



## *Care at its Best*

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## Statement Purpose and Intent



**Aruna House - 14 Old Rough Lane Kirkby Liverpool L338XB**

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## **Introduction**

At Aruna Residential Family Centre, we provide a safe and nurturing environment where parents can bond with their Babies while being guided and supported by our compassionate, skilled team. Our aim is to empower Parents to develop the skills and confidence to care for their babies independently, with a supportive staff team available to provide ongoing support and guidance.

Our goal is to help families stay together safely by working in partnership with parents to enhance their parenting skills. Through tailored support, advice, and intervention, we empower parents to respond effectively to their children's needs, building a foundation of trust, care, and resilience. This approach ensures Parents can safeguard their well-being both now and in the future.

At Aruna Care the welfare of every child is our highest priority, we are committed to ensuring that all children are safe, protected and supported to thrive within a nurturing environment. Our service promotes a strong safeguarding culture in which the rights, needs and best interest of baby/child's care is always paramount

Aruna operates in full compliance with the National Minimum Standards and Regulations for Residential Family Centres, as set out in the *Care Standards Act (2000)*, *The Residential Family Centres Regulations 2002*, and its *2013 amendments*. We adhere strictly to the principles outlined in *Working Together to Safeguard Children (2023)*.

### **1. Aruna Care – Ethos and Values**

At Aruna Care, we have created a thriving, safe, and nurturing environment where children can live with their mother, enabling them to grow, develop, and stay connected.

We are dedicated to fostering a supportive space that empowers Parents to strengthen their bonds while navigating challenges. At the core of our work is a commitment to uphold the dignity, safety, and well-being of every family in our care.

As a Residential Family Centre, we adhere to the highest standards of quality and compliance, guided by the residential family centre regulations 2002. Every aspect of our service reflects strict adherence to the regulations, ensuring transparency, accountability, and excellence.

- 1. A Safe Haven:** We provide families with a secure and welcoming environment to address their needs and work toward stability.
- 2. Compliance at Our Core:** Our operations and practices are built on unwavering compliance with the Residential Family Centre national minimum standards. This ensures that all standards of care, safeguarding, and assessment are not only met but exceeded.
- 3. Growth and Connection:** We believe in the power of connection and personal growth. Through tailored support, we strive to help families achieve their potential and build lasting resilience.
- 4. At Aruna Care** we have a honest and transparent approach ensuring that our families understand their targets and goals to achieve. The staff team put every effort into providing parents with the maximum opportunity to ensure that where possible they are able to reach a standard of "good enough parenting".

**At Aruna Care, we are more than a service—we are a partner in every family's journey to a brighter future.**

At Aruna, we believe that by fostering a supportive and empowering environment, families can overcome challenges and build brighter futures together.

## **2. Confidentiality and Privacy**

Aruna Care Residential Family Centre values the **privacy, dignity, and trust** of every child, and Mother and Child and staff member. All personal information shared with us is treated with the **utmost confidentiality** and handled in line with the **Data Protection Act 2018** and **General Data Protection Regulation (GDPR)**.

All records are stored securely and accessed only by authorised staff who require the information to carry out their work. Files are not removed from the premises unless necessary and with the approval of the Registered Manager.

Parents are assured that any personal or sensitive information is shared **only when it is necessary**, and always on a **need-to-know basis**. Confidentiality, however, **cannot be guaranteed in matters of safeguarding** where there are concerns about the safety or welfare of a child or vulnerable adult. In such cases, information will be shared appropriately with the placing authority or other relevant professionals.

Staff are trained in confidentiality, data protection, and professional conduct to ensure that all information is managed **respectfully, lawfully, and transparently**. Discussions about parents or children will take place only in private areas and in a professional manner.

Aruna Care promotes an open culture of trust and accountability, ensuring that **confidentiality protects families**, while also safeguarding children and promoting good practice across the service.

## **3. About Aruna Care Family Assessment Centre**

Aruna Residential Family Centre is a warm and welcoming home environment. We offer a secure and supportive home for up to two Parents and Babies from birth to 2 years. Parents in our centre are from 17 years upwards.

Each parent and Baby will have their own private bedroom, ensuring they have comfort and privacy. The bedrooms have a double bed in each, along with wardrobe, chest of draws, cot and all the items needed for a baby. There is a communal bathroom, Toilet, a fully equipped modern kitchen, spacious lounge area, and a bright conservatory perfect for relaxation.

The home has a lovely outdoor space/Garden with patio and furniture for the summer months.

