy. We will check your bedroom with you and help identify what needs to be done.

We will show you how to use the washing machine so you can wash your own clothes and bedding. Apart from this we would like you to help us clear away after meals if asked.

## We ask all children to:

- Treat others with respect and kindness
- Look after the environment and property in the Home
- Respect the personal space of others
- Respect the wishes of others
- Help others who need your support



## What activities are there?

The simple answer is..... What would you like to do?

Brocklands has a large garden which can be used to relax in, play games, have BBQ's, play basketball or football, grow plants or vegetables, pond dipping, or you can help look after the chickens. Inside Brocklands there are lots of arts and crafts, games, movies (Netflix and Disney+) and computer games.

Children often like to go to the cinema, shopping, swimming, bowling, leisure parks or play sport. If you have other interests / clubs you want to keep doing, or you would like to learn something new, we can organise this too. You might like to try rock climbing, yoga, exercise classes, singing or music lessons. Just ask your key worker and we will do our best to find something you will enjoy.

We also believe it's important for everyone to have something to look forward to. What would you like to look forward to? Previous children have booked music concerts, gone to theme parks and theatre trips.

## Time with family and friends

We understand that spending time with family and friends is important for most young people. We talk with parents, carers, and your social worker...but most importantly YOU. There are regular reviews which give you the chance to talk about the level of contact you have and would like to have for the future.

At Brocklands there is plenty of space for family visits, giving you a degree of privacy outside of your room for you and your family to be together. If you have contact at a family members home, or overnight contact, we can take you there and pick you up. Friends are welcome to visit you if approved by your Social Worker.

## Can I have a pet?

Yes. Once you have settled in (normally after three months) if you are interested in getting a pet you can talk to **Siobhan** about this. Supporting adults will help you to explore the responsibilities of owning a pet and select one which might be suitable.

Unfortunately, we can't home large animals, for example a horse, or dangerous animals (they would scare the chickens). Usually, it will be a small animal which can be kept in a cage or tank in your bedroom. We must also check to make sure no one in the home is allergic to your choice of pet. Oh, and no spiders!!



## Education

Your education is important to us. Once you have settled in at Brocklands, we are keen for you to be enrolled at a nearby school or college unless you can carry on going to your current school or college. If you have not been at school for a while and have worries about returning, we will discuss with you, your parents and Social Worker the best way for you to restart. This might mean completing school work at Brocklands at first. There will be opportunities for you to learn to cook, shop, wash your clothes, manage your money and learn other independence skills.

## What is the food like and where do I eat?

Before you move to Brocklands (or very shortly after) we will ask you what food you like, the foods you do not like and if you have a specific diet or allergies. We would like your ideas on the meals you like so we can add these to the menu. You will have your own cupboard in the kitchen to keep the foods you prefer and have regular opportunities to go shopping.

All food is cooked by the adults supporting you. They are all trained to prepare and cook food safely. You can help us prepare and cook if you like being involved but you don't have to. You can eat in the dining room with other adults and children or you can eat in your lounge at a table with adult company if you would prefer. Whatever makes you feel most comfortable.

## Pocket money and Clothing Allowance

You will receive between £10 - £20 pocket money each week, depending on your age. This can be paid into your bank account or if you do not have one, we can keep it secure for you until you want to spend it. There is also a £50 clothing allowance each month. You will be encouraged to choose and buy your own clothes and keep your own toiletries in your room if it is safe for you to do so. We buy your toiletries for you although you can choose them.

## Physical contact at Brocklands

Some people like hugs, some people don't!

Some people don't like to be touched at all.

Whatever your choice is, we will listen to you.

We are aware that you may have had a variety of experiences of physical contact from adults. For this reason, we will discuss with you the level of physical contact you are comfortable with and respect your wishes.

## Making your room your own

We encourage you to make your bedroom and lounge feel comfortable by decorating it with posters, pictures and photos. You can choose to paint and furnish your rooms too. You can have a key for your bedroom, so you can always lock your door if you want to. Every bedroom has a lockable safe for you to keep personal items in.

There are some items which you may not be able to keep in your room like: aerosols, lighters, mobile phones or electronic devices with internet access, razors / other sharp objects.

Everyone is individual, so **Siobhan** will speak with your social worker in case there is anything you can't have in your room.

## Your health

We will register you with the local doctor surgery, dentist, and optician. Initially we organise these for you but you can book your own appointments if you wish. Yearly medicals are also organised to ensure you stay fit and well.

Below are the GP surgeries we use:

[Abbeymead Surgery, The Abbey, Romsey SO51 8EN](#)      [Phone: 01794 512218](#)

[Nightingale Surgery, Great Well Drive, Romsey SO51 7QN](#)      [Phone: 01794 517878](#)

All medicines are stored in a locked medical cabinet. Supporting adults who give you your medicine have been trained to make sure they do so correctly. There usually comes a time when you are ready to manage your medication for yourself. We will help you prepare for this and support you to do this safely.

We will encourage you not to smoke or vape. If you do smoke or vape, we provide you with specialist advice to help you consider quitting.

## Access to the Internet / WiFi

The internet / social media can be interesting and fun, but it must be safe! Access to the home's WiFi is different for everyone. It will depend on your age and how safely you use it. We will help you to become confident in using the internet safely and to help you develop a healthy balance between using the internet and doing other stuff. The home's WiFi is filtered to stop access to websites not suitable for children and is switched off at night to help you get a good night sleep. The time it switches off is different for each young person and will depend on your age and how well you are able to manage your internet time.



