



**Welcome to
Daffodil House!**

Daffodil House – A Place to Grow, A Place to Belong



Daffodil House is a quiet and cosy place to live. It's not far from Lincoln City Centre, so there's always something fun to do nearby!

At home, we have a little garden where you can chill out or get some fresh air. Right across the road, there's a big open space – great for running around, playing games, or just hanging out. There's also a park close by with swings and slides if you like going to the playground!

If you like shopping, treats, or going to cafés, you're in luck! Lincoln City Centre is just a short walk or car ride away. There are lots of cool shops like Primark, JD Sports and loads of places to grab a snack or a hot chocolate.

Lincoln is also close to big cities like Manchester, Sheffield, Nottingham, and Leeds – so we're in a great spot for trips out.

Your Room, Your Space

You'll have your very own bedroom at Daffodil House. You can decorate it how you like and make it feel like yours. We also have shared spaces like the kitchen, living room, and dining room, where you can hang out with others, play games, or watch TV. Or, if you want some quiet time, that's totally fine too!



We're Always Here for You

There's always a staff member sleeping in overnight, so if you ever need anything or don't feel safe, someone will be there to help. This is your home, and we're here to support you and make sure you feel happy, safe, and welcome.



Important People

When you move into a new place, there are lots of names and numbers that you might need to remember, so we've written them down for you!

The date you moved in:		
The person you need to contact	Who they are	Their telephone numbers
Useful Numbers:		
	Your mobile number	
	Your family's telephone numbers	
	Your Social Worker	
	Your Independent Reviewing Officer	
	Queens Crescent's house phone	
	Your Doctor (G.P.)	
	Your Dentist	
	Your Optician	
	Your CLA Nurse	
Help Line Numbers (If you have a concern or a complaint):		
	OFSTED	0300 123 4666
	The Children's Commissioner	0800 528 0731
	Child Line	0800 1111
	NSPCC Help Line	0808 800 5000

Your staff team

The team at Daffodil House work on a 'rota system'. This means that they work at the house for two days (including staying overnight) and then they will have four days off. This pattern means we have a few different people in the house at a time to support you, so we've included some pictures and introductions to help you remember everyone's names!

The Responsible Individual:

Our Responsible Individual is called Katy. Her job is to make sure everyone is doing their jobs correctly to give you the best possible care.

If you have any issues with the home then you can speak to Katy on the phone (her number is 07538936910) or you can send him an email (katyr@springcareforyou.co.uk).

Here is a photo of Katy so you can recognise her



cRegistered Manager:



Our manager is called Rachael. Her job is to make sure everything runs smoothly and that the staff have everything they need. Rachael also has to make sure all the rules made by OFSTED are followed properly. She works every day, but you might not always see her. You can speak to Rachael in person, on the phone (her number is 07538 937 070) or you can send him an email (rachaelp@springcareforyou.co.uk).

Here is a photo of Rachael so you can recognise her.

Who else works at Daffodil House?

We have team leaders called Alex, Claire, Carl and Anderson. They help Rachael to run the home smoothly and offer help to your support workers Michelle, Mackenzie, Leo, Rebecca and Josh.



Alex Rook Team Leader



Claire Wilson Team Leader



Astra Marsh Team Leader



Leo Hughes Residential
Support Worker



Mackenzie Parfey
Residential Support Worker



Anderson Uduovie
Relief Team Leader



Josh Rudd Residential
Support Worker



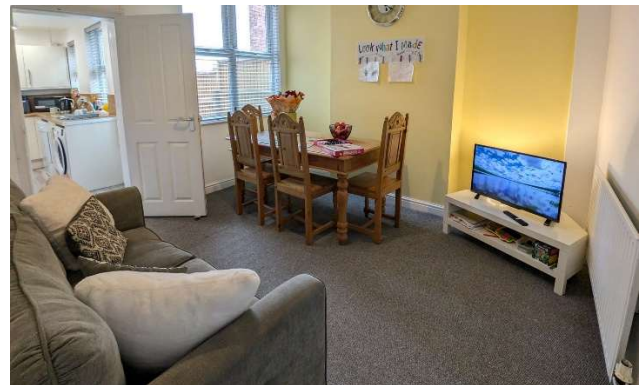
Rebecca Salmon
Residential Support Worker

What is a Key Worker? What do they do?

When you move to Daffodil House, one of our staff members will become your key worker. Your key worker is a special adult who is there to help you stay in touch with your family and other people that support you, to listen to you, support you and help you feel safe, happy and cared for.

Your keyworker will spend time with you, talk to you about how you're feeling and how you are finding everything in the home, and help you with anything that might be worrying or upsetting you. We want to make sure your thoughts, feelings and ideas are heard, so your keyworker will always be there to listen to what's on your mind. You'll have regular meetings with your keyworker where you can talk about anything you want to and be taken seriously.

