

Your Supported Accommodation Guide

Hey there!

Welcome to Illuminate care and our supported accommodation, your new home away from home. We want you to have an awesome experience here, so this guide will help you get settled, have fun, and learn everything you need to know!

What is Supported Accommodation Anyway?

Supported living means you get your own space (yep, your own room!) while having a support team ready to help you become more independent.

Think of it like training wheels for adult life – you're on your own, but we're here when you need us.

What Can I Expect Here?

Will I Have My Own Bedroom?

Absolutely! Every young person gets their own room. It's all yours to decorate and make it feel like home. You'll also get a lockable drawer for your personal stuff and valuables and a marked cupboard for your Food and Freezer produce. And don't worry, no one will just barge in – we always knock unless it's an emergency.

Can I Personalise My Room?

Yes! We want you to decorate and make your space your own. Bring your posters, photos, books, and whatever else makes you feel at home. When you move in, we'll make a list of your belongings just to keep track of everything in case something goes missing.

Keeping It Clean (But Still Fun!)

Cleaning isn't everyone's favourite, but it's super important. You'll need to shower or bathe every day and keep your room tidy. Every weekend, we'll remind you to clean up and change your bedding. Don't worry – we'll help you learn how to wash, iron, and care for your clothes.

What About My Hobbies?

We love seeing you do what you love! Whether it's football, painting, gaming, or dancing, we want to help you keep up with your hobbies. If you're not sure where to start, your Support Mentor can help you find local clubs and activities.

House Rules (a.k.a. How to Keep Things Chill)

1. Lock Up!

Always lock your bedroom door when you leave, and don't forget to lock the front door when you head out.

2. Be Polite & Respectful

Be kind to everyone around you. This place is like a shared family, so a little respect goes a long way.

3. Clean Shared Spaces

If you use the bathroom or kitchen, leave it as you found it. No one likes a messy kitchen!

4. Valuables

Got something valuable? Keep it in your lockable drawer. Better safe than sorry.

5. Curfew

If you're planning to stay out, let us know. Otherwise, try to be back by 11:30 PM.

6. No Bullying – Ever!

We have zero tolerance for bullying. If you ever feel bullied, tell a Support Mentor. We'll make sure you feel safe and take it seriously right away.

7. Respect Your Home

This is your home, so let's keep it in one piece! Don't damage the furniture or property. We want it to stay nice for you and everyone else.

FAQs (or “Stuff You Might Wonder About”)

What Happens if I Break the Rules?

If something goes wrong, we won't freak out, but there could be consequences like missing a fun activity or losing some privileges. We'll talk it through with you to figure out how to fix things, and if you accidentally break something, you might need to help repair or replace it.

What if I Don't Feel Safe?

Your safety is our top priority. If you're ever feeling unsafe – inside or outside – let us know. We'll help you out and even call for more help if needed. If it's an emergency, don't hesitate to call 999!

Can I Have Friends Over?

Yep, friends are welcome, but remember, they need to follow the house rules too and sign in and out. And always ask permission before hanging out in someone else's room.

Can I Have Friends Sleep Over?

Yep, but only two nights a week, they need to follow the house rules, and they must sign in and out.

How can I share my thoughts?

Hearing your voice in a natural, chilled-out way means everything—because let's be honest, no one loves being plonked in a room and told to “open up” under pressure. The best chats happen when you're just being you—whether it's over a cuppa, during a walk, or even mid-banter about something random. That's when the real gold comes out. Natural interactions beat forced ones any day, because they let your voice shine through without the awkward spotlight.

Participation is Key!

We love it when you get involved! Whether it's joining community activities, helping plan meals, or giving your feedback on how things are run, your voice matters. If you have suggestions on how we can improve the space or activities, don't be shy – speak up!

Keeping Yourself Safe (Important!)

We're all about giving you freedom, but it has to be balanced with safety. If you're out with friends, we just need to know where you are and when you'll be back. If we can't reach you, things could escalate quickly, and we might need to involve the police if we can't find you – and we really don't want that!

Drugs, Alcohol, and Smoking (Let's Keep it Real)

What's the Deal?

We want to keep you safe, healthy, and happy, so here's the lowdown: **drugs, alcohol, and smoking are not allowed** in supported living. They can mess with your health, your relationships, and your goals, and we're here to help you avoid that. We get it – sometimes these things can seem tempting or feel like a part of growing up, but there are much better ways to spend your time and energy!

Smoking

If you smoke, no worries, but there are rules to follow:

- You can only smoke in designated smoking areas – not in your room or the common areas.
- Let's keep it clean! Use ashtrays and don't litter with cigarette butts.
- We'll encourage you to cut down or quit smoking if you're interested (trust us, your future self will thank you).

Alcohol

- Drinking alcohol here is a **no-go**. Whether it's in your room or anywhere else in the building, alcohol isn't allowed.
- If you're ever in a situation where you feel pressured to drink or you need help saying no, talk to your Support Mentor. We've got your back.

