



Welcome to Heath House at Heathlands School

This guide contains information and handy tips
to help you prepare for life at Heath House.



Heathlands School

Become the best you can be

Welcome to Heath House

We are looking forward to meeting you when you move into Heath House. You will be here four nights a week while you learn at Heathlands School. Life at Heath House is happy, safe and positive. Heath House has fantastic facilities and comfortable rooms where you will eat, sleep, study and have fun.

You will be among up to 24 other boarders. You will share rooms with pupils of the same age and gender as you, and there will be kind adults to look after you. Everyone at Heath House can sign. While here, you will learn how to live independently and gain life skills.



At Heath House, we want you to:

- Be happy
- Be safe
- Be proud of yourself
- Do interesting things
- Do things for yourself
- Be looked after
- Have fun
- Have friends
- Learn and grow
- Be kind

We need your parents/carers to fill in some forms, please.



What will life be like at Heath House?



You will arrive on a Monday morning and go home on a Friday afternoon. You will have your own bed in a shared bedroom to sleep in.

When you first come, you will go through an induction period to help you get to know Heath House, the staff and the routines we follow.

This is what a day at Heath House looks like:

7am:	Wake up
7.15am:	Get dressed
7.30am:	Breakfast
8.15am:	Shower and clean teeth
8.40am:	Walk to school
8.45am:	School
3.30pm:	Change clothes
4pm:	Start homework club
6pm:	Dinner
7pm:	Evening activities
8pm:	Start bath/shower times
8.15pm:	Start bedtimes



Independent living

One of the most important aims of Heath House is to help you learn to live independently. We want you to develop the skills you need to prepare for becoming an adult. We have an Independent Living Programme to help you:

- Develop routine personal care skills
- Manage day-to-day domestic tasks such as meal times and laundry
- Take responsibility for your health needs
- Learn how to stay safe and manage risks
- Care for your belongings and the environment
- Learn how to travel and go out into the local community on your own
- Solve problems and seek help

We have weekly meetings where you can help make decisions such as choosing activities, how to decorate bedrooms or which colour furniture should be.

Who should I talk to if I am sad, need help, or have questions?

All the Heath House staff are available to talk to if you are unhappy, need help, or have any questions. You can also speak to our independent listener if you have a problem you would like to talk through.

We have a students' meeting every Monday afternoon when we can discuss anything bothering you, and the staff will help to make things better. During these meetings, you should:

- Be polite
- Keep calm
- Explain the problem
- Listen to other people's point of view

Evening free walking

After dinner, you can go free walking. Before you leave, you must ask permission from Ms Shields or Mrs Reeves Costi, the Co-Headteachers, or the Lead Residential Support Worker.

Evening free walking must be done in a group of at least two. You must sign out before you leave and sign in when you return to Heath House. Always take a mobile phone with you. It must have the Heath House phone number so you can call the staff if needed.

What are the facilities like at Heath House?

We have fantastic facilities at Heath House with everything you need. The children have chosen colours, furniture and the activities you can do here.

We have room for 24 boys and girls, aged 5 to 16, to live at Heath House.

Boys and girls live on opposite sides of the building. Some have single bedrooms, and some share with their friends.



We have a girls' lounge, a boys' lounge, a playroom, and a lounge/TV room for Years 10 and 11. These are great places to go, chat with your friends, play, or watch television. We have a bright craft area, and you will find many other activities in the hall. In the evening, you can visit our library and use our computers to go online.

You can have snacks and join our cookery clubs in the kitchen. There is also an independent living area with a kitchen/diner and lounge to help you develop a sense of responsibility, become more independent, and learn the skills you will need when you leave Heath House.

We have a beautiful outside area where you can play and get fresh air and exercise. You can play football and rounders on the sports field or relax on the patio.

What is expected of me?

We expect you to apply the Heath House 'WOW Factor' by being well behaved and following our rules and routines.