We know that trusting new people can be hard, especially if you have been let down by someone before. We will make sure we try our best to pick the perfect key worker for you- someone who understands you and makes you feel comfortable. You are never alone, and it's important to remember that all the staff members are here for you, not just your keyworker. You can talk to anyone at any time, and we will listen.



What is there to do in Lincoln?

There are lots of activities for lots of different people in Lincoln! We have found some examples, but you can sit down with staff at any time and find new activities to try.

Hide and Secrets Adventure Play is an outdoor, spy-themed playground with play-zones and huge wooden structures, with a sculpture garden too!



Activities Away offers open water swimming, paddle boarding, kayaking and other water-sport activities to children aged over 7. They are open from May to September, the perfect summer day out!

The No Work Club is Lincoln's biggest entertainment centre and offers lots of activities including escape rooms, crazy golf, interactive darts and even axe throwing (for ages 10+)!



If you have any hobbies or want to join any local clubs, that is also something we can look into. There are lots of swimming pools around, and an arena where you can play 5-a-side football and other team sports.

Contacting Friends & Family

Sometimes, the court decide that it's safer for you to have less contact with your family, or even no contact for a while. This is only done to keep you safe and is reviewed all the time.

Your social worker will let us all know what is and isn't okay when it comes to contacting family and friends. Unless we hear otherwise, we are happy for people to phone you or even come to visit you in the home when it's possible! You will always be able to use a phone if you want to call someone, even if you don't have a mobile phone.

What to expect during your move in

Moving into a new home can feel like a big change, but the team at the home will do everything they can to help you feel safe, comfortable, and welcomed. When you arrive, staff will spend time getting to know you and helping you settle into your new room. We will also complete an inventory of the items you bring with you so that we have a record of your belongings. As part of keeping everyone safe, we will carry out a simple visual safety check of any electrical items and cables you bring (such as chargers, lamps, games consoles, or hairdryers) to make sure they are safe to use. If an item or cable doesn't appear to be electrically safe, we will speak with your social worker and arrange for it to be replaced with a brand new, safe item as soon as possible. Our aim is to make sure you have everything you need while keeping you and everyone in the home safe.

Your Culture & Faith

Your culture and faith are special and important, and they help you to become your own person. At Daffodil House, we want to help you keep practicing your faith and stay connected to your culture.

When you move here, we will talk about what is important to you, such as your beliefs, traditions and celebrations, and we'll all work together to support you as much as we can. We want you to feel proud of who you are and where you come from!



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House Rules & Boundaries

We want Daffodil House to feel like your home! It's not a place full of strict rules, it's a place where people live together and learn how to get along with kindness, respect, and feelings of safety. This means we all have to work together and treat each other with respect. That's why we have some clear house rules and expectations for everyone in the home, including staff and visitors too!

Our Expectations & Boundaries:	What we can do instead:
Biting, hitting, kicking and spitting at anyone else are all unacceptable.	<i>Instead...</i> we can talk about our feelings and what's going on in our minds!
No swearing or using inappropriate language	<i>Instead...</i> we can help you find respectful ways to express yourself!
Sometimes when you're frustrated you might want to hit or kick out or break things within the home. This is not safe for you or others	<i>Instead...</i> we can work on your self-expression so that you can tell us how you're feeling and work through it together! At Daffodil House, our priority is to ensure the safety and well-being of everyone at all times. All staff are fully trained in physical intervention techniques, which are only used as a last resort to maintain a safe and supportive environment.
Bullying is not okay in any form- verbal, physical or online.	<i>Instead...</i> we can help you to resolve differences or issues with other people using words and honesty!
Your bedroom should not be messy or unsafe	<i>Instead...</i> we can encourage you and help you to keep your room clean and safe!
It's important you stay inside at night, so you are safe	<i>Instead...</i> we have sensors on the front and back doors of the home to keep us all safe from strangers walking in, and to make sure nobody leaves without staff knowing, especially at night when people are sleeping!
Fire drills are carried out every month	<i>Because...</i> we need you to know what to do in an emergency, and it's everyone's responsibility to stay safe in the home!
We will have weekly meetings- both with your keyworker and with other staff	<i>Because...</i> we don't want you to feel ignored or unimportant! In our meetings, we will ask for your suggestions, feedback, wishes and feelings, and we might ask you to sign some paperwork just so we know you have read & understood them, and to make sure your words are expressed properly.

Bedtimes & Pocket Money:

Bedtimes and Allowances are worked out based on your age. If you are under 12 years old, we try to be settled in bed by 9:30pm, ready for school in the morning. If you are older than 12, we might start the routine a bit later.

