



Atkinson

Parent's guide

A restorative approach
to secure children's care



Welcome to Atkinson

Atkinson is a secure children's home managed by Devon County Council. We provide a secure environment for young people aged 10-17 who have been admitted to our Home through the Courts. This may be because they are a risk to themselves or others, or because there is concern about their involvement with criminal activities.

The area

Atkinson is set on the outskirts of Exeter within easy reach of the coast, and Dartmoor and Exmoor National Parks.



We have planned, escorted outings so that young people are able to take full advantage of the area and our local amenities and activities.

The home

On the Atkinson site we have a wide range of facilities including:

- sports and gardening fields
- a fully equipped workshop
- a music room
- a full-sized gymnasium
- a fitness room
- a life skills area.

Our bedrooms and living areas are in two clusters – Brentor and Haytor - to provide a more homely living environment.

Each young person has their own light and airy room which they are encouraged to personalise with their own pictures and posters. Every bedroom has an en-suite. If it is appropriate you may be able to see your child's room on your first visit.



The Atkinson School

The Atkinson School includes art and domestic science rooms, which are available for use outside school hours, with classrooms and a computer study room furnished to the highest standards.

Every young person who comes to stay at Atkinson will have an education assessment to help us develop an individual education programme for them.

The School's aims are to:

- enable each child to make the changes necessary to support a return to mainstream school or further education
- enhance self-worth by enabling students to experience success and cope with failure. Each young person has a Record of Achievement to record their attainments



- provide a safe working environment in which students can begin to take responsibility for their behaviour and the environment by establishing a sound work ethic and self-discipline
- develop competence in basic communication skills and respect for the needs of others.

Young people over 16 will be expected to undertake mixed programmes of education and work experience linked, where possible, to local colleges or to nationally accredited qualifications, which they can obtain in the home.





Key workers

Each young person has key worker to look after them. The key worker will let you know how your child is getting on and can answer any questions you may have. The key worker will write to you letting you know their name and phone number. If you can't contact the key worker you can ask to speak to the duty manager or the home's manager.

Letters and gifts

The young people look forward to getting gifts and letters and we encourage you to send these. To keep the young people safe we do ask for parcels and letters to be opened in front of a member of staff.

Phone calls

We encourage you to phone your child often as contact with families is very important. Please try to call between 4pm-8:30pm during school days, unless there is an emergency.

You will need to give our staff a phone number that you can be reached on in case of an emergency.

Culture and religion

Please let us know if your child has any special cultural, religious or dietary needs and we will try our best to meet them.



Healthcare

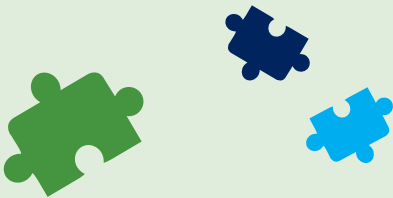
Every young person is given a health check by our visiting nurse when they are admitted to Atkinson.

The nurse visits regularly and we will call for a doctor if any young person is unwell. Your child will have the opportunity to see a dentist and an optician, and can speak to a psychologist to talk about any emotional or mental health questions they may have.



Meetings

There may be several meetings during your child's stay with us and we would really like you to attend them if possible. This is a chance for you to put your views across about how your child is being cared for and let us know what we can do to meet your child's needs.



Visiting Atkinson

Visiting times are Monday–Friday 4pm–8pm and weekends and holidays 9am–8pm. We try to arrange visiting times around school times during the week to avoid any disruption to your child’s school day.

All visits have to be arranged in consultation with the home and your child’s social worker. You will need to call us on **01392 388380** to book your visit in advance and let us know who will be coming.

You need to be aware that:

- only two people can visit at a time
- visitors under the age of 18 must be accompanied by an adult
- visits are usually one hour long, although you can ask for special agreement for a longer stay
- some visits may be supervised by staff.

When you arrive please go to Reception. You will be asked to sign the visitors book and to

provide personal photographic ID, such as a driving licence or passport. You will be given a visitors badge, which you must wear at all times.

Personal possessions such as handbags, keys and mobile phones cannot be taken into the home. You will be given a secure locker to keep your belongings safe during your visit.

Any money you would like to give to your child should be handed to reception. The receptionist will give you a receipt and put the money in your child’s account.

Certain items are prohibited and are not allowed in the home under any circumstances. These include:

- cigarettes, tobacco and cigarette papers
- sharp objects
- matches or batteries
- solvent-based products like glue
- lighters and lighter fuel
- drugs and medication
- food or drink
- Blue Tac or similar fixers
- cameras

- razors and razor blades
- tins, aerosols or glass items
- mobile phones
- recording devices - including MP3 players
- jewellery and valuable personal items
- CDs and DVDs with a certificate above your child's age
- materials including magazines and books, which are not appropriate for your child's age.

If you try to bring any of the prohibited items in to the home you will be asked to leave immediately and banned from any future visits.

If an incident occurs which needs first aid please tell the receptionist.

Atkinson is a no smoking site. Smoking in any of our buildings or in the grounds is not allowed.

If you hear a fire alarm during your visit please follow the instructions of our home's staff and make your way calmly to the exit they direct you to.



Your views and opinions

We encourage you to share views on the care your child receives while staying with us. If you are unhappy or concerned at any time please write to the home manager. If you remain unhappy with the outcome you can contact:

Devon County Council's Customer Service Team

08081 683750 or

Ofsted 0300 123 1231.

We would also like to hear from you if you are happy with the service Atkinson provides.

Contact us

Atkinson, Atkinson Close,
Beacon Lane, Exeter EX4 8NA

www.atkinsondevon.org

atkinson@devon.gov.uk

Tel: 01392 388380





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August 2011