Drugs

- **No drugs allowed**, full stop. Whether it's cannabis or something stronger, using or keeping drugs in supported living is serious business. It's illegal, and it can harm your health in a big way.

- If you're struggling or you've had experience with drugs, we're here to help you. You can talk to your Support Mentor confidentially. We'll work with you to get the support you need – no judgment.
- We do totally get that drugs might seem intriguing, especially when you hear about them in music or movies. But before you dive into that world, it's super important to know the facts! Instead of guessing or relying on hearsay, head over to **Ask Frank**—a fun, informative site that gives you the lowdown on all things drugs. They have loads of resources to help you understand the risks and make safe choices. Plus, it's a cool way to get info without the judgment. So why not check it out and become a savvy decision-maker? Stay curious, stay informed! For more details, visit [Ask Frank](#).

Why Are These Rules So Important?

We want to create a safe space where everyone can live their best life. Drugs, alcohol, and smoking can cause harm not just to you, but to the people around you. They can affect your mood, make it hard to focus on school or work, and even get you into legal trouble.

Need Help?

If you ever feel overwhelmed by pressures around drinking, drugs, or smoking, talk to us! We can offer support or connect you to people who can help, like counsellors or addiction services. You're never alone in this, and asking for help is a huge step in the right direction.

Got a Complaint or a Thought? Here's How to Speak Up!

We know that sometimes things aren't perfect, or you might have an idea that could make your experience even better. Whether it's a complaint, suggestion, or just something that's been on your mind, we *want* to hear from you! Here's how you can easily share your thoughts.

How to Make a Complaint

If something's bothering you – big or small – don't stay quiet about it! We're here to listen and sort things out with you.

- 1. Talk to a Support Mentor**

If you've got a problem with something or someone, the easiest first step is to talk to a Support Mentor. They'll listen to what's going on and help you figure out what to do next.

- 2. Speak to Your Key Worker or the Cluster Manager**

If talking to a Support Mentor doesn't solve it, or if you feel more comfortable going to someone else, you can reach out to your key worker or the Registered Manager. They'll take your complaint seriously and work with you to fix the problem.

- 3. Make It Official**

If you prefer to make a formal complaint, that's cool too! You can put your complaint in writing (we can help you with this if needed). We'll investigate and get back to you with a solution. We promise to keep you updated throughout the process.

- 4. Still Not Happy?**

If you're not satisfied with how things were handled, you can escalate your complaint by reaching out to an external agency, like your social worker, advocate, or even a regulatory body like Ofsted. Your Support Mentor can help you understand this process.

How to Share a Suggestion or Thought

Got an awesome idea on how to improve things? Want to suggest a fun activity or change something about your space? We're all ears!

1. Team Meetings

Every two weeks, we have team meetings where we talk about how things are going. This is the perfect place to share your thoughts, make suggestions, or even ask for something new (hello, movie night!). You can bring up anything – from the meals we cook to activities you'd like to try. If you want your voice heard let us know.

2. Speak to a Support Mentor

You don't have to wait for a meeting to share your ideas! If you've got something on your mind, just talk to any of the staff. We love hearing your suggestions.

3. Feedback Box

Some places have a feedback box where you can drop in a note with your thoughts, suggestions, or even a concern. If we have one, feel free to use it! It's a great way to share your ideas, especially if you're not ready to talk about them face-to-face.

4. QR Code

Follow the QR code and your thoughts will pop straight into our inbox so we can help.



Why Is Your Feedback So Important?

We want to make sure that your time here is as awesome as it can be, and the best way to do that is to hear from you! Whether it's something big or small, your thoughts help us make this place feel more like home.



Follow the QR Code for Important Numbers too!

Need to get in touch with someone quickly but don't want to scroll through your phone contacts? We've made it super easy for you! Just follow the QR code.

What Can You Find?

The QR code will link you directly to key contacts, like:

- **Your Support Mentors** – When you need a chat or help with something.
- **The Registered Manager** – For more serious questions or concerns.
- **Emergency Contacts** – If something urgent happens, these numbers will get you help fast!
- **Useful Services** – Numbers for services like your social worker, advocacy services, or even healthcare.


How Does It Work?

1. **Find the QR Code** – You'll spot them in key areas like the common room, your notice board, or near the main entrance.
2. **Scan It** – Just open your phone's camera or a QR code scanning app, and point it at the code.
3. **Get the Numbers** – The numbers will pop up right on your screen, ready to save or call.

Why Use the QR Codes?

They're fast, easy, and you don't have to remember every number! Plus, it's a quick way to find help or support whenever you need it, without having to ask around



The background features several thick, hand-drawn orange lines. At the top, there are two horizontal lines. Below them, a stylized figure is partially visible, consisting of a circle for a head and a large 'X' shape for a body. To the right of the figure, there are three short, horizontal orange bars. The text is centered in the middle of the page.

Let's keep things fun and safe so you can focus on all the amazing stuff ahead! If you ever have questions or just want to talk, your Support Mentor is always here.