



Residential Family Centre

Parent's Guide



Breaking the cycle. Giving children and families a chance.

Here's what we do

“Our aim is to ensure that every parent is given the help, support and skills that they need to help 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 do understand 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.



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Our Facilities and Accommodation

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

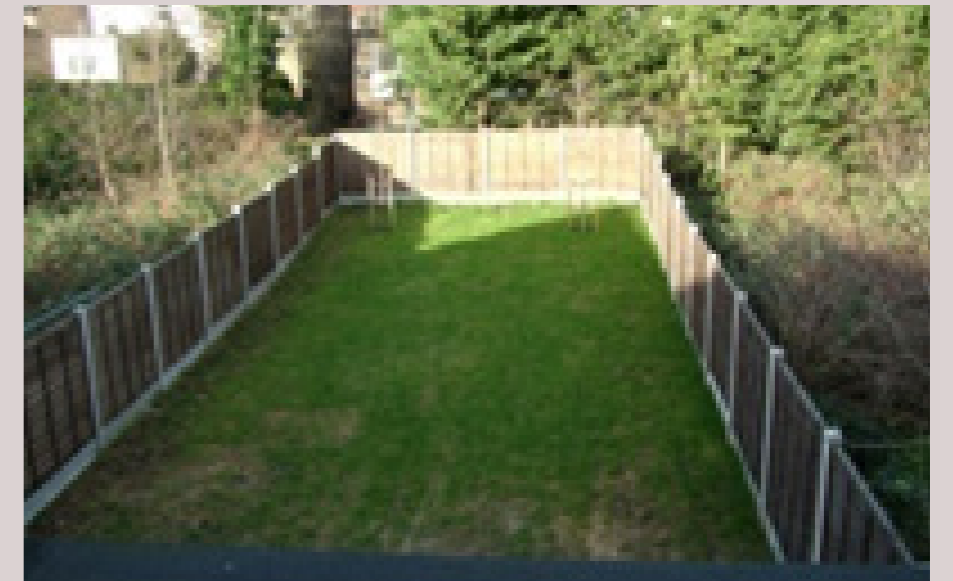
We can accommodate up to eight family groups at any one time. Our families will live in either one of our four en-suite bedrooms or one of our four self-contained flats (which comprise of a bedroom, bathroom, kitchen or kitchenette, and lounge area).

Everyone can use the large communal kitchen and dining area, communal family room and a large patio and grass garden 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 from a bedroom to a self-contained flat, to enable you more independence and to put into practice what you have learnt. 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.



The kitchens have 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.

The lounge has a play area for babies and children. There is a large television and an Alexa for families to use.

