



Brighter Days Residential Ltd

☀️ Staff Handbook ☀️

Inspiring brighter futures – one day at a time

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Welcome to Brighter Days Residential Ltd











Your Fun & Friendly Staff Handbook

We're so glad you're here! Together, we'll make a real difference in the lives of our young people.

Meet the Team & Our Mission

Welcome to Brighter Days! We're a warm, vibrant children's home filled with kindness, structure, and support. This handbook is your colourful guide to how we care, work, and grow together as a team. You'll find helpful tips, guidance, and all the important info to help you shine in your role. 😊

What's Inside?

-  Our Philosophy & Approach
 -  Starting Your Journey
-  Safeguarding & Keeping Everyone Safe
 -  Health, Hygiene & Wellbeing
 -  Training & Growth
-  Communication & Confidentiality
 -  Dress Code & Appearance
 -  Timekeeping, Pay & Holidays
 -  Code of Conduct & Team Spirit
-  Ideas, Growth, & Having Your Say

A Warm Welcome from the Leadership Team

Dear Team,

Welcome to Brighter Days Residential Ltd – a place where compassion, teamwork, and dedication come together to create something truly special for the children in our care.

We know that working in a children’s home can be as challenging as it is rewarding, and we’re here to support you every step of the way. Whether it’s your first day or your hundredth, we want you to feel valued, empowered, and part of something meaningful.

Together, we build safe spaces, strong relationships, and brighter futures. Thank you for bringing your heart, your energy, and your skills to this team.

With warmth and gratitude,

♥ Luke Holt – Responsible Individual

♥ Olivia Holt – Registered Manager

♥ Sarah Coppard – Deputy Manager

Staff Wellbeing Tips

🌿 Take short breaks – A quick walk or a cup of tea can reset your day.

💬 Talk it out – Share your thoughts with a colleague or supervisor.

🛏️ Prioritise rest – Sleep helps you stay strong and resilient.


📅 Plan fun – Make time for hobbies or relaxing activities after your shift.


💧 Stay hydrated and eat well – Fuel your body and mind.


😊 Celebrate little wins – Every positive moment with a child matters.

🎯 Set healthy boundaries – It's okay to say no when needed.


Fun Facts About Children's Homes in the UK


 There are over 2,800 children's homes across the UK supporting thousands of children!

 Children's homes provide 24/7 support to young people with complex needs, making every day different.


 Ofsted inspects all registered homes to ensure children receive the best possible care.

 Many children's homes help young people get back into school, training, or work.

 Staff in children's homes often become the most trusted adults in a child's life.

 Children's homes help young people build life skills – from cooking to confidence!


A Day in the Life at Brighter Days

 7:00 AM – Wake-Up & Morning Routines


Help the young people get up, washed, and dressed. Encourage independence and positivity to start their day right.

 8:00 AM – Breakfast Time

Staff support young people with preparing or serving breakfast. It's a time for chatting, checking in, and smiles.

 8:30 AM – School Runs

Support children to get ready and accompany them to school or education activities, ensuring a calm and smooth transition.

 9:30 AM – Team Tasks & Handover


Morning handover, paperwork catch-up, cleaning, and preparing for activities or visits. A great time to plan as a team.

 12:30 PM – Lunch Prep & 1:1 Time


Prepare meals and have time for keyworking or individual sessions with young people not in education.

 3:30 PM – School Return & Activities

Support children returning from school. Engage in arts, games, or relaxing activities, depending on the day.

 5:00 PM – Dinner & Family-Style Mealtime

Everyone comes together for a warm, shared evening meal. Staff model conversation and manners.

 6:00 PM – Homework, Hobbies & Support Time

Help with schoolwork, offer emotional support, or just spend quality time building relationships.

 8:00 PM – Evening Routines

Support bath time, bedtime stories, and wind-down routines that create safety and calm.

 9:30 PM – Goodnight & Night Shift Begins

The night team takes over, continuing supervision and support throughout the night.

Light Staff FAQs

- Q: What should I do if I'm running late?

A: Call the home as soon as possible. Communication is key, and we understand things happen!

- Q: What if I forget something from training?

A: Ask! No question is silly, and we're all here to support each other. Everyone needs reminders.

- Q: Can I have a laugh on shift?

A: Absolutely – joy is healing. Just make sure it's appropriate and child-focused.

