



Care at its Best

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Residents Guide



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1. Welcome



We understand that you may have mixed feelings about coming to Aruna, but all our team are here to offer you friendly and guided support throughout your parenting assessment.

We hope that this information helps you to understand what happens at Aruna and what to expect during your assessment. If you have any further questions, please feel free to ask us. We are here to help and look forward to working with you and your family.

2. What is Aruna?

Our Family centre home provides a warm, homely environment for you and your baby to live in, where there is 24-hour support available. Aruna is an Ofsted registered Family Assessment Centre in Knowsley, Merseyside, close to lots of amenities.

Who works at Aruna? Aruna has a Manager -Mary Marsh and Team Leader -Vicky Fitzsimmons. Responsible Individual -Ann Norris, who all oversees the running of the Family Centre. You and your baby will have an allocated Family Support worker and assessing social worker. They will work alongside you to offer support and guidance in looking after your baby. We have a dedicated waking night team who will be there throughout the night to observe and support you with your parenting.

3. Our Vision, Values and Ethos

At **Aruna House**, our aim is to provide a **safe, nurturing, and supportive home** where you as a parent can develop the skills and confidence to care for your child safely and independently.

We believe that every parent and baby deserves:

- **Respect and kindness**, no matter their background, culture, or personal circumstances.
- **Opportunities to learn and grow**, with the right support and encouragement.
- **Fair and honest assessment**, carried out with empathy, understanding, and transparency.

Our values are built around:

- **Safety:** Keeping every parent and baby safe and well.
- **Support:** Offering guidance, understanding, and encouragement every step of the way.
- **Respect:** Valuing every family's individual culture, faith, and identity.
- **Empowerment:** Helping you to build confidence, make positive choices, and plan for your future.
- **Partnership:** Working together with you, your social worker, and other professionals to achieve the best outcomes for you and your baby.



4. Aruna House

Kitchen



Dining



Lounge

Bedroom

Our Family Centre (Parent & Baby) provides comfortable and modern living spaces tailored to family life. You will have a private bedroom with everything you need for you and your child. You can bring your own items if you prefer, however we can provide you with any essential things you require.

You will have access to shared facilities, including:

- Bathroom with shower- Bath and a separate Toilet

- Communal lounge with a TV
- Fully equipped kitchen with a large range oven, microwave, air fryer and dining space in the conservatory
- Laundry facilities, washer, and separate dryer.
- Enclosed Garden and outdoor space. Patio area with seating areas to sit out when the weather is nice.
- On-site support.

We have created a home from home feeling so that you can settle quickly. The house is just the right size for you to not feel overwhelmed.

We have an in-house therapeutic service – our counselor is on hand to support you with any worries you have, or to overcome any previous traumas you may have had. We also have an experienced housing and benefits advisor who can support you with any worries you have regarding housing and finances.

Our package of in-house support is designed to evaluate and strengthen your parenting skills through:

- One-on-one guidance and mentoring
- Parenting workshops (Solihull model)
- Practical life skills training

Ongoing assessment (Parent Assess model) and structured feedback

5. Our Aims and Objectives

Our aim is to work with all those involved in the lives of you, the parent and your baby who are referred to the service, to provide and plan for their best possible care and your longer-term future.

6. To help us achieve this we will:

- Provide a comfortable, supportive and caring environment for you as a mother with your Baby. Aruna Residential is for Two **parents** and Two Babies.
- Recognise the strengths and abilities of you as a parent and support you to build upon them.
- Work in an open and honest way with you as a parent and professionals involved with the child.
- Empower you as a parent to build a positive future for your child.
- Ensure your child is safe and can thrive.
- Identify any areas of concern which might prevent you as a parent from providing the care your child needs.
- Support you as a parent to Model positive parenting approaches.
- Assist professionals with creating care plans for your child.
- Provide clear, evidence-based parenting assessments for local authorities and family courts. Weekly Parent assessments with the Independent Social Worker

7. Working Together

During the first few weeks, we will closely monitor how you interact and care for your baby. During your placement staff will complete several observations to ensure that you can safely complete the tasks below. Staff will be there to offer you advice and support and guidance to safely complete the task which includes:

- Bathing your child
- Nappy changes
- Play time
- Making bottles and feeding your baby
- Washing and sterilising bottles

Staff need to know if you are completing care tasks so that we can observe your parenting and be there to support you. We expect you to be downstairs during the day so this can happen. You will have access to your daily notes and can read them each day and make your own comments. Staff will support you to go through your notes if needed.

Your family support worker will meet with you weekly to discuss how your assessment is going. You will be encouraged to give your own views on what has been working well, what may have been a worry and what needs to happen next.

We will work together to create an action plan each week to help you move forward in a positive way. Your key worker will do sessions with you that will aim to help you with all aspects of your parenting. These sessions will be specific to you and your baby's needs.

