



## INFORMATION FOR FAMILIES

### What we do

*“Our aim is to ensure that every parent is given the help, support and skills that they require to enable them to provide a safe and secure lifestyle for themselves and their family”.*

We strongly believe that every child has the right to grow up in a secure, loving environment and should be supported to achieve their full potential. We are aware that some families face greater challenges and difficulties in providing this for their children and our aim is to fully support and provide the skills necessary to empower parents and enable them to provide secure and safe futures for themselves and their family.

For this to happen, we need to work together. Upon admittance, families will meet their Key Worker who will explain the following:

- What will be expected of you
- What you can expect from us
- How we will support you

All staff are qualified and experienced to assist, support and advise and come from a variety of different professional backgrounds.

We will also be registered you with relevant health services such as GP, midwife and health visitor. If you need counselling or substance misuse support, we will refer you to these services.

### Facilities and Accommodation

Resolve Care consists of two, large three storey houses with a through door inside so staff can gain easy access to each house. Together the houses make a detached property in a residential area in Ilford, Essex (London Borough of Redbridge) with easy access to Ilford Town Centre.

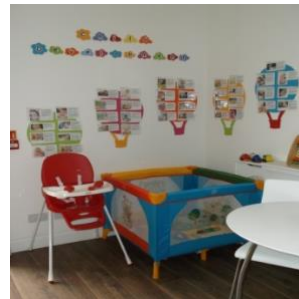


We can accommodate up to eight family groups at any one time. Our families will live in either one of our four bedrooms (all of which have an en-suite sink, shower and toilet) or one of our four self-contained flats (which comprise of a bedroom, bathroom, kitchen/kitchenette and lounge area)

In addition to this, everyone has access to a large communal kitchen and dining area, communal bathroom, family room and a large patio and grass garden area.

Every room and flat is furnished with a bed, cot / child's bed, and storage for your belongings.

#### Communal kitchen and dining area



The kitchens are equipped with cookers, microwaves, fridges and freezers. We provide cooking utensils, saucepans, crockery, and cutlery. We have washing machines and tumble dryers, ironing boards and an iron all of which you can use free of charge.

## Lounge



The lounge has a play and sensory area for babies and children. There is a large television and we have a Netflix account for 'Film Nights'.

## Communal Bathroom



## Bedroom



Your bedroom will have wardrobes, drawers and a comfortable chair for feeding. Most rooms have en-suite shower rooms and the flats have their own bathrooms.

## Garden area and outdoor play area for children



When you first arrive at Resolve, you will have a member of staff with you all the time when you are caring for your baby (day and night). You will be expected to provide all the care for your child and the staff will help and guide you. As you become more confident and learn the skills then you will be able to care for your baby with less support.

You are also expected to shop and cook for yourself and your child and to wash your own clothes and linens. Staff are there to help and support you with every aspect of care.

When you first arrive, you may be able to go to the shops on your own however will always have a member of staff with you when you are with your baby. Once you have progressed through the assessment process you may be able to go out on your own unsupervised with your baby for increasing amounts of time.

There are a variety of shops, schools, children's centres and parks all within walking distance from the house. Resolve has strong links with local health centres, children's centres and GPs.



### **What to bring with .....**

For you:

- Clothes
- Toiletries
- Towels
- Medication
- Washing and cleaning products

You will be given a new duvet, pillows and linen for your bed and bed sheets when you arrive; these can be taken home when you leave.

For your baby / child:

- Special toys / comforters
- Medication
- Feeding bottles / sterilising



- equipment / breast pump etc
- Bedding for the cot
- Buggy / Pram
- Bouncy chair
- Clothes
- Nappies, baby wipes

All babies will be given new cot mattress.