You should keep to the Heath House Rules:

1. Be respectful to staff and peers and do not verbally or physically hurt them.
2. Keep Heath House bedrooms, TV rooms, kitchen and office tidy.
3. Wash and dress properly for school and leave on time (remember to take all things you need to school because you will not be allowed back in after 8.45am).
4. You must not return to Heath House after 8.45am or during the day.
5. Homework is 4–5pm. Staff and support teachers will be available to help.
6. Change out of school clothes and put them away or wash dirty clothes with support from staff.
7. Behave at dinner times, be polite to others, tidy up dinner things, and check the rotas for your jobs after meals.
8. Children are to be responsible for organising and choosing their activities and should ask staff for help if needed.
9. You can have snacks during the evening. Please wash up or tidy away after use.
10. If you are not in bed on time, you will go to bed 15 minutes early the next night.
11. Smoking is not allowed.
12. No alcoholic drinks.
13. No chewing gum in Heath House or on school grounds.
14. No mobile phones or digital cameras are allowed in pupil corridors at mealtimes or homework time, unless permission has been given.
15. If you have any problems, please tell the staff, and they will try to help.
16. Shower daily.
17. It is your responsibility to organise cookery ingredients. If you need to go shopping, the staff will arrange for you to go, but you must tell them in good time. Telling staff before school is too late.

Bedroom corridor rules

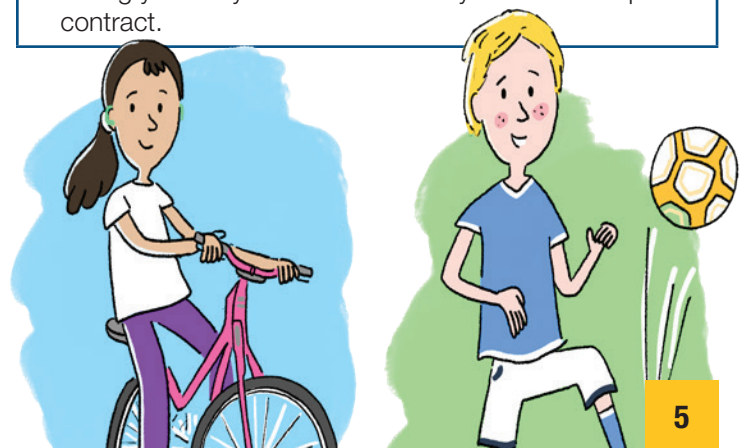
Only children and Heath House staff are allowed onto the bedroom corridors. If your family are visiting you, they can only go onto the corridors with permission from the Co-Headteachers and the Lead Residential Support Worker. Visitors are not allowed onto the corridors when children are bathing, showering or changing.

Only boys can visit the boys' corridor, and only girls can go to the girls' corridor. When staff want to go into a bedroom, they will flash the lights on and off.

Younger children should not lock the bathroom or toilet doors but will be encouraged to shut them.

Mobile phone rules

- Make sure you leave your phone in the TV/living rooms or give your phone to a member of staff before you go to the corridor or in your bedroom.
- You will only use your phone in communal areas where staff can monitor phone use.
- Ensure that a staff member knows who the people are on your phone (FaceTime or any video calls) and be very open about it.
- If a staff member is unsure who you are talking to and asks you to hang up, make sure you hang up immediately.
- Only talk to your friends and family that you know.
- If unsure who you are talking to on FaceTime or video calls and you do not feel comfortable, tell a member of staff straight away.
- Live chats on social media apps are not allowed.
- You should not use your phone during homework or dinner time.
- You are responsible for your phone – remember to respect others who don't have a phone.
- You must not share your phone or lend it to other people.
- You must not use the school's Wi-Fi.
- You are aware of your mobile data allowance/limit and accept that you can't access more data when it runs out during your stay at Heath House.
- You must not use a hotspot to access other people's mobile data.
- Limit using your device to about an hour a day.
- If a staff member has concerns or you ignore the rules, we will ask you to hand in your phone.
- Fifteen minutes before bed, please hand in your phone or place it in the Heath House locker or your personal phone locker in the office.
- You must not charge your phone or any other devices in the TV rooms overnight.
- Phones are to be charged in the office overnight.
- You can use the Heath House iPad anytime to contact your families only.
- You understand that you may face the consequences of getting your phone and other devices confiscated during your stay at Heath House if you abuse the phone contract.



Getting ready for Heath House

ARRANGE A FACETIME OR ZOOM CALL BEFORE ARRIVING IN HEATH HOUSE SO YOU GET TO KNOW THE BOARDERS AND WHO YOU ARE SHARING A BEDROOM WITH.



DO A TOUR OF HEATH HOUSE WITH A MAP SO YOU KNOW WHERE YOU ARE GOING AND WHERE YOUR BEDROOM IS.



BRING LOTS OF PHOTOS IN SO THAT YOU CAN SEE YOUR FAMILY.