There will also be other sessions for you to attend which will include parenting support, housing/benefits and therapeutic counselling support. During your assessment your family support worker will write a review report and share it with you. You can add your own comments to the report.

Your social worker and other professionals working with you will be invited to attend your Planning Meeting. The Assessing Social Worker will complete the assessment report at the end of Assessment which will be sent to the social worker and court. The report may identify recommendations for when you move on from Aruna House.



8. Assessments

When you are at Aruna House, the assessment will focus on the following areas:

9. Basic care

All the practical things you do to take care of your baby, including making bottles, feeding, keeping your child clean, keeping your home clean and hygienic, attending medical appointments for your baby etc.



10.Ensuring safety

Making sure your child is safe and protected from dangers in the environment as well as from other people.

You will be given a copy of our Missing from the Home Policy Safeguarding Policy and Complaints Policy and Procedure and Aruna House Statement of Purpose. Staff will help you to understand the Policies or you can request a shorter version/summary

Copies of these will be available in the communal areas. Your Family support worker can read through them with you to explain anything you don't understand.

11.Emotional warmth

This is how you show your child love and let them know that they are loved and lovable.

Stimulation How you play with your child; how you talk to them, notice what they are doing and give them new opportunities to learn and develop.



12.Guidance and boundaries

Managing your own emotions as well as your child's. Taking advice from others and building safe relationships.

13.Stability

What support you have from your family/friends, and how you provide for your child and what your child's day-to-day life is like.

14.Wider family and the world around your child

- What are relationships like within your family and who is around to help support you and your child/children.

- Do you need support to apply for benefits? Do you work and what will this look like for your family now and in the future?
- Do you have a home? If not, will you need support to find a suitable

15. Keeping Everyone Safe

All staff at Aruna House are responsible for protecting your child and must report any concerns that they have.

- If any abusive behavior is witnessed or suspected, then professionals will be informed, and measures will be taken to ensure the safety of all.
- If you are worried or have concerns about the safety of any child living at Aruna House, you should let someone in the staff team know.
- Because Aruna House Residential Family Centre is a small setting for **two parents** and two babies, we have to restrict visitors . We recommend this to be conducted away from Aruna Family Centre. This can be arranged with your Family support worker - Registered Manager or Team leader, possibly in a local café or park.

16. Health & Safety at Aruna Residential Family Centre

- You will be given a fire tour and told what to do if there is a fire. This will be part the moving process.
- You will be given a Health and Safety sheet with all the instructions and there will be information on the residents' board to access.

17. Complaints and Concerns

If you have any concerns about your placement or anything to do with your assessment, we are here to listen to you and try to help resolve any issues you may have.

However, if you are not happy and wish to make a formal complaint, we have a formal complaints procedure that you can follow and a form you can fill out.

Your complaint will be investigated, and you will have a response within 28 days.

You can make a complaint without worrying that it will affect your placement or assessment — your views will always be respected. Your complaint will be kept private, and only those who need to know will be involved.

If you need help with reading, writing, or making your complaint, staff can help, or we can put you in touch with an independent advocate.

You can also make a complaint through the Registered Manager- Team leader or Responsible individual or your child's social worker and Ofsted.

A copy of the complaints procedure and a complaints form will be in your family file, and you can access them at any time. This gives you all the details, and who to contact with Contact details, procedures and time frames.

18. Who can I talk to if I'm unhappy?

- Any member of staff
- My Family support Worker
- The Registered Manager (Mary Marsh 07583372539)
- Team Leader (Vicky Fitzsimmons 07383372341)
- Responsible Individual (Ann Norris-07749130565)
- My Child's Social Worker
- Ofsted (0300 123 1231 / enquiries@ofsted.gov.uk)

19. Aruna Care Residential Family Centre Rules

Aruna House has an Acceptable Behavior Contract which you will be asked to sign at the initial Planning Meeting. It is important that you follow the rules which include:

- We do not accept any abusive or threatening behaviour towards anyone. This could result in your placement being ended and the police being called.
- No drugs or alcohol can be consumed during your assessment or brought on to the premises. If we suspect that you are under the influence of drugs or alcohol, staff can complete a room search. If drugs/alcohol are found this could lead to your placement ending.
- Mobile phones must not be taken into parenting sessions/1-1 sessions or baby groups so that the parent can focus on the session baby
- Parents are not allowed to borrow items off each other for example Clothing/Makeup
- You must not take care of other parents' children. Please ask staff to watch your child if you need to leave them, however briefly. Staff will care for your baby if you need to attend planned sessions/ e.g. Drugs and Alcohol/court staff will ask you to sign a care of the baby form so that they can record nappy changes/feeds or any other interventions
- You will not be able to go into other parents' rooms such as their bedroom or answer the main door if the doorbell rings.
- Residents Must not have parcels delivered to Aruna House
- Visitors are limited to Aruna House due to it being a small Family Centre. If you wish to see friends and family as a group, you must do so in the community, this must be agreed with the child's social worker.
- A full copy of the house rules will be provided to you when you arrive at Aruna House.