Aruna House has a 2:1 staffing ratio, providing ongoing support for Parents and Babies during the day and a waking night worker through the night.

During the day staff work from 08:00 -20:20. A manager is present weekdays to oversee operations and remains on call for additional support.

Overnight, a staff member is on waking night duty from 20:00 – 08:20 ensuring continuous care and security, when a family first moves into the Family centre, or a risk is identified a sleep night member of staff will be available for additional support.

This support structure creates a safe, stable, and therapeutic environment tailored to each parent and Baby's needs. The levels of monitoring will be determined at the admission meeting /placement planning meeting and kept under review, with the intention of working towards independence with the minimum care checks.

However, all parents are monitored on a one-to-one level at the initial stage of the placement to allow time for us to be able to establish risk levels and assertion of parental strengths and weaknesses. Supervision is only reduced when we feel that this is safe for the child, and in agreement with the local authority social worker.

We actively involve parents in shaping their weekly planners, empowering them to choose meaningful activities that reflect their interests and priorities. This collaborative, individualised approach builds trust, strengthens relationships, and helps parents engage with the supportive framework of our services. By fostering a sense of ownership and partnership, we guide families toward a confident and successful transition into the next stage of their lives.

What Aruna Provides to parents at the Residential Family Centre

#### 1. **Baby Essentials:**

- a. *Cot-Moses Basket* in each bedroom
- b. Nursing chairs
- c. Changing units
- d. Cribs and baby relaxing chairs in communal areas downstairs
- e. Bottle sterilisers
- f. All essential baby care items

#### 2. **Comforts for Parents:**

- a. Hairdryers
- b. Welcome packs with toiletries and personal care products
- c. TV and radio in communal areas
- d. Reading materials, including books, magazines, and daily newspapers

Aruna Care's Home is in Kirkby, Liverpool, within easy reach of local amenities and community resources. Nearby shops, family centres, and activities such as baby massage classes and therapeutic groups are easily accessible, with staff available to support parents in attending these valuable sessions

## 4. **Fees and Criteria for Admission**

### **Criteria for Admission**

Aruna Care Residential Family Centre provides placements for up to **two parents and their babies**. We can accommodate babies from **newborn up to two years of age**.

Our service is open to **parents aged 17 years and over** who require assessment, support, and guidance in caring for their child in a safe, nurturing environment.

Each referral is carefully considered to ensure that we can meet the individual needs of the parent and child. We aim to provide a supportive and inclusive setting where families can develop their skills and confidence during their stay.

### **Fees and Charges**

Our **fees are agreed on an individual basis** with the **placing local authority**, depending on the specific needs and level of support required for each family.

A written placement agreement, including details of the fees and services provided, will be issued prior to admission.

## **5. What Aruna House offers**

Comprehensive Support for Parents and Babies

Aruna House delivers a tailored programme designed to meet the needs and aspirations of Parents , empowering them to build stable, fulfilling lives for their children

1. **Weekly parenting assessment sessions**
2. **Weekly one to one support sessions**
3. **Therapeutic Support:** Personalised therapeutic services in a nurturing, supportive environment.
4. **Counselling and Life Coaching:** Weekly sessions to foster emotional well-being, resilience, and personal growth.
5. **One to one support** -To access community groups
6. **Independent Living Skills:** Practical support with budgeting, home management, and meeting the essential needs of both parent and child.
7. **Housing Advice, support** with housing applications, benefits and support with securing a tenancy prior to leaving.
8. **Support to access specialised services (Drug & Alcohol)**

## **6. Organisational structure**

1. **Service Directors**
2. **Responsible Individual (RI)**
3. **Registered Manager**
4. **Team Leader**
5. **Assistant Manager**
6. **Support Staff**
7. **Therapeutic Counsellor**
8. **Resettlement Officer**
9. **Independent Social Worker**