If you are concerned about anything you see or that you are sent while using the internet / social media, we would like you to tell us. This does not mean you are in trouble. Sometimes we are sent messages we do not want or click a link which takes us to a site we did not want to go to. The reason we would like you to tell us is so we can work together to stay safe.

If you don't want to tell us about something upsetting that has happened while using the internet, you can contact CEOP directly to get advice or report a concern. To do so, all you have to do is go to the Arc website: [www.arc-hd.com](http://www.arc-hd.com) and click on the CEOP button at the bottom of the page and follow the instructions.

## Celebrating special days

We will help you celebrate any days that are important to you. These might be established religious festivals or cultural events, as well as other days special to you, such as birthdays, adoption days and important anniversaries. We celebrate Christmas and are respectful and sensitive to those who do not choose to do so.

We are keen to promote the cultural heritage of all who come to live at Brocklands and look to make sure they have a positive cultural identity. This may involve getting you and others actively involved in local cultural groups and events.

There may be other special days that you like to celebrate or remember. If you tell us what these are, we will make a note of these in our diary.

## Complaints and your rights

If you are unhappy or concerned about anything, please speak to **Siobhan** or another supporting adult at Brocklands. We will listen to you and talk with you to try and find a solution. By working together, we should be able to resolve most problems.

There are some situations that you may want to complain about, and it is really important that you are aware of how to do this. Some issues can be sorted out quickly at the time, but if a complaint cannot for any reason then there is a complaint form we encourage you to fill in. It is quick and easy to do and an adult of your choosing can help you if you like.



You will be regularly reminded of the complaints procedure and how you can use this during your time with us. Complaint forms are readily available in your welcome pack, but please ask us for one if you run out or can't find one.

**Siobhan** will look into the concern you have raised and hopefully resolve it for you. If you feel that she has not resolved this, there are other people outside of the home that you can contact. You can contact your family members or any of the others listed in the table below.

Name	Role	Contact Details
	Social Worker	
	Independent Reviewing Officer	
Lee Roberts	Brocklands Responsible Individual	<a href="mailto:Lee.roberts@arc-hd.com">Lee.roberts@arc-hd.com</a>
Maddy Dorobantu	Independent Visitor Maddy visits every month to check how well the adults are looking after you. She likes to spend time with you when she visits to get your views.	<a href="mailto:madalina.dorobantu@nyas.net">madalina.dorobantu@nyas.net</a>
Kate Gregory	Independent Advocate Kate visits every 3 months to check how well you are being supported and to advocate on your behalf if you need her to. She is a trained counsellor who sometimes bring her small dogs with her when she visits. You can email her between visits if you want her support.	<a href="mailto:skategregory@gmail.com">skategregory@gmail.com</a>
Dame Rachel de Souza	Children's Commissioner for England	020 7783 8330 <a href="mailto:advice.team@childrenscommissioner.gsi.gov.uk">advice.team@childrenscommissioner.gsi.gov.uk</a>
OfSTED	Inspectors of Children Homes	0300 1234666 <a href="mailto:enquiries@ofsted.gov.uk">enquiries@ofsted.gov.uk</a>
Childline	Counselling Service for Children	0800 1111 <a href="http://www.childline.org.uk">www.childline.org.uk</a>

## Advocacy information

What is an Advocate?

The role of an advocate is to offer independent support to those who feel they are not being heard and to ensure they are taken seriously and that their rights are respected. It is also to assist people to access and understand appropriate information and services.

Kate Gregory is our independent advocate (see box above) and she will advocate on your behalf but there are other options open to you.

There is a great website you can go to called [Rights4children.org.uk](https://Rights4children.org.uk) which provides loads of really useful information on your rights and entitlements.

If you are child from Hampshire, you can also access advocacy services from [Voiceability](https://www.voiceability.org), an organisation aiming to give a voice and support to children and children.

They can be contacted by Phone/text/WhatsApp on 07824 696444 or by e-mail:

[helpline@voiceability.org](mailto:helpline@voiceability.org) or you can find more information at: <https://www.voiceability.org/about-advocacy/types-of-advocacy/advocacy-for-children-and-young-people>

In addition to the above, the Children's Commissioner 'Help at Hand' service is a team of child rights advisers can assist children in care, including children with disabilities, to ensure they are receiving the support and services they are entitled to. They can also follow-up safeguarding concerns and refer children to their local authority's independent advocacy service if required.

You can contact this service in the following ways:

- By phone 0800 528 0731 from 9am to 5pm, Monday to Friday (secure voicemails can be left outside these hours).
- By emailing [help.team@childrenscommissioner.gov.uk](mailto:help.team@childrenscommissioner.gov.uk)
- Online: [Get in touch | Children's Commissioner for England \(childrenscommissioner.gov.uk\)](https://www.childrenscommissioner.gov.uk/get-in-touch)

## Getting ready to move on

The time will come when you are nearing the end of your time with us. This may be to return home, to live independently with degrees of support or to move on to somewhere better able to support you. When the time comes, we will talk regularly with you to ensure that we do all that you require so you feel ready and excited for what comes next.

Many children stay in touch and even meet up with us after they have moved on and we would be delighted if you wanted to do the same.

## Finally....

If you do have any questions after reading this, please ask **Siobhan** or any of the other adults at **Brocklands**. We have tried not to make this guide too long, but if we have missed anything or you feel more information could be added to help other children please let us know.