



## Parent's Guide

### 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.

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

### Facilities and Accommodation

Resolve Care consists of a large three storey house residential area in Ilford, Essex (London Borough of Redbridge). We are walking distance to shops, and there are good transport links (buses and overground trains into Liverpool Street).

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

Depending on your needs, you will either be placed in an en-suite bedroom or a self-contained studio flat.

It may be that part way during your stay we may move you to a self-contained flat to enable you more independence and to put into practice what you have learnt.

Everyone has access to a large communal kitchen and dining area, communal family room and a large patio and grass garden area.

During your stay at Resolve, you may be asked to moved accommodation – again this is due to changing needs of either your family or another family. Once settled, we will only change accommodation if we must.

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. You will have your own spaces in the fridges and freezers for your food. 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. All cleaning products must be handed in and are kept in a locked cupboard in the kitchen.

## Lounge



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

## Bedroom



Your bedroom will have wardrobes, drawers and a comfortable chair for feeding.

### 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 will always have a member of staff with you when you go into the community with your baby. Once you have progressed through the assessment process you may be able to go out on your own unsupervised 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 you will need to bring with you**

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.

Please note, due to safety reasons, Resolve Care does not support the use of baby carriers or slings either in the house or in the community.

### **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.

### **The Admission Process**

We try to ensure that all families can have a virtual visit before they arrive so that you can meet some of the staff and see what their accommodation will look like.

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 / child, 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 social worker.

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 (such as razors and scissors) into the Office. These will be given to you as needed however these will need to be signed in and out.

A member of the staff team will then have a meeting with yourself and your social worker. During the meeting it will be explained how we work, what we expect from you, and what you can expect from us. 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 Case Manager and Key Worker. A Social Worker will be allocated to undertake your parenting assessment.

We run 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.

## **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 must be handed into the staff office to be recorded and stored safely. We have a process for the safe administration of medicine and when it is needed, you will then ask staff for your medicines, and they will bring it for you and support you to take it (if for yourself) or give it to your baby. You will then need to sign to confirm that the medication has been given.

## **Contact with families and friends**

We understand how important it is for you to keep in contact with your family and friends whilst you are with us however, we do not allow visitors to Resolve other than professionals.

Your social worker will be given the details of a local contact centre and they will make arrangements for you to meet your family and friends there if appropriate.

## **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.

## **Social Workers**

We have social workers who work with us whose role is it to undertake the formal parenting assessment. You will meet them soon after you arrive and they will arrange with you when the sessions will take place. They will be present at all of the meetings and will write your final assessment report. They will discuss this with you at every step of the way so that you are aware of how you are doing and what is working well; and where things may need to be improved you can be supported to improve.

The social workers work closely with the case manager, key workers and family support workers.

## **Case Manager and Key Worker role**

You will be allocated a Case Manager and a 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
- GP
- Health Visitor
- Midwife
- Community mental health nurse

Your Case Manager and Key Worker will arrange weekly sessions known as 'traffic lights' 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



### Student Social Workers

We have student social workers who work with us. These are individuals who are at the end of their training to be social workers and who are with us for several months. They will work with you in the family support worker role and will also be working with the Social Worker who will be undertaking your assessment.

### 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. We will support you to enrol in smoking cessation programmes.

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. We will support you by referring you to our local drug and alcohol service.
6. **Medicine and medication** – you must notify staff of any medicines that you have for yourself and or your child/ren. These must given to staff who will document and lock away the medication. 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 unless there is an immediate safeguarding or health and safety concern.
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, and not left in communal areas.
12. You must not use your mobile phone in communal areas; you must not video yourself, other families or staff.

### **Communal Living**

13. All children should be in their individual family area by 8pm.
14. Families are not allowed in each other bedrooms and should not be knocking on other residents' doors.
15. All families are responsible for their own personal belongings, which must be kept in their own rooms. We discourage from bringing valuable items or large amounts of cash. Where you do have such items we can lock them away for you.
16. All families must have prepared their evening meal by 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 in line with food safety standards.
20. All families are to wash, dry and put 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 at an appropriate time in the morning. 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.

#### **Valuing Equality and Diversity**

Our staff and our families come from a variety of different backgrounds and cultures. We support and encourage families who have specific cultural and religious beliefs to practice them whilst they are at Resolve.

#### **Health Needs**

All families will be supported to register with the local GP and will be registered with the midwifery and health visiting service.

