

north east  
autism society

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## All about living at Cedar House



November 2025

# Welcome to Cedar House...

Firstly, welcome to Cedar House. This may be your first time living away from your parents or you may have lived in a different home before and we know that this can be a scary and worrying time. We want to let you know we are really pleased that you have moved into Cedar House and everybody is here to make you feel at ease and happy.

There might be a lot of questions you have about living at Cedar House so we have put some things that you might want to find out in this booklet.

It might not answer all of your questions but it may be a good start. There might be a lot to think about and you can always ask one of the staff all your questions if you prefer. It's up to you.

We want your time living at Cedar House to be happy and full of things you like doing and hope you have a great time with us all.



## *Who will look after me?*

At Cedar House there are quite a lot of staff who can help you. There are pictures of all of the staff on the next page so you can see who everybody is.

The manager of Cedar House is Lee and there are two assistant managers to help him, they are called Marina and Adam.

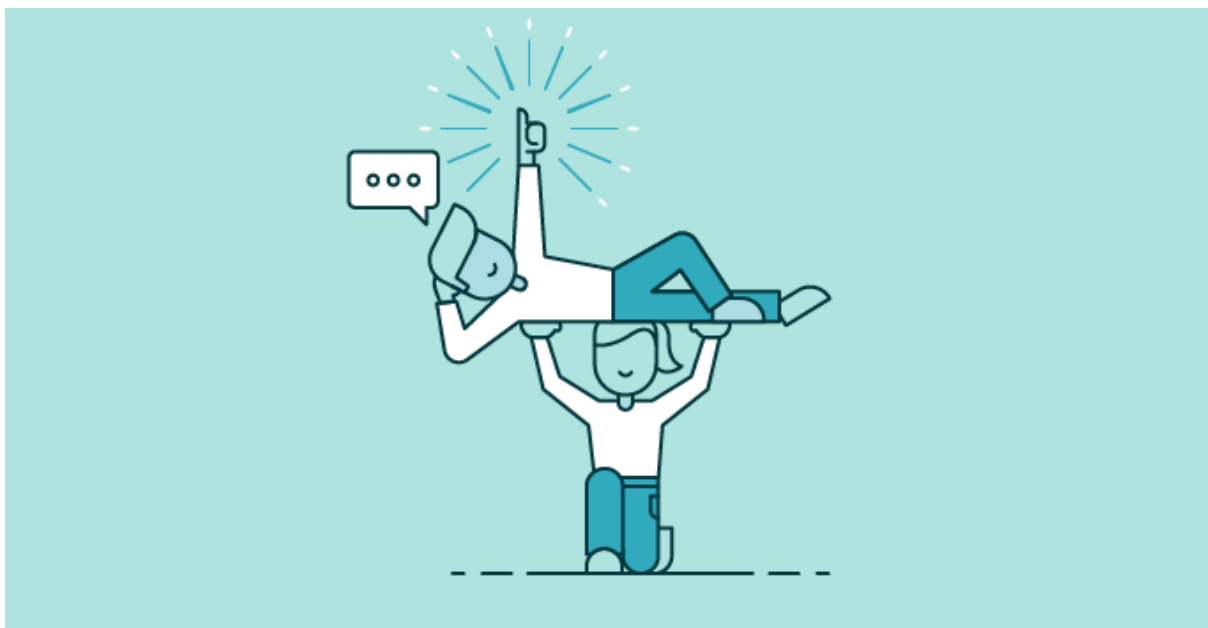
All of the staff at Cedar House can help you but you will have someone special called a key worker who will support you closely.

A key worker is member of staff who will help you have a good time at Cedar House. They are someone that you can talk to, will help if you have any health problem, can help organise with you seeing your family, help with school, help you with your meetings, and help you get what you need Cedar House.

It is important that you get on and like your key worker so you will have a say in who your key worker is.