## 7. Staff Qualifications – Experience and Training

| Staff Name      | Role                      | Qualification   | Experience   |
|-----------------|---------------------------|---|--|
| Ann Norris      | Responsible Individual    | <p><b>Level 5 Safeguarding for Leadership and Management</b> – Completed February 2026</p> <p><b>Level 5 Diploma in Leadership and Management</b> – Expected completion May 2026</p> <p><b>Responsible Individual Training</b> – Scheduled March 2025</p> <p><b>Paediatric First Aid (Level 3)</b> – 2-day course, 2025</p> <p><b>Trauma-Informed Care</b> – 2-day course, 2025</p> <p><b>All Mandatory Training (Aruna Care)</b> – Completed 2025</p> <p>Level 3 Diploma in Youth Work – 2013</p> <p>Award in Education &amp; Training (PTLLS) – 2015</p> <p>Adverse Childhood Experiences (ACEs) – 2023</p> | <p>Played a central role in the registration and ongoing development of Aruna Care Residential Family Centre over the past 18 months. Holds responsibility for operational oversight, safeguarding, regulatory compliance, financial management, and governance. Works closely with the Registered Manager to provide day-to-day leadership, quality assurance, and oversight of assessment practice, inspection readiness, and partnership working with commissioning local authorities. Brings over 15 years' experience as a Project Manager within the voluntary and community sector, providing strategic and operational leadership to services supporting children, young people, and families. Previously acted as Designated Safeguarding Lead, managed staff and volunteers, ensured health and safety compliance, and worked closely with children's social care and partner agencies. This experience supports the provision of robust, informed, and accountable leadership within the Residential Family Centre.</p> |
| Mary Marsh      | Manager                   | <p>Level 5 in the Leadership and Management of Children's Services</p> <p>DipSW</p> <p>SW Specialist Award</p> <p>PAMS</p> <p>Parent Assess</p> <p>All Mandatory training completed</p> <p>Paediatric First Aid Level 3</p> <p>Trauma informed care Training – 2 day course</p>   | <p>Has managed a Residential Family Centre for over two years and has held Registered Manager roles across a range of children's services since 2006. She qualified as a Social Worker in 2004 and brings extensive management experience, with a strong understanding of safeguarding, regulatory compliance, and quality assurance. Has significant experience supporting vulnerable families, managing and supervising staff teams, and ensuring services operate in line with all relevant legislation, regulations, and statutory guidance. Her leadership is underpinned by robust safeguarding practice, effective staff management, and a clear commitment to delivering safe, compliant, and child-focused services.</p>  |
| Nicola Mitchell | Independent Social Worker | <p>Bachelor's degree with Hons Social Work</p> <p>Parent Assess</p>   | <p>Worked as a Social Worker with the local authority, completing Fostering Assessments and working with vulnerable families</p>   |

|                   |                           |  |  |
|-------------------|---------------------------|--|--|
| Vicky Fitzsimmons | Team Leader               | NNEB<br>Diploma Health & Social Care Apprenticeship<br>All Mandatory training completed<br>Paediatric First Aid Level 3<br>Trauma informed care Training – 2 day course            | Health visitor working with children and families in the local community   |
| Logan Hunter      | Family Support Worker     | Currently completing the Level 3 in adults<br>All Mandatory training completed<br>Paediatric First Aid Level 3<br>Trauma informed care Training – 2 day course                     | Previous experience of working with children with autism and learning disabilities.  |
| Grace Malloy      | Family Support Worker     | Level 3 Health & Social Care Children & Young People<br>All Mandatory training completed<br>Paediatric First Aid Level 3<br>Trauma informed care Training – 2 day course           | Residential Children’s home experience   |
| Kelly Marsden     | Family Support Worker     | Currently completing the Level 4 Children’s Residential<br>All Mandatory training completed<br>Paediatric First Aid Level 3<br>Trauma informed care Training – 2 day course        | Previous experience working in a SEN School, Residential Children’s Home   |
| Paula Tyson       | Family Support Worker     | NVQ Level 3 Promoting independence<br>NVQ Level 4 – management<br>All Mandatory training completed<br>Paediatric First Aid Level 3<br>Trauma informed care Training – 2 day course | Experience in many different aspects of care, including mental health issues, substance abuse, child safeguarding and mother and baby family centre.                                       |
| Keshia Allan      | Family Support Worker     | Volunteer with BABS<br>Bachelor’s with Honours in Psychology<br>All Mandatory training completed<br>Paediatric First Aid Level 3<br>Trauma informed care Training – 2 day course   | Experience of Providing voluntary emotional and practical support to parents pre and post pregnancy. Previous experience of working in SEN education provisions                            |
| Cheryl Roach      | Debt Advisor/Resettlement | Connexions Personal Advisor Equivalent to Youth Worker Level 3<br>All Mandatory training completed<br>Paediatric First Aid Level 3<br>Trauma informed care Training – 2 day course | 22 years’ experience working for a charity supporting parents with debt/housing benefit advice. Worked directly with young people to secure housing to prevent them from becoming homeless |
| Sonia Price       | Bank Support Worker       | NVQ Level 3 IN Childcare<br>All Mandatory training completed<br>Paediatric First Aid Level 3<br>Trauma informed care Training – 2 day course                                       | 35 years of experience working in residential childcare and family support. focusing on safeguarding, assessments, and empowering families to build safe and nurturing environments.       |

