


MY INFORMATION PACK

WELLCARE FOSTERING



WellCare
FOSTERING SERVICES
Transforming young lives

You can contact us on
0203 417 9292 or
07877507101 - (24 hours
a day and 7 days a week)

If you need this booklet in a
different format or language,
please contact 

MY NAME:



What is WellCare Fostering?

WellCare Fostering is a Fostering Service who provides foster care for children and young people aged between 0 and 18 years.

We work hard to make sure you are happy, healthy, and safe. We will also help you to enjoy and achieve things in your life. It is our responsibility to support you in learning independent skills. The first being how to manage money, your allowances are kept safe with agreements made of the areas you wish to spend it. We will also ensure that you meet your family as per the directions from your social worker unless other specified arrangements are mentioned.



Moreover, our foster carers will also help you prepare for your life ahead. We will make sure that they help you learn these key life skills before moving to independence.

What do we do?

The foster carers you are living with have been approved by WellCare Fostering. They are one of our registered foster carers who are assessed and trained to ensure they are equipped to offer you the correct support and care. We review the work we do with foster carer's every month and you will be asked to comment on how you feel about living with them.

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



We understand that



Living away from your parents can be difficult. Our foster carers do not want to take the place of your parents but want you to be part of their family while you are with them. We realize that 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 care know what we can do to help you settle into the home.

Your Foster Carers will



Respect your privacy & you will have your own room



You can share with your siblings unless otherwise agreed



Ensure your basic needs are met



Listen to what you have to say



Treat you as an individual and speak up on your behalf



Keep your possessions safe and journal the time you spend with them



If you cannot go to school, alternative provisions will be found for you



Encourage you for activities after school, like swimming, football, athletics drama, etc.



Help maintain contact with your family and friends



Support you in providing feedback for the services you get



Will ensure you have a doctor, dentist, and optician to keep you healthy



Navigate the pressures of childhood and adolescence with you



Give you pocket money and help you save



Keep all your information private and confidential



Help you to get ready to move into adult life



Give you advice when you need it



You Will

TREAT THE HOME MEMBERS WITH CARE AND RESPECT

VALUE THE PROPERTY AND POSSESSIONS

ENGAGE POSITIVE ACTIVITIES

IN

TO BE OPEN AND HONEST

WORK WITH US TO CREATE A HAPPY HOME

INFORM US ABOUT YOUR ACTIVITIES/FRIENDS OUTSIDE THE HOUSE

BE POLITE

BE CAUTIOUS OF YOUR USE OF SOCIAL MEDIA AND THE INTERNET

DON'T GET INVOLVED IN FIGHTS

RESPECT THE PERSPECTIVES OF OTHER FAMILY MEMBERS

SAFEGUARD YOUR BELONGINGS

BE OPEN TO BEING A PART OF THEIR FAMILY





PLANS FOR YOUR CARE

The Local Authority has planned for your care. It is important for us that you know what the plan is so we can understand if you are comfortable with it. Let us go through it to see if it is something you agree with.

Have you seen your Care Plan?	Yes	No	I don't know
Have you seen your Placement Plan?	Yes	No	I don't know
Do you know when your plan will be reviewed?	Yes	No	I don't know

If you do not know what your plan is, please ask your social worker or foster carer.

Please see the attached document for
Staying Put arrangements for 18+ years old





I AM ENTITLED TO

HOUSING

A safe and suitable housing should be provided for you

MY VIEWS

To be heard and your feelings to be taken into consideration

EDUCATION

You should be supported and encouraged to receive quality education

ACCESS TO ACTIVITIES

There should be plans for your extra curricular activities

FINANCES

Your day to day living cost is managed by your Carer

SEEING MY FAMILY

You can make 'contact' with your family

**Depending on your safety and wellbeing*

WHAT IF YOU ARE NOT HAPPY ABOUT SOMETHING?

There may be times when you feel things are not going well or you have a problem. If something is bothering you, it is important **to talk** about it.

We all have occasional complaints, like having to go to bed earlier than you would like or missing a TV show your friends are watching. Sometimes, these issues can be resolved by **talking with your foster carer**, but other times, you might need help from someone else- like your **social worker**.



It is crucial to speak to someone you **trust**. Do **not** keep your worries to yourself; there is **always** a way to address them!

THE WELLCARE PROMISE



At WellCare Fostering we promise to support you in whatever capacity we can. We wish for you to enjoy your foster home, be safe, happy and healthy. So, we want you to work with us to make this happen!

You will always have someone for you and to address your concerns. It is best to let someone know how you are feeling before the problem becomes more serious. In most cases, complaints and problems are sorted out quickly and easily.

YOUR SUPPORT NETWORK

There are people and organizations that will help you find out about **your rights**. They will also support you to have your say. Below are some of the people and organization that will **help and support** you.



WellCare
FOSTERING SERVICES
Transforming young lives

You can contact our fostering manager and complaints officer at any time for any concerns and, comments.