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



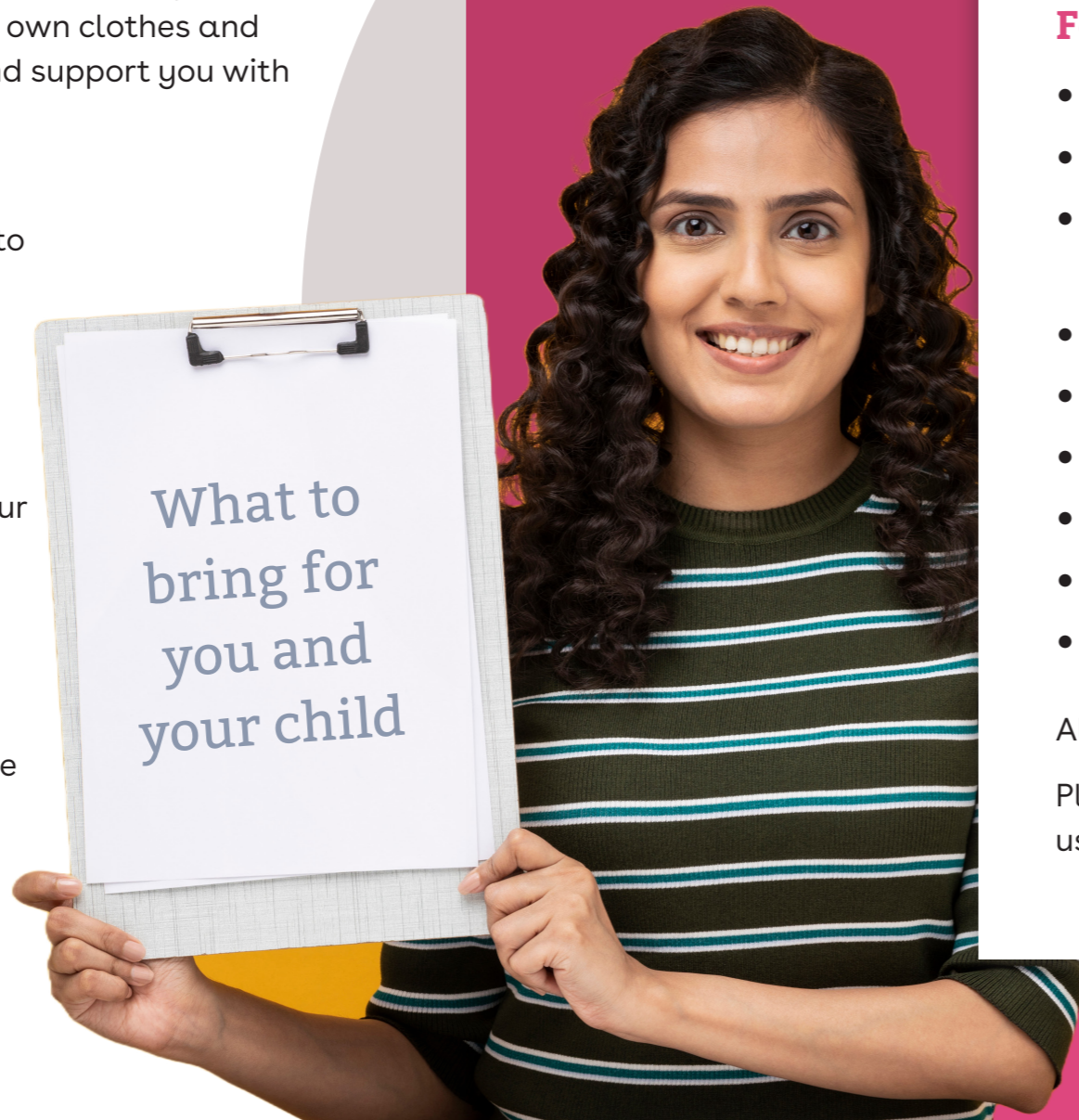
When you first arrive

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.

You will always have a member of staff with you when you go into the community with your baby, when you go shopping and to health and other appointments. 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
- Medicines
- 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 or child

- Special toys and comforters
- Medicines
- Feeding bottles, sterilising equipment, breast pump, etc.
- Bedding for the cot
- Buggy or pram
- Bouncy chair
- Clothes
- Nappies and baby wipes
- Changing mat

All babies will be given a 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 safely at Resolve

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 the accommodation will look like.

We understand 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 try our hardest to make sure that you feel comfortable and at home.

Our main concern is the safety and welfare of your baby / child, and our aim 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.



Once you have arrived

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

You will be asked to hand all medicines, 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 can also ask us as many questions as you need.

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, cooking. You are expected to attend these sessions as part of the assessment process.



Medicines and Medication

When you arrive at Resolve, you must tell staff about any medicines that you have with you, whether this is for yourself or your child.

This must be handed into the Office to be recorded and stored safely. We have a process for the safe giving 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 medicine 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 for you and your family

There are lots of other professionals whom you may be in contact with on a regular basis during your stay. 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 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.

Your Case Manager and Key Worker

You will be allocated a Case Manager and a Key Worker who are experienced staff who will help you throughout the assessment process whilst you are with us. As far as possible they will be working with you and supporting you on a day-to-day basis.