## **Staff Training**

Our therapeutic approach is reinforced by comprehensive staff training. All Aruna Care staff complete a certified two-day course in Building Attachments and Bonds Service (BABS) and Trauma-Informed Care, with a focus on therapeutic parenting techniques. This training equips our team with the strategies needed to support parents effectively, fostering secure relationships and resilience.

We prioritise continuous professional development to ensure our team is equipped to support families facing complex challenges. Training includes conflict resolution, evidence-based parenting techniques, trauma-informed care, addiction recovery awareness, and motivational strategies to inspire positive change. Our staff are skilled in fostering resilience and understanding the unique needs of each family

## **8. Personal Statements**

At Aruna Care NW, we prioritise the safety and confidence of our families. Our recruitment process adheres strictly to the Safer Recruitment Policy, including an Enhanced DBS check for all staff before they begin supporting Mothers. Ongoing training, appraisals, and supervision ensure that our team is well-equipped and compassionate in their work, consistently delivering high-quality support in line with best practices.

### **Mary Marsh – Registered Manager, (RM)**

History - Mary has over 25 years' experience of working with parents and families.

Mary has managed several services which have included EBD, LD/Autism, an 8-bed female secure unit and 4 specialised services for young people who displayed sexually inappropriate behaviour's. Mary has also worked in a female CAMHS unit and with vulnerable families in the local community.

Mary was employed as a Registered Manager of a 5-bed family assessment Centre and has supported many vulnerable families through the assessment process. Mary is committed to wanting to achieve the best possible outcomes for families.

As the registered manager Mary will focus on building strong supportive relationships with the families, providing access to appropriate resources for the families, and promoting positive parenting practices.

Mary will ensure that there is open and transparent communication with families and will endeavor to empower families to build resilience through access to the relevant resources and support systems.

Within the home Mary will encourage positive interactions, nurturing and consistent discipline, open communication and will support parents in understanding the assessment process.

#### **Suitability as the Registered Manager:**

Mary has a wide range of experience and qualifications suited to the role of Registered Manager; she holds a Diploma in Social Work and the Level 5 Qualification in Management of Parents and Young People.

Mary has previously worked with local stakeholders, other professionals including health, housing and local charities and community groups to support families placed within the organization. Mary has a wide range of knowledge and experience of working with regulatory bodies and within the family Centre

### **Ann Norris –Responsible Individual (RI):**

#### **History**

Ann Norris brings over **15 years' experience** working with children, young people, and families across the voluntary, community, housing, and residential family support sectors. Her background includes long-standing leadership roles within community-based services supporting vulnerable families experiencing poverty, housing instability, safeguarding concerns, and social exclusion. Ann has extensive experience working in partnership with children's social care, health services, and multi-agency professionals to support positive and sustainable outcomes for children and parents.

Ann played a **central role in the establishment, registration, and development of Aruna Care Residential Family Centre**, leading the service through the Osted registration process and supporting its growth over the past 18 months. Her experience includes service development, governance, safeguarding oversight, and operational leadership within regulated environments.

### **Suitability As Responsible Individual (RI)**

Ann is well suited to the role of Responsible Individual due to her strong leadership, safeguarding expertise, and detailed understanding of regulatory requirements. She is completing her Level 5 Diploma in Leadership and Management (Completed May 2026). Ann has completed extensive safeguarding training, including **Level 5 Safeguarding**, and has significant experience acting as a **Designated Safeguarding Lead**, managing complex safeguarding concerns, risk assessments, and escalation processes.

Her professional background demonstrates strong capability in managing staff teams, overseeing compliance, developing policies and procedures, and ensuring services operate in line with legislation, regulations, and statutory guidance. Ann's experience working with Vulnerable parents further strengthens her ability to understand and respond to the wider vulnerabilities faced by families undergoing assessment.

### **Duties as Responsible Individual (RI)**

As Responsible Individual for Aruna Care Residential Family Centre. Ann Norris provides **strategic and operational oversight** to ensure the Centre operates in full compliance with regulatory requirements and best practice standards. She works closely with the Registered Manager to support leadership, accountability, and quality of assessment practice, ensuring that safeguarding and the welfare of children remain central to all decision-making.