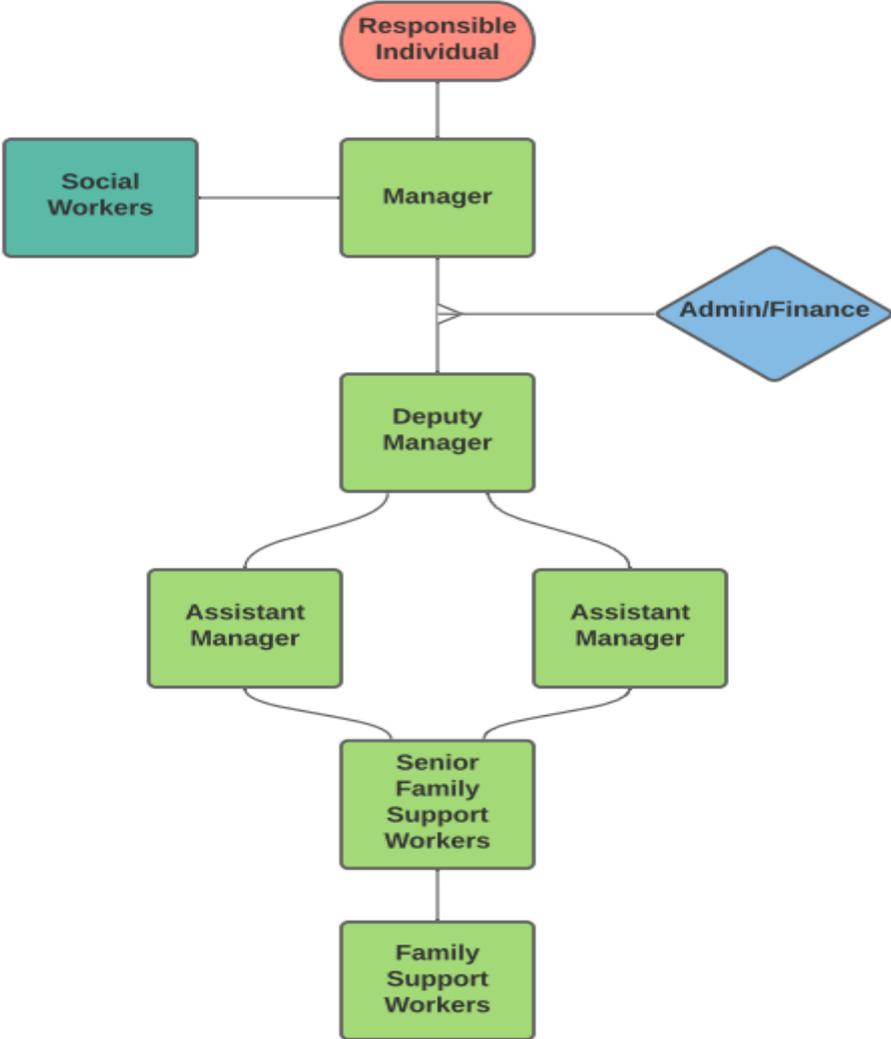
Where a family member of child becomes unwell or has an accident, you must immediately inform staff who will support you to seek medical attention as indicated.

#### **Language and Communication**

Where English isn't a parent's first language, we will ensure that they have access to interpreters (or suitable Apps if interpreters aren't available) to ensure that they understand what is being said and so that they can voice their concerns, wishes and views.

We use picture guides where possible for parents who may find written or verbal communication difficult.

**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

## **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 your room / flat and wait for you to give them permission to come into your room. However, if there are immediate concerns about safeguarding or health and safety issues, staff may enter the room without permission to ensure that everything is ok.

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.

Where repairs may be required in your room / flat, we will notify you that a workman will be coming. Appropriate measures will be taken to protect yourself / baby / workman and your property.

## **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.

## **Mobile Phones**

You should not be using your phone when you are with your baby / child.

When you are in meetings, sessions or in the lounge, 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.

## **Confidentiality**

In order to protect yourself and other residents you **MUST NOT** disclose the address to anyone.

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. You should not share your personal information or circumstances with other residents.

Resolve will only share your information with professionals on a need-to-know basis and in line with our policy.

We will provide your social worker and your baby / child's guardian with information about how you and your family are progressing.

On arrival you will be asked to sign a consent form regarding sharing of information.

## Data Protection

We have a Data Protection policy that explains how we and why we use your personal information and how we store it.

## 24-hour monitoring

We have CCTV monitoring in Resolve. 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. We have a policy for the safe and legal use of CCTV.

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 listened to. If something is worrying you, then you should speak with your Key Worker or any member of staff who will endeavour to assist.

In addition, there is usually the Manager, Deputy or Assistant Managers on duty who you can speak with.

However, if you remain unhappy you should put your complaint in writing. If required you can ask someone to help you with this. 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

We expect all families to comply with current Covid guidelines and will terminate placements immediately if these guidelines are not adhered to. They are there to protect everyone.

## **Fire Safety Precautions**

When arriving on site all families will be expected to undertake a fire safety induction and to sign that they understand and are aware of their responsibilities in the event of a fire.

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. You will be expected to comply with the fire safety drill.

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.

You must check with staff before using any large electrical items such as fans or heaters in your rooms. You must not use electrical extension cables under any circumstances.

## **Food Hygiene and Safety**

We will support you to shop, prepare and cook healthy and nutritional meals for yourself and your family. We will expect you to comply with food hygiene and safety with regards to cooking and storage of foods. Where we have concerns that food may be out of date and unsuitable for use then we will discuss this with you and dispose of the food.

## **Responsibility for Babies / Children**

The safety and welfare of your baby / child is the most important thing at Resolve.

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.

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.

Staff will support you and prompt you if necessary to care for your baby / child. However, if you do not respond to prompts for example when your baby needs a feed, staff will intervene and feed your baby.

## **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.