**Local Amenities all with 5 minutes walking distance:**



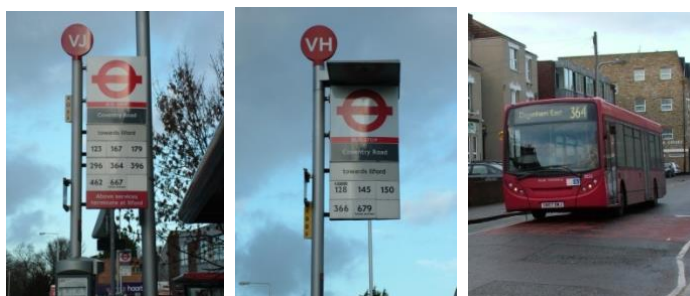
**Ilford Town Centre, the Exchange Shopping Centre, Post Office & Pharmacy**



**Tesco Express, Lidl,**  
(These are just a few of many within the area)



**NatWest, RBS, Barclays, Halifax & Santander, amongst others**



## **We are situated behind a built-up area with many surrounding travel links**

Iford Train Station (which provides direct links to Central London, Stratford and Westfield Shopping Centre) is a short walk along the road and there are many bus routes which stop close to the house. The number 364 bus travels directly down Coventry Road.



## **Living and Working Together**

Everyone at Resolve, including families and staff, have the right to live and work without fear of discrimination, abuse or violence. Everyone has a right to be treated with dignity and respect regardless of their race, culture, gender, sexual orientation, age or physical appearance.



## **Privacy**

As far as the assessment process allows, your room is private. During the beginning of your stay we will assist you to provide care for your child, this may mean that we are with you all the time when you are caring for your baby.

Staff will always knock before entering.

Once you require less guidance and assistance staff will only come into your room when invited to do so, unless there are any immediate concerns about safeguarding and health or safety issues.

You are expected to keep your room clean and tidy (safe for yourselves and your baby); staff will check your room at least once a day. This forms part of our house rules and expectations.

No other residents are allowed in your room.



## **Confidentiality**

All our staff will be aware of your circumstances however, this is strictly confidential and will not be discussed in any manner with any of our other residents.

We will provide your social worker and solicitor with information about how you and your family are progressing.

Any sessions or appointments that are undertaken with a personal counsellor will remain confidential between yourselves unless the counsellor has any serious

concerns about safety, in which case that information will be shared with other professionals.



### **What to expect when you get here...**

It may be the case that you have visited before a placement was agreed in which case, you may already have had the opportunity to meet a member of the team.

We appreciate that it may be difficult for you to live away from your home, family and friends and live in a shared environment therefore we will ensure we will do our utmost to ensure that you feel comfortable and at home.

Our main concern is the safety and welfare of your baby / children and our objective is to assist you in looking after yourself and your baby / children. A benefit of living within a residential setting is that there is always someone available to help you whenever you need them.

On arrival, you will meet some of the staff team. You would usually be accompanied by your child's allocated social worker or another relevant professional.

Staff will show you to your room and help you to unpack and put away your belongings.

You will be asked to hand all medication, cleaning products and sharps into the Office. These will be given to you as needed whoever will need to be signed in and out.

A member of the staff team will then have a meeting with yourself and your allocated social worker or other relevant professional. During the meeting our expectations will be explained to you and you will be asked to sign an agreement agreeing to the expectations and to work with us and follow our policies and protocols.

You will also be asked to sign and agree to some consent forms which include the use of CCTV, baby monitors, emergency first aid administration and sharing of information.