- Q: Where do I go for help if I'm feeling overwhelmed?

A: Speak to your line manager or a team leader. You're not alone – we're a team and wellbeing matters.

- Q: Can I use my phone?

A: Phones are for breaks only – unless you're using it for work-related calls with permission.

- Q: What do I do if a child discloses something serious?

A: Follow our safeguarding procedures: listen, record, and report to the DSL or RM immediately.

Brighter Days Staff Values Pledge

At Brighter Days, we promise to:

- ❤️ Put children's safety, voice, and wellbeing at the heart of everything we do
- 🤝 Support each other with kindness, honesty, and respect
- 🧠 Keep learning and growing through reflection and feedback
- 🗣️ Speak up for what's right, even when it's hard
- 🎯 Be consistent, calm, and reliable in the lives of our young people
- 🎨 Bring joy, creativity, and care to every shift

Together, we are Brighter Days.

Quick Guide to Key Policies

- 🛡️ Safeguarding – Protecting children from harm. Know how to report concerns to the DSL.
- 💊 Medication – Only trained staff can administer meds. Record everything.
- 🔒 Confidentiality – Keep personal information safe. Share only on a need-to-know basis.
- 🚒 Missing from Care – Follow procedures. Notify the manager, then police if needed.
- 🚨 Whistleblowing – If something feels wrong – speak up. You'll be protected.
- 😊 Behaviour Management – Use positive strategies. Physical intervention is last resort.
- 🏥 First Aid – Know who's trained. Get help straight away and record incidents.
- 📄 Complaints – Children and staff can raise concerns safely. It's how we improve.
- 💻 Online Safety – Monitor internet use. Keep devices safe and secure.
- 🔒 Data Protection – Keep information locked away or password protected.

Safeguarding & Keeping Everyone Safe

Safeguarding is everyone's responsibility – it's the heart of what we do.

If a child discloses something, or you're concerned for any reason, speak to the Designated Safeguarding Lead (DSL) or the Registered Manager immediately.

Always:

- Listen without judgement
- Record factually (who, what, when, where)
- Report promptly – don't delay

Safeguarding is not optional. Children rely on us to notice, care, and act. ❤️

Health, Hygiene & Wellbeing

We care for every part of a child's wellbeing – physical, emotional, and environmental.

What this means for you:

- Encourage hygiene routines and healthy meals
- Keep the home clean and safe
- Promote positive wellbeing through your words and actions

When you're well, you support others better. Self-care matters too!

Training & Growth

We're always learning – and that's exciting! 📖

All staff complete:

- Induction training
- Safeguarding & first aid refreshers
- Specialist topics (e.g. trauma, behaviour, health needs)

Ask for support or training ideas any time – your growth helps us grow too.

Communication & Confidentiality

Strong teams communicate well – and protect private information.

- ✓ Use handovers to share important updates
- ✓ Keep records clear, factual, and timely
- ✗ Don't gossip or overshare

Confidentiality builds trust. Always store info securely and only share on a need-to-know basis.

Dress Code & Appearance

Your look should say: 'I'm ready to work, play, and care safely.'

Dress guidelines:

- Comfortable and professional
- No offensive slogans or overly revealing clothes
- Closed shoes (for safety)
- Long hair tied back if needed

Children notice how we present ourselves – set the tone. 😊

Timekeeping, Pay & Holidays

Being on time shows respect for your team and the children.

- Arrive ready for shift – not just walking through the door!
- Use the rota system properly and request leave in advance
- Pay is monthly – check your payslips and ask if anything's unclear

Remember: your time is valuable – so is theirs!

Code of Conduct & Team Spirit

We act with kindness, consistency, and professionalism. Always.

That means:

- Being reliable and honest
- Supporting your teammates
- Never speaking negatively in front of children

Your attitude shapes our culture – and that culture shapes children's lives.

Ideas, Growth, & Having Your Say

Got a great idea? Share it!

Brighter Days values feedback, creativity, and honest conversations.

We encourage:

- Suggestion boards
- Reflective team meetings
- 1:1s where you're heard

Speak up – you help us get better every day!

You've Got This!

Thank you for choosing to be part of Brighter Days.

Your energy, compassion, and resilience make a real difference in the lives of young people. There will be challenges – but there will also be laughter, milestones, and moments that change lives. We're in this together – and we're so glad to have you on the team.

Let's make every day brighter, together. 😊