Ann is responsible for overseeing governance arrangements, safeguarding systems, quality assurance processes, and inspection readiness. She maintains effective oversight of service delivery, partnership working with commissioning local authorities, and continuous service improvement. Through visible, informed, and accountable leadership, Ann ensures that Aruna Care Residential Family Centre delivers safe, robust, and child-focused assessments that support positive outcomes for children and families.

### **Walleed Nasr – Therapeutic Lead**

**History:** Walleed Nasr is a highly skilled therapeutic professional with extensive expertise in helping individuals navigate trauma, build resilience, and foster personal growth. A Master NLP Practitioner, Addiction Recovery Specialist, and Mindset Coach, Walleed's holistic approach combines Cognitive Behavioural Therapy (CBT), Neuro-Linguistic Programming (NLP), and evidence-based coaching methodologies.

His work is rooted in creating safe and trusting environments where individuals can explore personal growth, address past traumas, and embrace balanced, fulfilling lives. With a focus on empowerment, self-esteem, and confidence building, Walleed has guided countless parents in overcoming challenges and breaking free from limiting beliefs.

### **Suitability as the Therapeutic Lead:**

Walleed's qualifications and experience make him exceptionally suited for the role of Therapeutic Lead at Aruna Care. His deep understanding of trauma-informed practices and his ability to tailor therapeutic interventions to

individual needs ensure a compassionate and effective approach to care.

Walleed excels in using evidence-based strategies such as attachment theory and CBT, guiding parents through their healing journey while equipping them with effective parenting skills.

His expertise in anger management, self-esteem building, and mindset coaching aligns perfectly with Aruna's mission to create a nurturing environment for growth. Additionally, his ability to train staff in therapeutic principles fosters a consistent and holistic care approach across the team.

#### **Duties as the Therapeutic Lead:**

As Therapeutic Lead, Walleed's responsibilities include designing and implementing tailored therapeutic programs to support mothers, addressing trauma and promoting emotional well-being.

He will lead one-on-one and group sessions, working closely with the care team to develop personalised interventions that align with everyone's needs.

Walleed will also play a pivotal role in training staff, ensuring trauma-informed practices are embedded in daily interactions. In addition, he will maintain regular contact with commissioning teams, social workers, and stakeholders to review progress and strengthen collaborative efforts, ensuring Aruna Care delivers exceptional and consistent support to all families in its care.

Walleed will also provide post resettlement support beyond the placement at Aruna House to ensure parents feel supported in the community and using the tools and techniques that have been shared to improve mental wellbeing.

## **9. Assessments**

Aruna Care uses the Parent Assess model of assessment which is a framework developed in 2016 for assessing parents who have learning disabilities and other additional needs.

It addresses both the emotional and practical aspects of parenting and seeks to identify both the strengths and concerns. The traffic light system means that any risk factors are measurable, and the outcome is easy to understand. Parenting and Child Assessment Placements at Aruna Care typically run for 12–14 weeks, offering a structured and closely monitored environment supported by a team of skilled professionals.

These placements are designed to provide a comprehensive understanding of family dynamics and parenting capabilities. Weekly meetings are held to review the progress of each family's plan, to identify any areas of concern, and sets clear goals and activities for the week ahead.

Throughout the 12–14-week programme, detailed weekly documentation is maintained, including daily records and progress reports. These capture the quality of care provided to the child, the parent's self-care practices, and the level of support and guidance offered.

All documentation is shared with the Local Authority, ensuring transparent collaboration and accountability. Our approach is centred on providing comprehensive, fair, and evidence-based assessments that prioritise the safety

and well-being of parents and families. We work closely with parents to support them in understanding their parenting responsibilities and developing the skills needed to provide high-quality care.

Each assessment is tailored to the unique needs of the child, focusing on key areas such as emotional and social well-being, developmental milestones, and ensuring a safe, nurturing environment.

Our goal is to empower parents with the knowledge and tools they need to meet their child's evolving needs, fostering positive family dynamics and long-term growth.

We encourage parents to make informed, positive choices for their baby/child while emphasising the importance of responding to their needs in a timely and appropriate manner.

Aruna Care offers families the opportunity to learn through direct observations, and support.