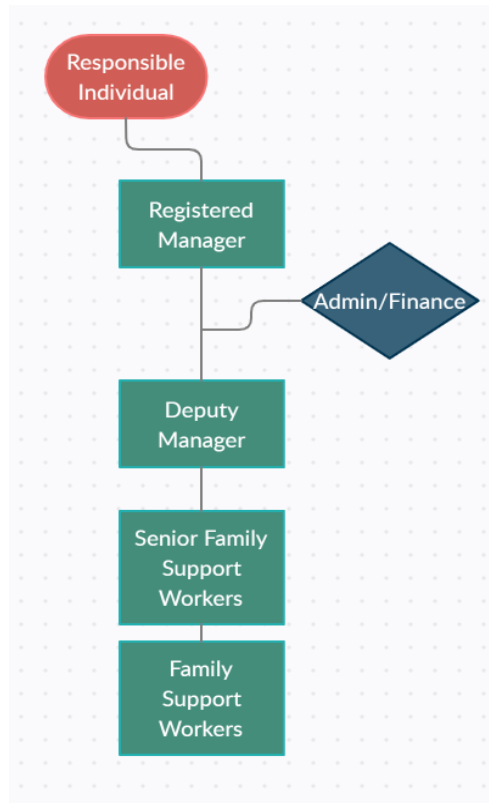
In the initial admission meeting a brief care plan will also be discussed and the level of support that you may require. After the meeting you will be shown around the house and introduced to all available staff and other residents.

The fire evacuation process will be explained, and you will be shown all fire exits in case of an emergency.

Over the first few days you will work closely with staff and will be allocated a Key Worker. An Independent Social Worker will be allocated to undertake your parenting assessment. A care plan will begin to be outlined and this will be discussed and finalised during the Placement Planning Meeting which you should expect to take place within five working days of your arrival once we have received all of the necessary documents from your Local Authority; please be aware that often it can take more time however you will always be updated of this.

We run twice daily sessions for our families – these include subjects such as baby massage, messy play, cooking, mindfulness. You are expected to attend these sessions as part of the assessment process.

### Organisational structure



### Registered Provider

Resolve Care Ltd  
Northside House  
Mount Pleasant  
Barnet  
Herts EN4 9EE  
020 8500 0066  
[www.re-solveuk.com](http://www.re-solveuk.com)

### Responsible Individual

Anne Morgan SRN RHV BSc

### Acting Registered Manager

Stephanie Sollosi RGN RSCN

### Specialist Support

There are several other professionals whom you may be in contact with on a regular basis during your stay. However, this will be discussed and agreed by you and your social worker beforehand.





## Key Worker role

You will be allocated a Key Worker and co-Key Worker who are experienced professionals who will oversee the assessment process whilst you are residing with us.

As far as possible they will be working with you and supporting you on a day to day basis.

You will also be working closely with our family support workers who will be helping you care for yourself and your baby / children. They will report back to your Key Worker as to how you are doing and any challenges that you may be facing. Your Key Worker will be continually liaising with other professionals who may be able to provide you with more specific support, should it be required. Please see below examples:

- Social worker
- Psychologist / counsellor / therapist
- GP
- Health Visitor
- Midwife
- Community mental health nurse

Your Key Worker and co-Key Worker will arrange weekly sessions with you to discuss areas where you are doing well and areas where you could do better. They will support you in how to improve some of the weaker areas.

## Family support worker role

When you initially come to Resolve, a family support worker will be with you all the time helping you with every aspect of caring for your baby / child. They will particularly help you with:

- Getting into a daily routine
- Feeding your child
- Bathing and dressing
- Sleeping routines
- Stimulation and playing with your child
- Behaviour management
- Healthy eating
- Budgeting and shopping
- Looking after yourself





## 24-hour monitoring

On arrival at Resolve, you will be required to give us your permission to 24-hour CCTV observation. We will ask you to sign our CCTV Consent Form.

The cameras in your room will only be able to see images directly above your baby's cot and any lounge and kitchen area if you are staying in one of our self-contained flats.

The cameras feed to a central unit in the main office where a member of staff will be able to observe you and your child/ren whilst under CCTV view. Throughout your time at Resolve, staff will make written records and observations which will be used during the care proceedings. These will be provided to the relevant professionals in your case to give details of the progress of the assessment.

It will be explained to you that whilst you and your child/ren are in your living environment, the child/ren must remain under CCTV view at all times and when you are in the communal areas of the house with your child/ren there will often be a member of staff present.

