



## Care and Support at Charterhouse

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, Deputy Head of House, Assistant, Tutor or House Monitors. Other sources of support include the following sources of assistance.

### Hunt Health Centre (HHC)

In general, Assistants 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><i>Opening times:</i></b>	<b><i>HHC</i></b>
<b><i>Monday – Friday:</i></b>	<b><i>07.30 – 18.00</i></b>
<b><i>Saturday:</i></b>	<b><i>08.00 – 18.00</i></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.

### Greyhound

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 anything which is worrying you - anything! - or if you have any problem or concern, one of our experts can probably help you with it. Visit the 'worries and concerns' page on Greyhound.

Worries and Concerns: [Worries-and-concerns](#)

Say Something: [Worries-and-concerns/saysomething](#)

You may also wish to report anonymously using Whisper.



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### CONFIDENTIAL SUPPORT

You may also consult confidentially the following:

<i>The Senior Chaplain:</i>	The Revd Clive Case, BA, MTh <a href="mailto:cac@charterhouse.org.uk">cac@charterhouse.org.uk</a>	415104
<i>The School Medical Officer:</i>	c/o The Hunt Health Centre	01483 291691
<i>Wellbeing Centre:</i>		
Director of Wellbeing:	Ms M Jolly, BA, MA <a href="mailto:mjolly@charterhouse.org.uk">mjolly@charterhouse.org.uk</a>	413251
Senior Counsellor:	Ms Jan Symes, BA, MBACP, UKCP, SRN, CQSW <a href="mailto:jansymes@charterhouse.org.uk">jansymes@charterhouse.org.uk</a>	413250
Clinical Psychologist:	Dr Charlotte Brown, MA, PGCE, MScEP, DCP <a href="mailto:charlottebrown@charterhouse.org.uk">charlottebrown@charterhouse.org.uk</a>	291787
Visiting Counsellor:	Mr Ray Watters, BA, FdSc, MBACP <a href="mailto:raywatters@charterhouse.org.uk">raywatters@charterhouse.org.uk</a>	413250

### Parents or pupils may also contact:

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

Mr JM Richardson (DSL):	07833 435904
Miss Charlotte Hughes-D'Aeth	07827 956697
Ms Karen Davies	07824 498804