Katie Digby
Fostering Manager
02034179292
07423606321

John Dilleyston
Complaints officer
07944440086
[johndilleyston@wellcarefostering.co.uk](mailto: johndilleyston@wellcarefostering.co.uk)

Their name: _____
Their Contact Number: _____
Their Email Address: _____



**Independent
Reviewing
Officer**


Ofsted
raising standards
improving lives

**They are here to ensure you are
looked after properly**

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



Social Worker

Their name: _____
Their Contact Number: _____
Their Email Address: _____



**Supervising
Social Worker**

Their name: _____
Their Contact Number: _____
Their Email Address: _____



Children's
Commissioner *Ofsted*

Anne Longfield
Children's Commissioner

020 7783 8330

info.request@childrenscommissioner.gsi.gov.uk

**They do not work for the Local Authority or Fostering
and are there to assist you whatever you need**

Their name: _____
Their Contact Number: 01773 820 100
Their Email Address: info@crod.org.uk



**Independent
Advocate**

Be Listened To

Our Helpline team are here to support you in a stress-free, comfortable way. A call handler will answer the phone and offer some emotional support, advice and guidance.





COMMENTS AND COMPLAINTS FORM

You can use this form to make a complaint and make a comment/suggestion about our services. Your feedback is valuable for us to continuously improve.

If you like to discuss this with someone before completing than please call us.

WellCare Fostering Services Limited
504, Olympic House, 28- 42 Clements Road, Ilford IG1 1BA
Tel: 020-3417-9292
Email Address: info@wellcarefostering.co.uk

WHICH SERVICE DO YOU WISH TO MAKE A COMMENT OR COMPLAINT ABOUT?

GIVE DETAILS OF YOUR COMPLAINT/COMMENTS (PLEASE GIVE AS MUCH INFORMATION AS POSSIBLE):

YOUR DETAILS

NAME:	CONTACT NUMBER (DAY TIME):
ADDRESS:	CONTACT NUMBER (EVENING TIME):

SIGNATURE: _____ DATE: _____



STAYING PUT ARRANGEMENTS

Introduction

Transition to adulthood is often a turbulent time for any young person. For many young adults, transition to adulthood can be extended and delayed until they are emotionally and financially ready. Young people who are looked after may not have this option. It is still the case that too many care leavers are expected to cope with independent living too early and without adequate support – often whilst the local authority shares parental responsibility for them.

This policy sets out WellCare Fostering Services' commitment and responsibilities to young people aged 18+ in exploring the possibility of offering them a period of stability during which the young people can be helped to acquire the necessary skills in preparation for living independently.

These arrangements will apply to all young people placed with WellCare Fostering Foster carers who will be turning 18 soon.

Planning and Procedure

Staying Put Arrangements will be a planned event which will kick start at the time of Pathway Planning by the Local Authority.

There is recognition that there is a change in legal status at 18 and the local authority's responsibilities change, particularly in relation to the provision of financial support. Young people cannot be legally "fostered" post 18. Therefore, placements that the locally authority continue to support financially need to be termed as either extended fostering or 'staying put' placements. While fostering regulations will no longer legally apply, key standards should continue to govern the expectations of the placement when a young person reaches the age of 18.

WellCare's Foster Carers have a strong commitment to helping young people achieve in education and recognizes the importance of placement stability in enabling academic success.

The local authority should convene a planning meeting following a young person's seventeenth birthday for young people placed with a WellCare Foster Carer to consider any proposal for a 'staying put' placement. This will involve WellCare's Supervising Social Worker. This will ensure that sufficient time is available to make the necessary arrangements if agreed. An early decision will enforce the sense of stability for the young person. The meeting must include the participation and views of all key parties and minutes of the meeting must be recorded.



Young people remaining with foster carers post 18 will become adult members of the household and will require a valid DBS check in households where foster children are living. To ensure the check is completed by the young person's 18th birthday the process will need to commence in sufficient time.

Prior to any arranged 'staying put' placement commencing, a house agreement will be put into place. This will have been agreed to by the young person, foster carer, WellCare's supervising social worker and the young person's social worker/Personal Advisor. Such arrangements will cover the ground rules of the household and areas of responsibility so that all parties are aware of what is expected of them during the placement.

Ending and/or Termination

Staying Put Arrangements will cease if the young person is attending University/ higher studies at a distant place.

However, the arrangements will terminate if the young person is involved in any of the following:

- A threat to the wellbeing of others or self or property
- Harassment of others involved in the service or neighbours
- Misuse of the foster/host carer's property
- The possession of any illegal substance whilst in the property
- Theft from the foster/host carer or others of the property
- A serious criminal conviction during the placement

Monitoring

A monitoring meeting will take place after the first month of the new arrangements. Participants must include the young person, foster/host carer, WellCare's Supervising Social Worker and the young person's social worker/Personal Advisor.

Thereafter reviews of the placement will take place every 6 months. In line with requirements, the young person's social worker/personal advisor must review the Pathway Plan six monthly in conjunction with WellCare's Supervising Social Worker to ensure that the young person's needs are being met.