MAKE SURE YOU HAVE ALL YOUR FAMILY CONTACTS AND FRIENDS' DETAILS SAVED IN YOUR PHONE SO YOU CAN CALL THEM.



PUT YOUR NAME ON YOUR PHONE CHARGER AND BRING MONEY FOR A PHONE LOCKER KEY.



BRING A SEPARATE WASH BAG THAT CAN STAY IN HEATH HOUSE.



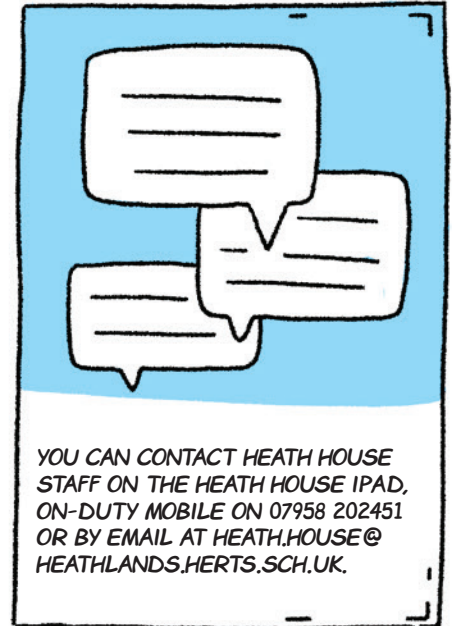
BRING YOUR OWN BEDDING OR PILLOW IF YOU PREFER. YOU CAN ALSO BRING YOUR OWN CUDDLY TOY TO HELP YOU FEEL MORE COMFORTABLE.



WHEN YOUR SON OR DAUGHTER BEGINS BOARDING IN HEATH HOUSE, YOU CAN FACETIME THEM ON THE HEATH HOUSE IPAD OR PERSONAL MOBILE.



YOU CAN CONTACT HEATH HOUSE STAFF ON THE HEATH HOUSE IPAD, ON-DUTY MOBILE ON 07958 202451 OR BY EMAIL AT HEATH.HOUSE@HEATHLANDS.HERTS.SCH.UK.



STEP 1: Calpol Form

Heath House at Heathlands School

Dear Parents and Carers,

In the event of your child becoming ill (non-covid related) such as a tummy ache, period pain, growth pain, headache we would like your consent to give them Calpol. If your child is ill and received Calpol staff will notify you at the earliest opportunity.

Please see the details below:

Calpol Six plus Fastmelts – for the use of 6-16 year olds

Ingredients: 250 mg of Paracetamol. Other ingredients are mannitol, crospovidone, aspartame (E951), strawberry flavouring, magnesium stearate, polymethacrylate (Eudragit E100), polyacrylate dispersion 30% and colloidal anhydrous silica.

Calpol Six Plus Suspension – for the use of 6-16 year olds contains Paracetamol 250 mg per 5 ml.

Excipients: sucrose (contains 2.1 g of sucrose per 5 ml), sorbitol liquid ((E420 contains 1.895 g sorbitol liquid per 5ml)), sodium (contains 1.3mg per 5ml), methyl parahydroxybenzoate (E218) and sunset yellow FCF (E110).

For more information please visit: <https://www.calpol.co.uk>

Yours sincerely

Heath House

I _____ give written permission for _____ to be given Calpol by the Heath House team in the event that my child is feeling unwell. I can confirm that my child has no know allergy to the ingredients in Calpol.

Date: _____ Signed: _____

STEP 2: Internet Users Agreement

Heath House at Heathlands School

MY AGREEMENT ABOUT USING THE INTERNET

- I agree to keep all personal information private- including my name, home address, school address, e-mail, home and mobile numbers and passwords.
- I agree to remember, that an online friend is a stranger in the real world so I will never arrange to meet someone I have met via the internet without my parent/carer's knowledge and permission.
- I promise to tell staff if I ever feel uncomfortable about anything that I see or hear on the internet or mobile phone, or if someone online is making me feel awkward or pressuring me (regardless of what I might have said to this person already).
- I agree not to visit sites that I know I shouldn't, for example 00V00 and Face Book.
- I agree to respect other people that I'm talking to online and I won't send nasty messages to other people or leave such messages on other people's websites.
- I agree not to download unknown files from the internet without getting permission from staff.
- I agree never to buy or order anything online or give out any credit card information.
- I agree not to send any photographs of myself, my friends or other members of the family to anyone on the internet or by mobile phone, without asking permission from them first.
- I agree to stop using the internet when staff tell me to, and to share it with other members of Heath House.
- I agree to tell staff if I receive bullying emails or any messages with unacceptable content.
- I agree never to open files from people that I don't know.
- I agree to only have friends on my instant messenger that I know in the real world.
- I agree to follow these rules and the Heath House staff agree to help me follow these rules when I use the internet.