If you want to change your key worker at any time then you can speak to Lee, Marina, or Adam.

Remember though, even though you have a key worker, if you are worried about anything you can talk to anybody at Cedar House.





Lee Miller  
(Manager)



Marina Attle  
(Assistant Manager)



Adam Bowes  
(Assistant Manager)



Jade Finch  
(Senior Support Worker)



Caroline Kipling  
(Senior Support Worker)

### Residential Child Care Officers



Bharathi Abbu



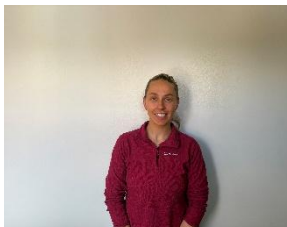
Ibrahim Ajetunmobi



Jude Anim



Byron Archer



Rachel Bennett



Evie Chandler



Sam Dawson



Susan Ellis



Adejoke Falola



Rukiyat Hassan



Leeann Mount



Lisa Nelson



Kat Noble



Timothy Oyelude



Kellyanne Penna



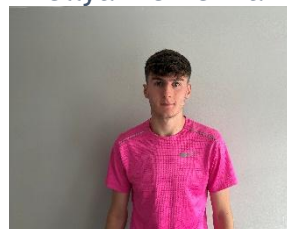
Katie Race



Bridget Samuel



Cheryl Samuels



Tyler Scott



Nicola Smart



Nathan Smith



Sarah Smith



Jean Spearman



Sarah Stebbing



Pauline Thomson



Christy Turner



Bree Wilkinson



Declan Ward



Emma Wilson

## *What if I am unhappy and want to complain?*

We want you to be happy at Cedar House and it is important that you are listened to. If you are unhappy about anything we want you to tell us as soon as possible so we can try to make things better.

You can speak to your key worker, Lee, Marina, or Adam, your social worker or any other staff at Cedar House.

If you still feel unhappy and want to complain then we can help you make a complaint. Below is how you make a complaint:

1. Speak to your key worker, Lee, Marina, or Adam or any staff member. They will help you write down what you are unhappy about.
2. We will look into your complaint; an independent person may carry out an investigation to find out what has happened and will speak to you about it.
3. You will be given a written record of the result of your complaint. If you are not happy with what is said you can ask for this to be looked at again. Staff will help you with this. You might also want to raise the complaint with your social worker or independent reviewing officer.



## *What is an advocate?*

An advocate is someone who is independent of Cedar House and your social worker who can help you and support you to get the best care possible and make sure your views are listened to.

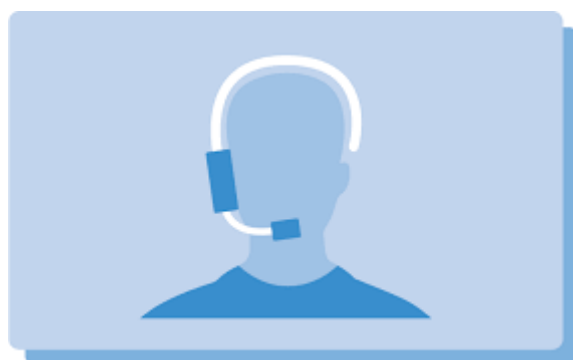
Not all young people want or have an advocate but if you want a one we can arrange it for you or you can refer yourself.

Cedar House use the National Youth Advocacy Service to help our young people and you can visit the website ([www.nyas.net](http://www.nyas.net)) for more information.



## *Useful telephone numbers and addresses...*

|                            |                                                                                                       |
|----------------------------|-------------------------------------------------------------------------------------------------------|
| Cedar House                | 01325 628 819                                                                                         |
| Child Line                 | 0800 11 11                                                                                            |
| Ofsted                     | 0300 123 1231<br>Piccadilly Gate,<br>Store Street,<br>Manchester,<br>M1 2WD                           |
| Children's Rights Director | 0800 528 0731<br><a href="http://www.rights4me.org">www.rights4me.org</a>                             |
| Children's Commissioner    | 020 7783 8330<br><a href="http://www.childrenscomissioner.gov.uk">www.childrenscomissioner.gov.uk</a> |



## ***Will I have my own room at Cedar House?***

Yes, in fact you will have your own living area with a sitting room, kitchen, bathroom and bedroom. The living area is yours and staff will help you personalise it so that it meets your needs.