At Aruna, we strive to ensure that every child:

1. Remains safe
2. Feels listened to
3. Feels loved and secure
4. Is happy
5. Develops and achieves their potential
6. Builds strong and loving relationships
7. Has a space to grow

At Aruna Care, we create a warm, inclusive, and homely environment where diversity in all its forms is celebrated. We value and respect every individual, regardless of race, gender, disability, sexuality, age, religion, or culture.

Recognising the emotional demands of our work, we provide staff with robust supervisory support, monthly team meetings, specialist consultations, and opportunities to collaborate with professional partner organisations.

## **10. Termination of Placement**

At Aruna Care Residential Family Centre, we aim to work in partnership with parents and placing authorities to achieve positive outcomes. Ending a placement is always a **last resort** and will only be considered when all other options to resolve difficulties have been explored.

Placements may be **reviewed or ended early** under the following circumstances:

- Where there are **serious or repeated breaches** of the placement agreement or house rules, such as violence, aggression, or behaviour that places others at risk.
- If a parent **uses or possesses drugs or alcohol** on the premises, despite clear support and intervention being offered.

- When a parent **refuses to engage** with their assessment or support plan to the extent that the centre can no longer meet the aims of the placement.
- Where there are **significant safeguarding concerns** that cannot be safely managed within the centre.
- If the **placing authority** decides that the family's needs are better met in an alternative setting.

Before any decision is made to end a placement, a **review meeting** will be held with the parent, placing authority, and relevant professionals to discuss the reasons and possible solutions. Every effort will be made to support the parent to remain at the centre and to find a positive way forward.

If the placement must end, Aruna Care will work closely with the local authority to ensure a **safe and well-planned transition** for both parent and child.

## **11. Fire Procedure**

### **Fire Precautions and Emergency Procedures**

The safety of parents, babies, and staff is our highest priority. Aruna Care Residential Family Centre has clear fire safety measures and emergency procedures in place to ensure everyone's protection at all times.

The home is fitted with **smoke detectors, fire alarms, and firefighting equipment**, which are **checked weekly** and maintained in line with fire safety regulations. **Fire extinguishers and other equipment are serviced annually** by an approved contractor.

**Fire drills are carried out EVERY 3 MONTHS**, and every staff member and resident takes part to ensure they are familiar with evacuation routes and meeting points. New staff and new families are given a **fire safety induction** on arrival, which includes what to do if they discover or hear a fire alarm.

In the event of a fire, staff will **raise the alarm immediately, contact the fire brigade by dialling 999, and assist all residents to evacuate safely** to the designated meeting point (Car park to the left of the house). Clear instructions and evacuation procedures are displayed throughout the home.

## **12. Drugs and Alcohol**

### **Drugs and Alcohol Policy**

Aruna Care Residential Family Centre is committed to maintaining a **safe, supportive, and substance-free environment** for all parents, babies, and staff.

The **use, possession, or supply of illegal drugs**, the **misuse of prescribed medication**, or the **consumption of alcohol on the premises** is strictly prohibited.

We understand that some families may have experienced difficulties with substance misuse in the past. Such situations are approached **sensitively and without judgement**, focusing on **safeguarding, rehabilitation, and support** rather than punishment.

All staff receive training to **recognise and respond to concerns** about substance or alcohol misuse. If concerns arise, the matter will be handled confidentially and in line with safeguarding procedures.

Where necessary, residents may be supported through **individual recovery or relapse prevention plans**, and referrals can be made to **specialist health or substance misuse services**.

Residents are expected to:

- Refrain from bringing or using drugs or alcohol on-site.
- Store prescribed medication securely and only use it as directed.
- Work openly with staff if support is needed around substance misuse.

This policy ensures that everyone in our care is protected, supported, and given the opportunity to live in a **safe, stable, and nurturing environment**.

All staff receive **regular fire safety training**, covering how to respond to an alarm, assist with safe evacuation, and maintain good fire safety practices within the centre

At Aruna Care we want parents to maintain their independence, parents are supported to manage their medications independently, with staff guidance and secure, lockable storage for safety and peace of mind. Staff will support parents to use medication recording charts, reminders on mobile phones and prompts from staff.

### **13. Statement of Philosophy**

At Aruna Residential Family Centre, we are driven by the belief that the welfare of every child is paramount. This principle shapes our approach to supporting parents as they work towards creating a safe, nurturing, and stable environment for their family.

Our philosophy is built on recognising and addressing the unique needs, strengths, and aspirations of each family. We believe parents deserve personalised and respectful support tailored to their individual circumstances. At Aruna, we empower parents to develop essential skills, build confidence, and foster strong, positive relationships with their child in a secure and nurturing setting.