Signed (pupil) _____

Signed (staff) _____

STEP 3: Request For School To Administer Medication MED Heath House at Heathlands School

REQUEST FOR SCHOOL TO ADMINISTER MEDICATION

The school will not give your child medicine unless you complete and sign this form, and the Headteacher has agreed that school staff can administer the medication.

DETAILS OF PUPIL

Surname:		Forename:
Address:		
M/F:	Date of Birth:	Class/Form:
Condition or illness:		

MEDICATION

Name/Type Medication (as described on the container):
For how long will your child take this medication:
Date dispensed:

FULL DIRECTIONS FOR USE:

Dosage and method:
Timing:
Special Precautions:
Side Effects:
Self Administration: Yes / No
Procedures to take in an Emergency:

CONTACT DETAILS:

Name:	Daytime Telephone No:
Relationship to Pupil:	
Address:	

I Understand that I must deliver the medicine personally to (agreed member of staff) and accept that this is a service which the school is not obliged to undertake.

Signature(s):	Date:
Relationship to pupil:	

STEP 4: Heath House Rules

Heath House at Heathlands School

Rules can make us all happy because we know what we must do and what we must not do. We can help each other to remember the rules.

Heath House Rules

1. Be respectful to staff and peers and do not verbally or physically hurt them.
2. Keep Heath House bedrooms, TV rooms, kitchen and office tidy.
3. Wash and dress properly for school and leave on time (remember to take all things that you need to school, re-entry to Heath House after 8:45am will not be allowed).
4. You must NOT go back to Heath House after 8:45am or during the day.
5. Homework is 4:00 – 5:00 pm. Staff and support teachers available to help.
6. Change out of school clothes and put them away or wash dirty clothes with support from staff.
7. Behave at dinner times, be polite to others and tidying up dinner things, also checking the rotas for your jobs after meals.
8. Activities – Children to be responsible for organising and choosing your activities, ask staff for help if needed.
9. You can have snacks during the evening, please wash up or tidy away after use.
10. Bedtimes, if not in bed on time, 15 minutes early the next night.
11. Smoking – not allowed at all.
12. Alcoholic drinks – not allowed at all.
13. No chewing gum allowed in Heath House or school grounds.
14. No mobile phones or digital cameras allowed on the pupil corridors at mealtimes or at homework unless permission has been given.
15. Problems – If you have any problems, please tell staff and they will try to help.
16. All to shower daily.
17. It is your personal responsibility to organise cookery ingredients. If you need to go shopping staff will organise for you to do so but must be told in good time. Telling staff before school is too late.

I understand the rules of Heath House and I promise to follow them.

Signed:	Date:
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Name:	Date:
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Parent Permission Template

Dear Parents/Carer,

At Heathlands School we use an online system created by Learning Journals to record and share significant points of learning. This system enables you to access and comment on your child's ongoing progress in learning.

Parents and carers can access their child's profile from home online.

If you do not have an internet connection at home, you are welcome to view your child's profile from within Heathlands School on visits.

Security and consent

- Only you and relevant school staff can access your child's profile using a unique username as well as a password and PIN that you create. Please **do not** share this information with others.
- Any data collected within the profile, including photos, are for **personal use only** and should not be published out with Learning Journals.
- All personal data, including photographs, email addresses and information about your child's progress are stored securely, within the EU.
- Data will be retained for the time your child attends Heathlands School.

If/when your child leaves for any reason all data will be archived as part of the leaving procedures by administration staff. Data will be deleted after and access to this system revoked. If your child moves to a school which also uses Learning Journals their profile will be temporarily archived by Learning Journals and made available once your child starts at the new school.

- For data protection queries please contact the School Office.
- The Data Controller is Heathlands School.
- Legal basis for processing is that of Consent.
- You have the right to rectification.
- You have the right to complain to ICO.
- Should you wish not to use Learning Journals or should you require any further information, please contact us directly.