Pocket money is worked out using the ages below:

Age	Weekly Savings	Weekly Pocket Money	Weekly Clothing Allowance
3-4	£2.50	£5.00	£10.38
5-10	£3.50	£5.20 - £6.20	£12.61
11-15	£4.00	£10.00 - £12.00	£16.44
16+	£5.50	£13.00 - £15.00	£21.41

Concerns & Complaints:

If something is worrying you, it's super important that you tell someone. You have the right to speak up if you feel upset, if anything feels unfair or if you would like to make a complaint. You can talk to staff, Rachael (the manager), the Regulation 44 Visitor (we introduce her later in this guide), your social worker or your Independent Reviewing Officer. Don't forget the list of numbers you might need from earlier on in the guide! It's always okay to ask anyone at Daffodil House for help.



Visitors to Daffodil House

To make sure the home is run smoothly and safely, there are a few people that might visit the home whilst you're there, and we want you to know who each of those people are, to help you feel safe.

Independent Advocacy:

In Lincolnshire (the county you'll be living in), there is a group of people called VoiceAbility. They provide you with an Independent Advocate. This is someone who doesn't work for the home or the council, and they are there just for you. Their job is to help you work out what you want to say and how to say it, or they can speak for you in meetings. They help us to understand what you want!



Independent Visitors:



An independent visitor is a volunteer who's there just for you, as a friend! They will visit you here at the home about once a month to just spend some time together and have fun. This might be going to the park, watching a film, going swimming or on other activities, or just hanging out and having a chat! Independent Visitors stay the same even if other people in your support network change over time.

Amy- Our Home Therapist:



Amy is the house therapist at Daffodil House. Her role is to support you with your thoughts, feelings and wellbeing. You can spend time with Amy talking about anything that is on your mind, learning ways to manage worries, or just having a safe space to chat and reflect. Sessions with Amy are relaxed and led by you, and her aim is to help you feel supported, understood and confident while living at Daffodil House.

Gill- Our Regulation 44 Visitor:

Every month, a visitor called Gill comes to check that everything is okay in the home. She is a Regulation 44 visitor, and it's her job to make sure that the staff are doing a good job at looking after you. She checks that we are following rules, filling out paperwork, and how safe and happy you are in the home. She might ask to speak with you about how you're feeling in the home and how staff and other young people treat you. You don't have to speak with Gill, but it helps her to understand what happens in the home if you do!



The Children's Rights Commissioner:

The Children's Commissioner's job is to promote and protect the rights of children living away from home or receiving help from social care services. They listen to what you have to say and stand up for you. Their telephone number is **0800 528 0731**.

OFSTED:

OFSTED is a team that check children's homes to make sure young people are safe and looked after properly. If you have a complaint or something is worrying you, you can call them. Their phone number is **0300 123 4666**.

You can also speak to Katy Rees, who is in charge of making sure Spring Care are doing a good job. Her phone number is 07538936910.

You can also call your social worker any time and speak to them or leave a message.

If you make any of these calls, you do not have to explain anything to staff.



Your Information & What We Do with It

The Information We Hold & Why:

We write down some important information about you so that we can give you the best care. This might include things about your health, your school and other parts of your daily life like routine or preferences. We also keep a record of your time living here, including what your care was like, how you were treated, and what was important to you. This makes sure your voice is always heard and helps us do our absolute best for your care.



How We Share your Information:

We only share your information with people who are allowed to see it. This includes the staff, your social worker, your doctor and CLA nurse, Vikki from Regulation 44, and OFSTED. They might need this information to make sure we are looking after you well, or to deliver their own care.

How You can Access your Information:



If you or your social worker asks us to change anything on your record, then we do that and make note of when we did it. You can ask staff members if you want to see your information and they can sit with you and look at it together. We can't let the records leave the staff office for legal reasons, but when you leave care, you are allowed to request a copy of them.

What Happens if your Information is Lost, Damaged, or Shared Incorrectly?

In the unlikely event that any of this happens, we would be honest with you and explain what happened and then explain what damage might have been done. We will also explain to you how we will stop it from happening again and then tell your social worker and report everything to the Data Commissioner's Office, as the law says to.



How We Store your Information:



Your information is always kept safe! We store it on the computers and keep important paper documents locked safely in the office, and only certain staff with permission can see this. If you want to see any of your information, you can ask, but you can't see any information about other children or staff. If you move away to another home, we stop collecting information about you, but we do have to keep the information we already have, by law.

That's All!!

If you have any questions or there is anything in here you don't understand, you can ask any of the staff for help.

Welcome to Daffodil House!

Date reviewed	Who by	Amendments made (page number)
19/02/2026	Rachael Page	Staff photos added, staffing list updated Page 6.
10/03/2026	Rachael Page	Amy (Therapist) photo, small description and 'what to expect at move in' section.
13/07/2026	Rachael Page	Leavers removed from staff section, New starter (AM) added.