Within our centre, parents are welcomed into a structured yet homely environment. Here, they are encouraged to take responsibility, respect the needs of others, and engage in activities that promote personal growth and family development. We support parents in maintaining the skills they bring to the centre while helping them cultivate new ones that enhance their independence, resilience, and overall family well-being.

Our goal is to create a supportive and enjoyable experience where parents feel safe, valued, and empowered. Through meaningful interactions with our dedicated staff, parents can build a sense of identity, self-worth, and well-being for themselves and their children.

We are committed to understanding and meeting the needs of every parent. By fostering strong, communicative relationships, we create an atmosphere of trust where parents feel confident in making decisions about their family's future.

### **Solihull approach theoretical model**

Aruna Care uses the Solihull approach theoretical model which has a significant evidence base, both quantitative and qualitative, showing the improvements in the parent child relationship, child pro social behaviour, behaviour difficulties, parental anxiety and stress, and practitioner satisfaction.

Aruna Residential Family Centre also prioritises community integration to reduce social isolation and stigma. We encourage parents to explore activities and interests that support positive outcomes and help them engage with their community, fostering a sense of belonging and connection.

Our dedicated staff act as key workers for each family, building a deep understanding of their unique circumstances, goals, and needs. We actively support care plans, ensuring that every activity is meaningful, enjoyable, and aligned with each parent's aspirations. We maintain open communication with appropriate professionals and serve as a reliable point of contact, working collaboratively to support positive outcomes for all parents in our care.

## **14. Therapeutic Input**

At Aruna Care, we are proud to offer a robust therapeutic programme led by **Walleed Nasr**, a Master NLP Practitioner, Addiction Recovery Specialist, and Mindset Coach. Walleed's holistic approach draws on Cognitive Behavioural Therapy (CBT), Neuro-Linguistic Programming (NLP), and evidence-based coaching methodologies. His expertise empowers parents to overcome challenges, build resilience, and create balanced, fulfilling lives for themselves and their families.

With exceptional interpersonal skills, Walleed fosters a safe and trusting environment where parents can explore personal growth, develop effective coping strategies, and address past traumas. He specialises in empowerment, self-esteem and confidence building, anger management, and breaking free from limiting beliefs to help parents embrace a positive, resilient future.

Our therapeutic programme provides holistic support tailored to each individual's needs. Key features include:

1. Behavioural Assessments and Personalised Support Plans: Identifying challenges such as intrusive thoughts, behaviours, and addiction, and creating tailored strategies to overcome them.
2. Substance Awareness and Addiction Support Education: Offering critical knowledge and resources to help individuals manage harmful substances and make informed, healthier choices.
3. CBT and NLP Integration: Practical tools for managing complex thought patterns, reducing intrusive thoughts, and mitigating negative behaviours.
4. Mindfulness and Self-Directed Learning: Encouraging self-management skills and promoting mental well-being.
5. Empowerment Workshops: Guiding participants in setting personal goals, making positive decisions, and fostering stability through reflective practices.
6. Health and Wellness Education: Providing guidance on balanced nutrition, physical well-being, and mental health for long-term recovery and stability.
7. Cultural Sensitivity and Diversity Training: Promoting understanding and respect within diverse family and community relationships.

We emphasise Ongoing Monitoring and Evaluation to ensure every individual receives responsive support that adapts to their evolving journey. Our framework equips participants with the tools, skills, and community connections needed to manage addiction, navigate intrusive behaviours, and build sustainable well-being.

Additional support will be given post placement to ensure that parents feel supported in the community and are using the resources and tools shared to improve mental health and wellbeing.

## **15. Our Commitment**

Aruna Care's Therapeutic input is a flexible and compassionate service, addressing the unique needs and challenges faced by parents. By blending individualised support with structured interventions, we help parents develop the skills, mindset, and resilience needed to build a positive future for themselves and their child.

## **16. Aruna Care's Policies and Procedures**

Aruna Residential Family Centre's policies and procedures are designed to deliver quality-assured support that empowers parents to build and strengthen positive relationships with their child and, where appropriate, extended family members. These policies align closely with each family's assessment and care plan, prioritising a nurturing environment that fosters family bonding, personal growth, and essential life skills.

We place a strong focus on integrating families into the local community, enabling them to access social support networks and participate in activities that promote healthy interactions and family well-being. By encouraging community engagement, we equip parents with the tools, connections, and resources needed to establish a stable and fulfilling future.