Baby monitors are also used to hear when the babies are crying as it may not be obvious on the CCTV.

## Complaints



We want to make sure that everyone feels safe, happy and has no concerns. If something is worrying you, then you should speak with a member of staff who will endeavour to assist.

However, if you remain unhappy you should put your complaint in writing. If required you can ask someone to help you with this (such as your Keyworker, Social Worker or an Advocate). This will then be given to Resolve's Manager or Deputy Manager and they will follow the steps required to deal with your complaint effectively. You will find a copy of our Complaints Procedure displayed in the communal kitchen area.

**Covid Guidance – we expect all families to comply with current Covid guidelines and will terminate placements immediately if these guidelines are not adhered to.**

## House Rules and Expectations

1. We will treat you with respect and courtesy and we expect all our staff to be treated in the same way
2. Any violence, physical, verbal or threats of violence towards others i.e. partners, other residents, staff members or children will not be tolerated. All professionals will be informed, and the placement may be terminated.
3. Anti-discriminatory behaviour of any kind will not be tolerated this includes sexist, racist, homophobic, xenophobia and such behaviour may result in you being asked to leave.
4. We have a no smoking policy inside all areas of the house, smoking is only permitted within the designated smoking areas; this applies to all residents. Smoking is only permitted in the smoking area to the side of the building in the garden. The buying or lending of cigarettes from another parent is not permitted. Children are not permitted to be in the smoking area. Parents need to ensure the safety of their own children when they go for a cigarette. Children are not allowed in the smoking area and will NOT be looked after by staff when a parent needs to go for a cigarette. Smoking is not permitted during time away from Resolve in the Community.
5. **Drugs / Alcohol** is not permitted anywhere within Resolve. If staff have reason to believe that you are under the influence, the staff will take over the care of your baby and you may be asked to leave the premises. Should you not comply with this request staff will contact the Police who will remove you from the premises. In both events, the Local Authority will be contacted, and it is likely that we will terminate your placement.
6. **Medicine and medication** – you must notify staff of any medicines that you have for yourself and or your child/ren. Appropriate measures will be taken to log and safely store medication in a safe place. Staff must be immediately updated of any changes to medication.

### Safety

- 7 For safeguarding reasons, it is strictly prohibited to disclose the address of Resolve Care without prior consent by management. This could lead to your placement being terminated.
8. Under no circumstances should your rooms be locked. Staff will always knock as a courtesy before coming into your room.
9. Rooms will be checked by your family support worker every day to ensure that the environment is clean and hygienic (safe) for you and your family.
10. Parents are not allowed to take responsibility or look after another family's child/ren.

11. All pushchairs are to be folded away and placed in the buggy shed.

### **Communal Living**

12. All children should be in their individual family area by 8pm.
13. Families are not allowed in each other bedrooms and should not be knocking on other residents' doors.
14. All families are responsible for their own personal belongings, which must be kept in their own rooms.
15. All families must have prepared their evening meal by 9pm.
16. All families need to complete their daily cleaning rota before going to bed each evening. This should be no later than 9pm.
17. All families must adhere to their allocated washing days, please speak to a member of staff in exceptional circumstances.
18. All families are encouraged to use the washing line, garden, or airier to dry their clothes.
19. All families are required to label their food with their name and the date before placing it in the fridge.
20. All families are to wash, dry and pack away their crockery and dishes.
21. All families to understand that daily room checks can occur.
22. Takeaways must not be ordered any later than 8pm and must be delivered by 9pm.
23. Families are expected to be up dressed and ready for the day by 9.30am. This is important as it helps to reinforce the importance of daily routines both for you and your children.

### **Assessment Process**

24. All families are to attend organised key work sessions.
25. All families are to adhere to their weekly programme.
26. All appointments need to be attended as requested and on time.