It is important however that you help keep it clean and tidy and look after it so that you have a safe place to live.

## ***What will happen to valuable items?***

You can keep valuable items in your living area, and we can help you get a safe or a locked cupboard to keep things in if you want. However, if you prefer you can give valuables to Lee, Marina, or Adam and we will keep them safe in the office, so they don't get lost. It is up to you.

## ***Will I have privacy?***

**Yes, of course you have a right to privacy**, here are some things you can do without anyone barging in: --

- Make a private phone call on the phone.
- See your family and visitors in private.
- Lock all toilet and bathroom doors from the inside when you are using them. However, staff can unlock them from the outside if they think you are ill or need help.
- Have a private space for prayer.
- Have a private space for study, other than in your own room.
- Staff will take you to one side or to another room if they want to tell you something or talk privately to you.



## What money will I have?

## *What happens with my clothes?*

You can bring your clothes from home when you move into Cedar House but we know that clothes wear out and need replacing. We will help you to go out shopping for new clothes when you need them and will help you look after them.

You will have a washing machine in your living area and staff will help you to do your laundry when you need to and to dry your clothes. Staff will iron your clothes for you, but this is something we will help you learn to do too.

If you need something washing urgently make sure you tell someone as soon as possible so we can help you wash it. Please don't leave it until bedtime to ask.



## *What happens with my toiletries?*

Cedar House will help you buy the toiletries that you need. If there are any particular toiletries you like, or more importantly don't like, let your key worker or staff know so they can make sure that they aren't on your shopping list.

## *Can I have visitors at Cedar House?*

Yes, but please check it out with us first. Unless there is a reason why they shouldn't visit, your parents, brothers, sisters or family can visit any time they like after school or on weekends. Please let staff know if you are arranging for family to come just so that we don't plan anything for you.

Family are more than welcome to spend time with you in your living area or other areas of the home, or we can help you go meet your family, or go to your family's home if you prefer.

Your friends can visit too but please check with staff first before inviting them over, just so we know who is going to be in the home. Unfortunately, your friends can't stay overnight at Cedar House.



## *Will everybody have to know what has happened to me?*

**No, only some people.** When you come here the other children and young people will only know your name, it's up to you how much more you share with them. Staff will know more about you so that they can help with any problems and this information will be agreed with you in your plan.

The managers and key workers know as much as possible so that we can do our best to always help you and keep you safe. We will never let anybody who doesn't need to know information about you know about your private things.

## *What happens if I tell somebody something secret or personal about myself?*

**This can be difficult.** You may want to confide in us about things that are worrying you or things that you don't want others to know. We will never tell anyone what you have told us behind your back, but the staff might have to let Lee, Marina, or Adam know so that we can make sure we help and support you in the best way possible. Staff will tell you if they are going to do this though.

## *Will staff write things about me?*

**Yes, we have to do this.** We want to remember all the great things that you do. Our staff team is quite big and different people are at Cedar House at different times so it is important that we write things down so that important things aren't forgot about.

You can read what people write about you. The notes are kept in your living area and no other young person has access to them.

The only people who can read them apart from you is the staff at Cedar House, your social worker and Ofsted.



## *What are the rules at Cedar House?*

Living at Cedar House we expect everybody to show each other respect that means:

- Not shouting at people
- Being polite
- Listening to everybody's views

We will discuss rules with you when you come into Cedar House and what will work best for you however there are some big rules that everybody must follow and these are that there is no bullying, no alcohol and no illegal drugs allowed in Cedar House.

