

Rainbow Lodge

A Children's Guide



Welcome to Rainbow Lodge



Emily



Rowena



Hannah



Claire



Hazel



Dan



Michelle



Paul



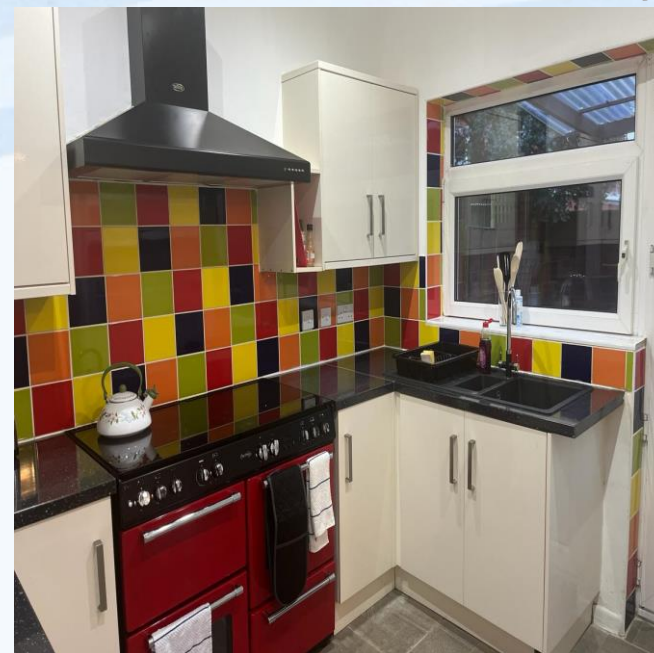
Tobi



Zinny



John



Our Home

We have a living room with a dining area attached so you can chill out, relax and watch tv or play games.



We like to eat breakfast, lunch and dinner together as Rainbow Lodge family, where we can. We of course would love your input into the menu to make sure you eat the foods you enjoy!



*Chillout,
relax and
play!*

As well as having the main living room, we also have a sensory room! This means you can go in here to chillout and watch films, play with toys, read a book while playing with our special LED lights!



Next to our dining area we also have a lovely garden area for you to enjoy!