### **Cooking & Cleaning Rotas**

In order to keep the home running as smoothly as possible, we have devised cooking and cleaning rotas which provide each family with a designated slot to use the kitchen facilities and/or washing machine and tumble dryer. The cleaning rota is in place to ensure all our residents are participating in fair and orderly manner.

A member of staff will discuss this with you on your arrival, however, please ensure your meals are prepared by no later than 9pm. All families will be required to label their food before it is placed into the fridge or cupboard. You will also be required to wash, dry and put away any of the crockery you may have used.

You will also be expected to have completed your daily cleaning duties by 9pm.



### **Medicines and Medication**

Upon arrival you must notify staff of any medication that you have with you, whether this is for yourself or your child. This will then be handed into the staff office to be recorded and stored safely. You will then request to administer medication for yourself or your child/ren in the presence of two members of staff. A medication form will be signed by yourself and staff after each administration.

Parents/carers who are prescribed any medication must ensure that upon admission, these are given to the staff in order for them to be monitored and stored safely. This arrangement will be reviewed as the placement progresses.



### **Fire Safety Precautions**

Residents must sign in and out when leaving the premises. This information is required in the event of a fire.

Resolve Care has a fully operational fire alarm system to protect everyone in the building from fire. Staff are required to test this system on a regular basis and will inform you when they are going to set the fire alarm off.

Due to the risk of fire, we do not allow candles, night-lights, burners, incense, joss sticks or smoking in bedrooms or any other room within the house.



### **Visitors**

Visitors can attend Resolve Care as agreed within the Placement Planning Meeting and are subject to the appropriate checks and approval from your Local Authority Social Worker. They must bring a picture form of identification on each visit.

## **Photographs and Recordings**

It is prohibited to take photographs, video or audio recordings of staff or other residents and their children without the prior consent of residents and staff.



## **Your children**

You are responsible for your children at all times. You must not leave them in the care of other residents and equally you must not become involved in the care and control of other children who reside with us.

Should you leave Resolve Care without prior agreement, thus resulting in the staff having to intervene in the care needs of your child/ren, this may be deemed as 'abandonment' and so the Local Authority Children's Services will be informed and this may adversely affect your assessment.

During the first weeks of arriving at Resolve Care, all aspects of daily care for the child/ren will be closely monitored and supervised. This will be reviewed as the placement progresses.



## **Mobile Phones**

When you are in meetings, sessions or in the playrooms, please put your mobile phone on silent or switch it off. If you are using your mobile phone and staff become concerned about you using it in the presence of other families, you will be asked to either terminate the call or move to a more private area, such as your room. In exceptional circumstances, such as for your personal safety, we will ask you to hand in your mobile phone.

## **Protection of Children and Young People**

The safety and well-being of the children and young people under 18 years of age is paramount.

All our staff have a responsibility for protecting children and young people and will report any concerns regarding child abuse or neglect to the senior staff member on shift who discuss with the Deputy Manager / Manager who will investigate further.

All our staff have undergone training in safeguarding and child protection. They are fully trained in understanding what concerns to look out for and what to do if they suspect it.

All our staff have been recruited through stringent processes and have undergone enhanced DBS checks.

Any visitors to Resolve Care whether professional, tradesmen or social visitors will not be left unsupervised with residents unless they have had an enhanced police check through the Disclosure & Barring Service.

**We adhere to Working Together to Safeguard Children (2018), London Child Protection Procedures and London Borough of Redbridge Child Protection Procedures. Copies of all are available in the Office.**

### **Protection of Vulnerable Adults**

At Resolve we also have a responsibility to ensure the protection of Vulnerable Adults.

We adhere to the Redbridge Vulnerable Adults Safeguarding Protection Procedures.

If we have a concern that you are a vulnerable adult and are being or are at risk of abuse, we will make a referral to the appropriate Adult Safeguarding Team and support you through the Safeguarding process.