Your Key Worker will be continually talking to and sharing information with other professionals who may be able to provide you with more specific support, should it be needed. Please see below examples:

- Social worker
- GP
- Health Visitor
- Midwife
- Perinatal 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 tell you what you can do to make some things better.

Specialist Teacher

We have a specialist teacher who works with us. She will meet with you and see whether you need any help with reading, writing and numbers and then can make sure that you have the right help. She will work with the social worker helping them with some of the activities for your assessment. She will also work with you, helping you with things like cooking, looking after yourself, healthy relationships, and anything else that might be a worry for you or affect how you can look after your baby.

Your Family Support Worker

When you first 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 routine
- Feeding your child
- Bathing and dressing
- Safe sleep and sleeping routines
- Behaviour management
- Healthy eating
- Budgeting and shopping

Student Children's Nurse

We have student children's nurses who work with us as part of their training. These are individuals who are at the end of their training to be registered children's nurses and who are with us for several weeks. They will work with you in the family support worker role.



House Rules and Expectations



About you and your stay

- 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 ended.
- 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. Data Protection** - you are not allowed to take any pictures, film, or record any other family or any staff within Resolve. Failure to stick to this may result in your placement being ended and further action being taken.
- 5. 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 allowed in the smoking area to the side of the building in the garden. The buying or lending of cigarettes from another parent is not allowed.

Children are not allowed to be in the smoking area as this is not safe. 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 allowed during time away from Resolve in the Community. We will support you to join in stop smoking programmes.

About you and your stay (cont.)

- 6. Drugs or Alcohol** are not allowed 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. In these circumstances staff have the right to check your room or flat. Should you not agree 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 end your placement. We will support you by referring you to our local drug and alcohol service.
- 7. Medicine and medication** – you must tell staff of any medicines that you have for yourself or for your children. These must be given to staff who will document and lock away the medication. Staff must be immediately updated of any changes to medication.

About safety

- 1. For safety reasons, you must not tell anyone Resolve's address** without being given permission by the Manager. This could lead to your placement being ended.
- 2. 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.
- 3. Rooms will be checked every day** to ensure that the environment is clean and safe for you and your family.
- 4. Parents are not allowed** to take responsibility or look after another family's children.
- 5. All pushchairs are to be folded away** and placed in the buggy shed, and not left in communal areas.
- 6. You must not use your mobile phone** in communal areas; you must not video yourself, other families, or staff.

About communal living

- 1. All children should be in their individual family area by 8pm.**
- 2. Families are not allowed in each other bedrooms** and should not be knocking on other residents' doors.
- 3. All families are responsible for their own personal belongings,** which must be kept in their own rooms. We would suggest that you don't bring valuable items or large amounts of cash. If you do have such items, we can lock them away for you.
- 4. All families should have prepared their evening meal by 9pm.**
- 5. All families must try to stick to their allocated washing days,** please speak to a member of staff in exceptional circumstances.
- 6. All families are encouraged to use the washing line,** garden, or airier to dry their clothes.
- 7. 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.
- 8. All families are to wash, dry and put away** their crockery and dishes.
- 9. Takeaways** must not be ordered any later than 8pm and must be delivered by 9pm.
- 10. 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.

About the assessment process

- 1. All families are to attend** organised key work sessions.
- 2. All families are to stick** to their weekly programme.
- 3. All appointments** need to be attended as requested and on time.

