



**CHARTERHOUSE**

## **CARE AND SUPPORT AT CHARTERHOUSE**

## OVERVIEW

We want every pupil at Charterhouse to feel Safe, Secure and Supported. There is no problem too small or too big; please do talk to somebody - we are always available to help.

## CARE

If you need advice, or want to talk over a problem, you will usually go to your or Head of House (HH), Deputy Head of House (DHH), Assistant Head of House (AHH), Tutor or House Monitors. Other sources of support include:

### Hunt Health Centre (HHC)

In general, House duty staff will deal with minor medical issues in House. For more serious concerns, or if you wish to see a doctor or nurse, you may ask in House or at the HHC for an appointment to be made.

The HHC provides 24-hour nursing cover. There is a Nurse on call between 20.00 and 07.30 Monday to Friday, and from 18.00 Saturday to 07.30 on Mondays.

Landline: 01483 291691

Mobile: 07881 915671

<b>Opening times:</b>	<b>HHC</b>
<b>Monday – Friday:</b>	<b>07.30 – 18.00</b>
<b>Saturday:</b>	<b>08.00 – 18.00</b>

### Peer Support and Heads of School

Members of the Peer Support Team and Heads of School will visit each House periodically throughout the year. They provide you with an opportunity to talk to a senior pupil who may have experienced similar situations as they themselves have progressed through the School. You may also contact them directly. Further details may be found in the Peer Support policy.

### CharterNet

We want you to be happy at Charterhouse, and to enjoy your time here. We want you to feel safe and secure. If there is something that is worrying you, that you don't feel able to speak to a trusted adult about, then you can make an anonymous report via CharterNet using *Whisper*.

**CONFIDENTIAL SUPPORT**

You may also consult confidentially the following:

*The Senior Chaplain:* The Revd Clive Case, BA, MTh 415104  
[cac@charterhouse.org.uk](mailto:cac@charterhouse.org.uk)

*The School Medical Officer:* c/o The Hunt Health Centre 01483 291691

*Wellbeing Centre:*

Director of Wellbeing: Ms M Jolly, BA, MA 413251  
[mjolly@charterhouse.org.uk](mailto:mjolly@charterhouse.org.uk)

Senior Counsellor: Ms Jan Symes, BA, MBACP, UKCP, SRN, CQSW 413250  
[jansymes@charterhouse.org.uk](mailto:jansymes@charterhouse.org.uk)

Clinical Psychologist: Dr Charlotte Brown, MA, PGCE, MScEP, DCP 291787  
[charlottebrown@charterhouse.org.uk](mailto:charlottebrown@charterhouse.org.uk)

## Independent Listener:

Mrs Mary Morris

[marymorris31@outlook.com](mailto:marymorris31@outlook.com)

Tel: +44 (0)1483 543520 (day time)

Tel: +44 (0)1276 475910 (evenings)

Mob: +44 (0)7949 685683

**Parents or pupils may also contact:**

The Children's Commissioner: 0800 528 0731  
<http://www.childrenscommissioner.gov.uk>

Surrey County Council

Multi-Agency Safeguarding Hub: 0300 4709100

Child Line: 0800 1111

Independent Schools Inspectorate: 0207 6000 100

OFSTED: 0300 123 1231

The Local Authority Designated Officer: 01483 123 1650

**For Child Protection issues please consult the Designated Safeguarding Lead or one of the Deputies:**

Mrs Alex Colclough (DSL): 07833 435904

Mr James Hazeldine 07827 956697

Miss Leanne Rowlands 07721 388670