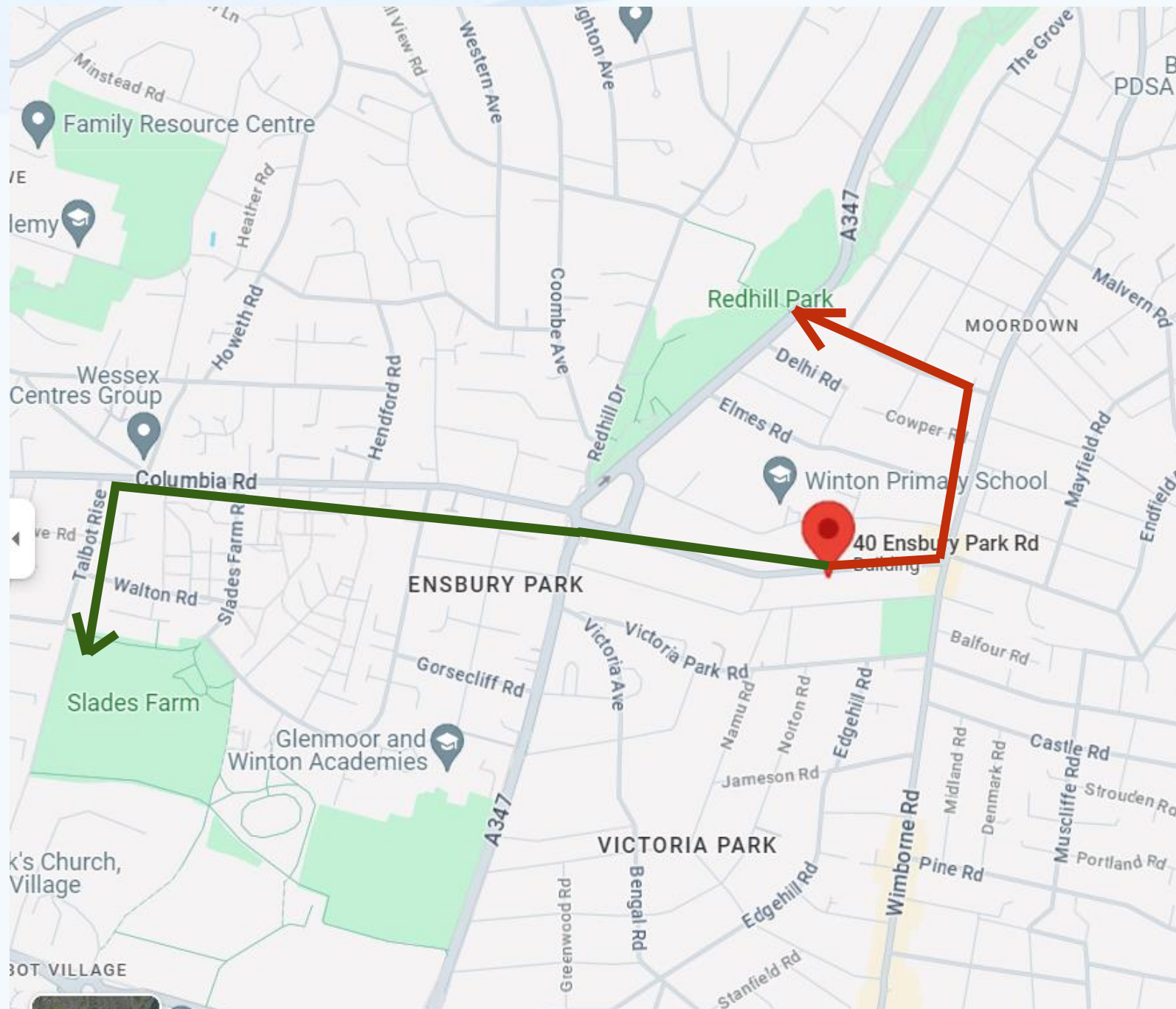
Your bedroom

Your room is yours, which means adults will always knock before entering, as long as you are safe.

You can decorate your room whatever colour or theme you would like!



Where are we?



The red dot marks where our house is. If you follow the lines you can see where all the nearest parks are!

If you look on the next page there are some places we can go in the car!

Activities

We love having fun and making memories with you. You can choose from lots of activities and if there is something you want to do, tell us.



Who has the right to access my files? What are my rights?

All information we have about you is stored safely and securely and only the people who need to see it will see it.

You are allowed to see your files, just ask a team member and we can arrange this for you.

We also have regular visits from our Independent visitor and Ofsted. You can choose to talk to them if you wish to.



Complaints, Compliments, Concerns and Comments.

If you have a complaint, a compliment, a concern or just want to comment on something, you can talk to any team member.

If you are unhappy and want to make a complaint, Emily has an open-door policy and will ensure appropriate action is taken. You can write, draw or tell Emily or any member of staff your concern. Emily will aim to give you a response within 48 hours.

Did you know you can also ask for an advocate? Someone who does not work at the home, but who you can go to if you want to discuss something? Ask a team member for more information.



Emily Carter
(Registered Manager)



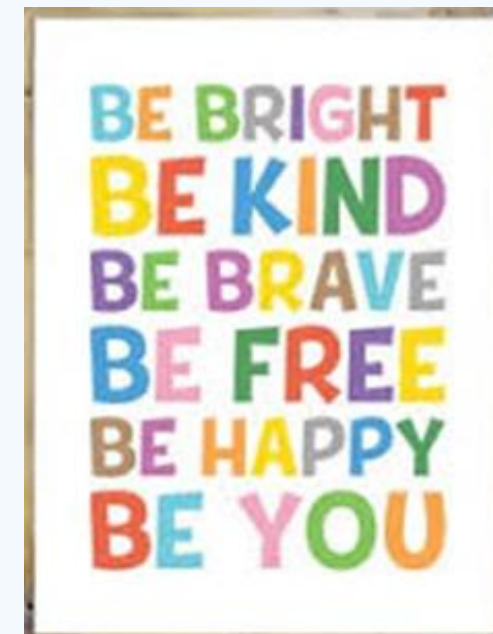
0300 1231231

Dame Rachel De Souza –
Children's commissioner, office of
the children's commissioner:

020 7783 8330

Useful Information

My Address:	40 Ensbury Park Road, Bournemouth, BH9 2SJ
Home Number:	
Registered Manager:	Emily Carter
My Social Worker:	
My Advocate:	
My Key Worker:	
My IRO:	



If you need any more information or help just ask any of the team members.