Things you need to know about staying at Resolve

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

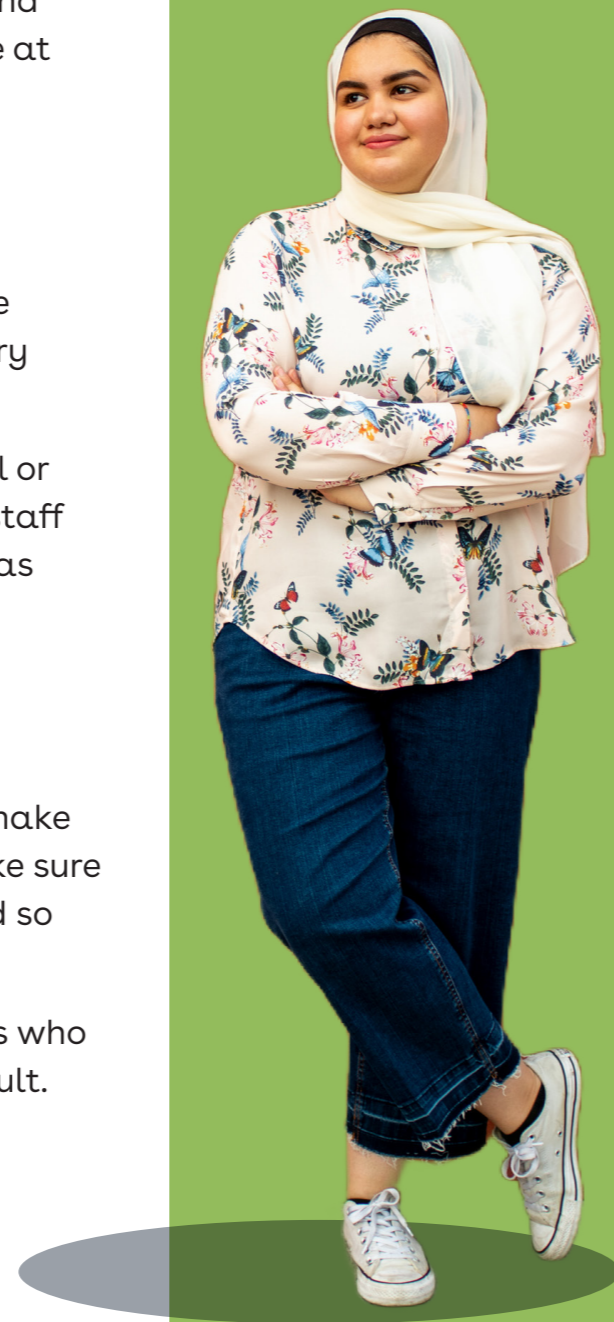
All families will be supported to register with the local GP and will be registered with the midwifery (if needed) and health visiting service.

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.

