



WellCare
FOSTERING SERVICES
Transforming young lives



FOR YOUNG PEOPLE AGED 11 TO 18

Your information pack

Everything you need to know ahead of your fostering placement.

CALL
020 3417 9292

MOBILE
07877 507101

EMAIL
info@wellcarefostering.co.uk

WEB
wellcarefostering.co.uk

“

**Keep your face always toward the
sunshine, and shadows will fall
behind you.**

Walt Whitman

WHO WE ARE

About us

WellCare Fostering is a fostering service that provides foster care for children and young people aged 0 to 18.

We work hard to make sure you're happy, healthy and safe, and we'll help you enjoy and achieve things in your life.

It's our responsibility to support you in learning independent skills. The first is how to manage money: your allowances are kept safe, with agreements made about the areas you'd like to spend them on.

We'll also make sure you see your family as directed by your social worker, unless other arrangements have been made.

Our foster carers will help you prepare for the life ahead of you, and make sure you learn key life skills before you move to independence.



What we do

The foster carers you're living with have been approved by WellCare Fostering.

They are registered foster carers who have been assessed and trained, so they're ready to give you the right support and care. We review the work we do with our foster carers every month, and you'll be asked how you feel about living with them.

Foster carers may be single, married or living together. Some have young or grown-up children living at home, and some have pets.



We understand that living away from your parents can be difficult. Our foster carers don't want to take the place of your parents, but they do want you to be part of their family while you're with them.

Living with a new family can be a new experience, and it may take time for everyone to get to know each other.

Help us by letting your foster carers know what would help you settle into the home.

Your foster carers **will...**



Respect

Our foster carers respect your privacy. You'll have your own room, or share with your brother or sister if that's agreed. They'll keep your belongings safe and keep a record of the time you spend with them. Your information will be kept private and confidential.



Support

Our carers will make sure your basic needs are met. They'll support you with alternative arrangements for school if needed, and help you give feedback on the services you receive.



Listen

They'll listen to what you say, treat you as an individual and speak up for you when needed. Our foster carers will help you navigate the pressures of growing up, alongside you.



Encourage

Your development is important to us. Our carers will encourage you to take part in activities that support your wellbeing, such as physical activity.



Advise

Your next step is adulthood. Your carers will give you advice on things like saving and development opportunities.



Care

Your carers will make sure your basic needs are met, that you can get healthcare, and that you can keep in touch with your family and friends.

And you will...

01

Be respectful

Be polite and treat everyone at home with care and respect. Work with those around you to create a happy home.

02

Be open and honest

We're here to support you in every way possible. Talk to us, so we can make sure you flourish in our care.

03

Be responsible

Be careful with how you use social media and the internet, and take care of your belongings and the space around you.

04

Be positive

Keep an optimistic outlook, and help us to help you climb to the top!



Plans for **your care**

The local authority has planned your care. It's important to us that you know what the plan is, so we can understand whether you're comfortable with it. Let's go through it together to see if it's something you agree with.

**Have you seen
your care plan?**

Yes

No

**Have you seen
your placement
plan?**

Yes

No

**Do you know
when your plan
will be reviewed?**

Yes

No



If you don't know what your plan is, please ask your social worker or foster carer.



I am entitled to

Housing

Safe and suitable housing should be provided for you.

Views

To be heard, and to have your feelings taken into consideration.

Education

You should be supported and encouraged to receive a quality education.

Activities

There should be plans for your extra-curricular activities.

Seeing family

You can have contact with your family, depending on your safety and wellbeing.

Finances

Your day-to-day living costs are managed by your carer.

What if you're not happy about something?

There may be times when things don't feel like they're going well, or you have a problem. If something is bothering you, it's important to talk about it.

We all have small complaints, like having to go to bed earlier than we'd like, or missing a TV show our friends are watching. Sometimes these can be sorted out by talking with your foster carer. Other times, you might need help from someone else, like your social worker.

At WellCare, we promise to support you in whatever way we can. We want you to enjoy your foster home and be safe, happy and healthy, so we want you to work with us to make that happen!

Talk to someone you trust

Don't keep your worries to yourself. There's always a way to deal with them.

You'll always have someone

It's best to let someone know how you feel before a problem becomes more serious. In most cases, complaints and problems are sorted out quickly and easily.



Your support network

These people and organisations can help you find out about your rights and support you to have your say.

You can contact our fostering manager and complaints officer at any time, about any worries or comments.

REGISTERED MANAGER

Katie Digby

020 3417 9292

07423 606321

COMPLAINTS OFFICER

John Dilleyston

07944 440086

johndilleyston@wellcarefostering.co.uk

OFSTED

They are here to make sure you are taken care of properly.

0300 123 1231 · enquiries@ofsted.gov.uk · Piccadilly Gate, Store Street, Manchester M1 2WD

MY SOCIAL WORKER

Name: _____

Phone: _____

Email: _____

MY SUPERVISING SOCIAL WORKER

Name: _____

Phone: _____

Email: _____

More people on your side

MY INDEPENDENT REVIEWING OFFICER

Name: _____

Phone: _____

Email: _____

CHILDREN'S COMMISSIONER FOR ENGLAND

Dame Rachel de Souza

Help at Hand: 0800 528 0731 (free) · help.team@childrenscommissioner.gov.uk

INDEPENDENT ADVOCATE

They don't work for the local authority or the fostering agency, and they're there to help you with whatever you need.

Name: _____

01773 820 100 · info@crood.org.uk

Be listened to

Free, confidential and there any time.



You can always talk to WellCare.

**020 3417 9292
07877 507101**

Comments and complaints

You can use this form to make a complaint or a suggestion about our services. Your feedback is valuable to us, because we're always looking to improve.

Your name: _____

Phone: _____

Signature: _____

Date: _____