Yours sincerely,

STEP 5: Learning Journals Consent

Heath House at Heathlands School

Learning Journals Consent

Please tick each line and sign below to agree to the following statements:

- I give permission for photographs of my child to be uploaded to Learning Journals
- I give permission for my child's photograph to be included in group images which will be shared on other pupils' Learning Journals
- I agree that I will not give anyone access to my child's learning journal or the images available
- I agree that I will only use photographs within Learning Journals for my own personal use only

Name of Child

Parent/Carer Signature:

Date:

Please complete the details below to set up your access to your child's learning journal.

First Name

Last Name

Email

Relationship to Child

First Name

Last Name

Email

Relationship to Child

STEP 6: Phone contract - Year 5, 6, 7 and 8

Heath House at Heathlands School

Year 5, 6, 7, 8

Phone contract

This including IPAD, Tablets and other electronic devices.

- No phones on the corridor.
- Make sure you give your phone to a member of staff before you go on the corridor.
- You can use your phone in public and in open space where staff can see while using your phone.
- Make sure that a member of staff knows who the people are on your phone (Facetime, Skype) and be very open about it.
- If a member of staff is unsure who you are talking to and asks you to hang up, make sure you hang up straight away.
- Only talk to your friends and family that you know.
- If unsure who they are on FaceTime or Skype and do not feel comfortable, tell a member of staff straight away.
- You can have your phone from 7:30pm - 8:30pm
- If a member of staff has concerns or you ignore the rules, we will ask you to hand your phone in.
- You can use the Heath House iPad at any time to contact your family only.

Student Signature:

Date:

STEP 7: Phone contract - Year 9, 10 and 11

Heath House at Heathlands School

Year 9, 10 and 11

Phone contract

This including IPAD, Tablets and other electronic devices.

- No phones on the corridor.
- Make sure you give your phone to a member of staff before you go on the corridor.
- You can use your phone in public and in open space where staff can see while using your phone.
- Make sure that a member of staff knows who the people are on your phone (Facetime, Skype) and be very open about it.
- If a member of staff is unsure who you are talking to and asks you to hang up, make sure you hang up straight away.
- Only talk to your friends and family that you know.
- If unsure who they are on FaceTime or Skype and do not feel comfortable, tell a member of staff straight away.
- You are allowed to have your phone after homework at 5:30pm
- You are responsible for your phone, remember to respect others who don't have a phone
- You are allowed to take your phone around with you but you must join in the activities
- If a member of staff have any concerns or you ignore the rules, we will ask you to hand your phone in.
- 15 minutes before bed, please hand in your phone to member of staff
- You can use the Heath House iPad at anytime to contact your families only.

Student Signature:

Date:

STEP 8: RAD Form

Heath House at Heathlands School



Royal Association for Deaf people

SERVICES – MAIN REGISTRATION FORM

If details change at any time, please inform RAD so that the data we hold is correct.
Questions marked with an * are optional

PERSONAL DETAILS

Full name:		Gender* Male	
Date of birth:		Man	
Mobile/SMS/FaceTime		Woman	
Email address		Non binary	
		Transgender	
Home Address:		Non-Conforming	
		Intersex	
Postcode:		Other	

COMMUNICATION

(Please X below)

Are you?	Preferred method of communication:
Deaf	British Sign Language (International)
Deafened	Sign Supported English
Hard of Hearing	Lip-Reading
Deafblind	Hands On Signing
Child of Deaf adult (CODA)	Deafblind Manual
Hearing friend/sibling	Spoken English
Parent of Deaf child	Total Communication

OTHER INFORMATION

Are there any Disabilities other than Deafness that you think we need to be aware of?	(To ensure reasonable adjustments can be made to comply with Equality Act 2010)
Are there any health conditions you think we should be aware of?	Please give any further information or any details that might be useful or you think we might need e.g. medical conditions such as epilepsy
Please provide name and details of a person who we can contact in an emergency	
Key safe number	(Only required if supporting people in their own home)

DIVERSITY MONITORING*

(Please X below)

White - British	Black - British	Mixed White & Black Caribbean	Asian – British	Chinese
White - Irish	Black – Caribbean	Mixed White & Black - African	Asian - Indian	Arab
Traveller of Irish Heritage	Black - African	Mixed White & Asian	Asian - Pakistani	Gypsy/Romany
Other White Background	Other Black Background	Other Mixed Background	Asian - Bangladeshi	Other ethnic group

1) RAD Contact

You have been provided with RAD's contact details which may include a staff member's business card, service leaflets or signposting information to access RAD's offices or other teams including email, SMS, skype, phone numbers and/or postal addresses.