20. Contact Information

For any queries, please contact:

Aruna House

Registered Manager: Mary Marsh

Phone: 07383372539

Email: mary.marsh@arunacarenw.co.uk

21. If You Leave the Centre Without Permission (Missing from Placement)

- At Aruna House, the safety and well-being of both you and your baby are our highest priority.
- If at any time you leave the centre without letting staff know, we will take immediate steps to make sure that you and the baby are safe.

22. What staff will do

- Staff will initially check your room and the house to make sure you are not on-site.
- We will try to contact you by phone and check with people you may be with, if it is safe to do so.
- If we cannot contact you or are worried about your safety or your baby's safety, we will inform:
 - The **Registered Manager** or **On-Call Manager**
 - The **Police**, if there are any concerns for you or your baby
 - Your **Social Worker**, LADO or the **Emergency Duty Team (EDT)** if it's out of hours

All actions will be recorded so that everyone involved knows what has been done to keep you and your baby safe.

23. When you return

- When you come back, you will always be **welcomed back safely**.
- Staff will make sure you and your baby have what you need — food, drink, or medical attention — and will talk to you about what happened to make sure you are okay.
- The Manager or a member of staff will meet with you to talk about how we can help prevent it happening again.
- If needed, your plan and risk assessment will be updated to make sure you and your baby remain safe and supported.

24. Why this is important

- We know that sometimes people leave because they feel upset, worried, or need time to think.
- We will never judge you for that.
- Our main concern is your **safety and your baby's safety**.
- We want to understand what led to you leaving so we can support you better and make sure you feel safe, heard, and cared for.

25. Key Points

- Leaving without permission will always be treated seriously, but with care and understanding.
- You will **always be welcomed back** and listened to.
- Your **safety and your baby's safety come first**.
- Your **social worker and the police** may be contacted to help keep you safe.

26. Safeguarding and Feeling Safe

- Your safety, and the safety of your baby, is always our first priority.
- We will never judge you — our role is to **protect, support, and listen**.
- All staff at Aruna House are trained in safeguarding and will act quickly if they are ever worried about your welfare or your baby's welfare.
- If you ever feel unsafe, worried, or need to talk to someone, please speak to any member of staff or your **Key Worker**. We are here to help and will always listen.

27. Cultural and Religious Needs

- We celebrate diversity and respect everyone's **culture, faith, and background**.
- We will support you to follow your own cultural or religious beliefs, including helping you access places of worship, food that meets your dietary needs, and special items for prayer or celebration.
- Please tell staff if there is anything important to your culture or religion that we can help you with — we want you and your baby to feel comfortable and respected.

28. Medication and Health

Your health and your baby's health are very important.

We will support you to manage your **own medication** safely and responsibly.

Medication must always be stored securely, and staff will help you understand how to keep it safe.

If your baby needs prescribed medicine, staff will show you how to give it safely and record when it's been given.

If you are ever unsure about your medication, just ask — a member of staff will go through it with you.

We also have links with **local doctors, health visitors, and midwives** to make sure you and your baby get the care and advice you need.

29. Counselling and Emotional Support

We know that being a parent can sometimes feel difficult or emotional.

If you ever need to talk, **counselling and one-to-one emotional support** are available in-house. You can ask your Family Support worker, Team Leader or the Registered Manager to arrange sessions for you.

You can also access extra support if you are feeling low, anxious, or struggling to cope — we will help you find the right help, so you never have to manage alone.

30. Housing, Benefits, and Debt Support

We understand that many parents need help with housing, benefits, or money worries.

We have an inhouse advisor who will offer you support you with:

- Housing applications and tenancy advice
- Benefit checks and claims
- Managing bills and budgeting
- Debt advice and repayment plans
- Possible grants for furniture for when you leave Aruna House

You can have one-to-one sessions with the advisor in the Residential Family centre weekly

31. Working Together

We want your time at Aruna House to be a positive step forward for you and your baby. Our staff will support you through your **parent assessment**, but we also want you to feel part of the team.

We will always work with you — not just assess you — to help you reach your goals and give your baby the best possible start.

We aim to make your stay at Aruna House a safe and supportive experience. If you have any questions or concerns, our team is always here to help.

You will be provided with contact details for Aruna Residential Family Centre when you are placed at Aruna House, along with contact numbers for Management.

We are proud of our warm, welcoming team who are here to listen, support, and help you reach your goals.

32. Professional Contacts

Here are some contact details for Ofsted who regulate Aruna House to make sure we deliver the best quality of care to you and others.

OFSTED

Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel No 0300 123 1231