Bullying is when somebody does or tries to hurt you either physically or emotionally. It could include:

- people calling you names
- making things up to get you into trouble
- hitting, pinching, biting, pushing and shoving
- taking things away from you
- damaging your belongings
- stealing your money
- taking your friends away from you
- posting insulting messages or rumours, in person on the internet or by IM (cyberbullying)
- threats and intimidation
- making silent or abusive phone calls
- sending you offensive phone texts
- bullies can also frighten you so that you don't want to go to school or go out, so that you pretend to be ill to avoid them.

At Cedar House we do not tolerate bullying. If you are being bullied anywhere you should tell your staff so that they can help stop the bullying.



## *Can I still go to the same school?*

**We know education is important.** At school you will learn things that will be useful to you in later life, you will also get to meet people your age and build up a social life.

We want you to do well in school and will always want to help you stay in the same school if that is what you want to do and is best for you.

If it is not possible, we will talk to you about it and work with your social worker to help you enrol in a new school to can help you.

If you have any problems at school, then talk to us. Everybody can have difficulties at school, and we will try to help you as much as possible to make sure you can be successful in your education.

## *What will happen if I am unwell?*

**Good health is important to everybody.** If you like your current GP and they are happy for you to continue staying there, then we will support you to keep seeing them. If that is not possible, we can help you register with one of our local GPs at Peaseway Medical Centre in Newton Aycliffe. We have found them to be friendly and happy to help. There are male and female GPs so let us know if you have a preference.



If you are unwell, then staff at Cedar House are here to help. We can help book a GP appointment and take you to it. We can go into the appointment with you to help you explain what is wrong if it is best for you.

We will try to encourage you to look after your health and learn what to do when you are feeling unwell in order to help you become more independent in managing your own health.

We will keep your medication in a locked cupboard and help you take it when you need it. With the agreement of your parents or social worker, we can give you some medicines that you can buy from the pharmacy so that you don't need to see a doctor for minor illnesses.

## *What happens on my birthday?*

**We will make a fuss of you.** Many of the staff try to forget their birthdays, but birthdays are special so we try and make them fun and we want you to enjoy and remember yours. We buy you a birthday present and a cake, but the rest of the celebrations will depend on what you want to do. Your keyworker will talk to you about it ahead of time to plan it, and see how your friends and family can be involved.



## *What is 'my plan'?*

Your 'plan' sets down what you need and how you want to be helped whilst you are at Cedar House. You and all the people involved in helping you will contribute to the plan. This is so that you understand what is planned for you while you live at Cedar House and for the future.

Everyone involved will be supporting you to put the best plans together for you. You will get a copy of the plan. If you don't understand it or disagree with it talk to your key worker, Lee, Marina, or Adam so that we can put things right.



## ***What is a 'review'?***

**It's a meeting about you and your future.** Reviews are regular meetings that Children's Services much hold for all young people at Cedar House. The meeting is chaired by an independent person. Anyone who has been working with you and has something to say will write a report and be invited to attend. This will include your parents, teacher, keyworker, social worker and their managers and most importantly... **YOU.**

This is so we can make sure that your plan is the best for you, and that everyone involved is doing what they should be to help you. Your review is usually held here, at Cedar House, to try and help you feel more comfortable.

Reviews are where you can say what you want to happen, so it is important that you attend and are involved in the decisions that affect your life. If you feel unable to say what you feel, ask someone you trust or a young people's advocate to say it for you.

It can be quite scary talking to a room full of adults, even if you know them so you will need some time to prepare. Before the review your key worker will talk to you about what you want to say. If you want to bring someone else to speak for you or support you at your review, talk to your key worker, Lee, Marina, or Adam.

You will get a copy of all the reports and the outcome of the meeting soon after the review. If there is something you disagree with when you read it let your keyworker or social worker know.