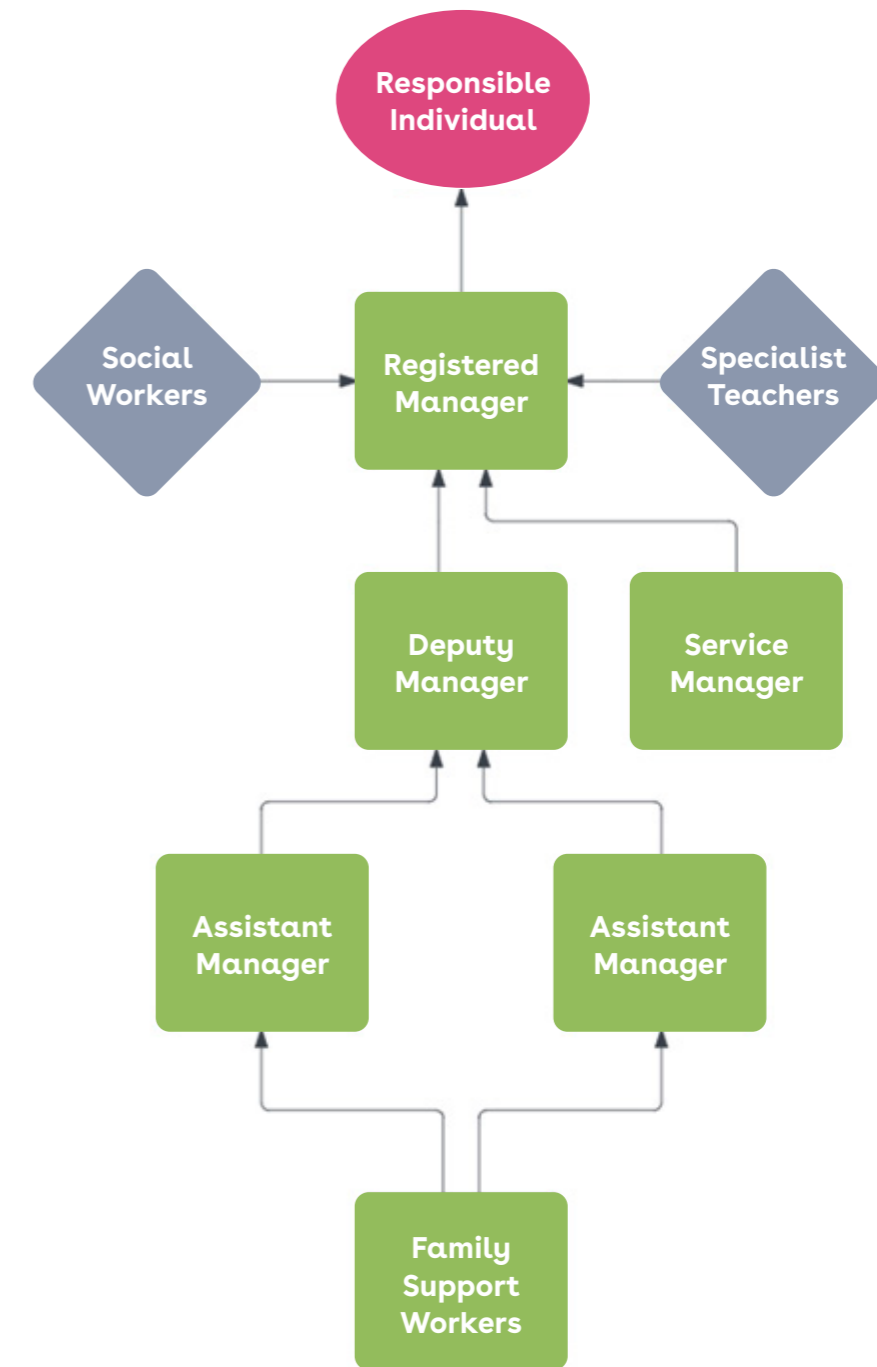
Language and Communication

Where English isn't your first language we will make sure that you have access to interpreters to make sure that you can understand what is being said and so that you can tell us your views or worries.

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
Tel: 020 8500 0066 www.re-solveuk.com

Responsible Individual
Anne Morgan SRN RHV BSc

Registered Manager
Stephanie Sollosi RGN RSCN

Other things you need to know

Privacy

As far as the assessment process allows, your room is private. During the beginning of your stay, we will support 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 or 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 make sure 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 at any time.

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

Photographs and Recordings

You are not allowed 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 or 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 end 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 tell anyone the address.

All our staff will be aware of your circumstances however, this is strictly confidential and will not be shared 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 children 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 children are in your living environment, the children must remain under CCTV view at all times and when you are in the communal areas of the house with your children there will often be a member of staff present.

Baby monitors are also used to hear when the babies are crying as we may not be able to tell by looking at the CCTV.

Complaints

We want to make sure that everyone feels safe, happy, and listened to. If something is worrying you or making you feel unhappy, then you should speak with your Key Worker or any member of staff who will try to help you.

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 you would like, 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.

Fire Safety Precautions

When arriving on site all families will need to take a fire safety induction and to sign that they understand and are aware what they need to do if there is a fire.

Residents will be signed 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 as you could become unwell.

Responsibility for Babies and 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 you must not become involved in the care and control of other children who are staying 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 very important.

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 safe recruitment 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 (2023), 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.





Residential Family Centre

Resolve is committed to enabling families to give children the chance to grow up in a happy, safe environment.

Contact us now to discuss your needs.

Telephone

020 8500 0066

Email

enquiries@re-solveuk.com

www.re-solveuk.com

Breaking the cycle. Giving children and families a chance.