2) Personal Data

To access RAD services and to provide you with the correct support, we may need to share your personal data internally. We may also need to share this with commissioners or funders for reporting purposes. Your data will be processed in accordance with the General Data Protection Regulations (GDPR) and RAD's privacy policy ([click here](#))

3) RAD staff have explained:

- That your personal data is recorded and stored as hard copy files and also electronically on RAD's secured database systems including, but not limited to Charity Log, Careplanner and RAD-iCals in order to provide an ongoing service to you, for regular monitoring and reporting including statistical needs as well as to capture data for future funding as evidence of need and research purposes
- That all personal data and information collated will be stored securely and retained in compliance with RAD's Privacy Policy (this can be found via RAD's website www.royaldeaf.org.uk) and in line with RAD's data protection policy
- Where to find RAD's Privacy Notice on the website (see link in section 2)
- How to contact RAD's data protection lead if you have any questions to ask about how your personal data is processed (i.e. email dataprotection@royaldeaf.org.uk)
- That if you are not happy with how RAD processes your data you have the right to make a complaint to the Information Commissioners Office (see link [Make a complaint | ICO](#))

2) Understanding

RAD staff have explained the information above and why the personal information you have provided on this registration form is needed to access services from RAD

3) Your agreement

I confirm that I fully understand this information. This has been clearly explained to me in my preferred method of communication. My agreement confirms that I have read and agree to RAD's terms of service and that I have read/viewed RAD's privacy policy

YOUR NAME IN CAPITALS		For RAD office use;	
SIGNATURE		NAME OF RAD STAFF SUPPORTING	Victoria Rea
DATE OF AGREEMENT		ACCESSING WHICH INITIAL SERVICE OR PROJECT	
		DATE REGISTERED ON CHARITY LOG	
		DATE DOCUSIGN COMPLETED	

Frequently Asked Questions

Here are the answers to some of the most common questions boarders ask us before they arrive at Heath House.

Is there anywhere secure that I can lock away my personal possessions?

Yes, we have lockers inside the Heath House office where you can safely leave your wallet/purse, phone, iPad and other personal items.



Can we contact our friends and families when in Heath House?

You can contact your friends and families using your personal devices. Heath House has its own iPad and duty mobile, which you can use to contact family members when needed.



Can I take my phone into my bedroom?

Due to phones having cameras, we do not allow the children to take phones or other devices onto the pupil corridor. This is to safeguard all the young people who live in Heath House.



Can I decorate my bedroom?

You can decorate your bed space and put pictures on the wall.



Does Heath House have Wi-Fi?

As Heath House is a boarding experience, we focus on providing a wide variety of activities and local clubs for the young people to take part in. Students are not permitted to access Heath House's Wi-Fi.

Parents and carers also have lots of questions to ask before their child arrives. Here are the answers to the most frequently asked parents' and carers' questions.

What is my son/daughter allowed to bring to Heath House?

Your child can bring any personal items, especially if this will help them settle into the new environment. These could be photos, pictures, teddy bears, etc. We encourage children to bring dressing gowns for showering and slippers for night times. We also recommend they bring their personal wash things.

Can my child bring their own bedding?

If your son or daughter wishes to bring their own bedding or pillows, they can do so.

Will my child have their own room?

In Heath House, we have several rooms. There are some single rooms, twin rooms and shared bedrooms. We always try to ensure we organise children with peers of a similar age and in rooms that suit them. We prioritise the single rooms for older students who may need the space to study or for younger students who cannot share with older students.

What happens if my child does not like their meal? Will they get an alternative?

We aim to fully involve the young people in meal planning and cooking. We regularly meet with the children to plan what they want to eat. If a child has any dietary requirements, we ensure that these are met. If a child does not like the evening meal, we will provide an alternative option.

Can we meet other boarders and staff before starting in Heath House?

Meeting the boarders and staff over FaceTime is a good idea. We will organise opportunities for this to happen.

Message from the Co-Headteachers



Welcome to Heathlands School and Heath House.

We look forward to meeting you.

You will see us both in Heath House in the evenings and in school.

From Mrs Reeves Costi (left) and Ms Shields.



Heathlands School

Become the best you can be

Heathlands School
Heathlands Drive, St Albans, Hertfordshire, AL3 5AY

Tel: 01727 807824
Mobile/Text phone: 07932 248565
Email: heath.house@heathlands.herts.sch.uk
Website: www.heathlands.herts.sch.uk

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