Collaboration is at the heart of our approach. Aruna Care promotes strong partnerships between parents and the professionals involved in their care. We ensure parents have access to:

1. Essential information and independent advocacy.
2. Specialised therapeutic support tailored to their needs.
3. Guidance on decision-making throughout the assessment process.

We are committed to empowering parents to actively engage in their care planning and progression. By fostering independence and instilling confidence, we help create a clear and sustainable pathway towards long-term family success.

## **17. Culture, Language, and Religion**

At the Aruna Residential Family Centre, we are committed to supporting parents in recognising and embracing their religious, cultural, and linguistic backgrounds. Any specific needs or concerns related to religion, beliefs, or culture will be carefully considered within each family's assessment plan.

Parents who wish to attend religious services or observe cultural practices will be fully supported during their stay. This includes accommodating specific dietary requirements, clothing needs, or other practices that are essential to their cultural or religious identity.

Our staff are also dedicated to fostering a respectful and inclusive environment, providing parents with resources and support to learn about and appreciate the diversity of ethnic and cultural backgrounds represented within our community. We encourage parents to take pride in their heritage and identity, and we are here to support all aspects of their cultural expression.

The staff team is mindful of safeguarding considerations, especially in relation to internet use and media. Appropriate supervision and guidance are provided to ensure a safe environment for both parents and children.

## **18. Complaints and Complaint Resolution Timescales**

At Aruna Care, we are committed to ensuring that all parents feel heard, valued, and respected. We provide clear and accessible channels for raising concerns and ensure parents always have the option to involve external agencies if they wish to address matters independently.

Upon arrival, every parent receives a Parent Residents Guide, which includes full details of our complaint's procedure and step-by-step instructions on how to raise a complaint.

We handle all complaints promptly, fairly, and with sensitivity. The manager will oversee each complaint, ensuring it is addressed thoroughly and respectfully. If a parent disagrees with the outcome, the matter will be reviewed in line with our complaint's procedure, and all available options will be clearly communicated. To ensure impartiality, complaints are often managed by a team member not directly involved in the issue.

Every stage of the complaints process is fully documented and securely stored in accordance with legislative requirements. Records of meetings and discussions are signed and dated by all parties to ensure transparency and accountability.

During any stage of the investigation, complainants have the right to:

1. Withdraw their complaint at any time.
2. Refer their complaint to the placing authority.
3. Seek support from external bodies, such as the police or relevant rights organisations.

## **How to Make a Complaint**

**Complaints can be made in person, verbally, or in writing to:**

**Aruna Care (NW) Ltd**

Registered Address

Address: 23 Farnworth Street, Widnes, Cheshire WA89LH

Tel: 03333 633 011

Registered Manager- Mary Marsh – Mobile: 07383372538

Mary.Marsh@Arunacarenw.co.uk

Ann Norris- Responsible Individual – Mobile: 07749130565

[Ann.Norris@Arunacarenw.co.uk](mailto:Ann.Norris@Arunacarenw.co.uk)

Please also refer to complaints policy

## **Timescales for Complaints**

|   |   |  |
|---|---|--|
| <b>Step 1</b><br>Initial acknowledgment                 | Acknowledge receipt of the complaint  | Timeline-2-5 Working days of receiving the complaint                   |
| <b>Step2</b><br>Meeting to discuss the complaint        | Arrange a meeting to discuss details, gather facts and clarify expectations   | Timeline-10-14 of acknowledgement of the complaint                     |
| <b>Step3</b><br>Investigation and outcome               | Investigate the complaint, review findings, determine the resolution, communicate the outcome to the family   | Timeline- Resolved within 28 calendar days of the receipt of complaint |
| <b>Step 4</b><br>Complaint about Registered manager     | Contact the Responsible individual - Ann Norris<br><a href="mailto:Ann.Norris@Arunacarenw.co.uk">Ann.Norris@Arunacarenw.co.uk</a><br>Tel no 077491575536  | To follow the process step 1-3 of the complaints Timescales            |
| <b>Step 5</b><br>Complaint about Responsible Individual | Contact the Company Directors- Ann Norris<br><a href="mailto:Ann.Norris@Arunacarenw.co.uk">Ann.Norris@Arunacarenw.co.uk</a><br>Tel No 07749130565<br><br>Kelly Nasr<br><a href="mailto:Kelly.Nasr@Arunacarenw.co.uk">Kelly.Nasr@Arunacarenw.co.uk</a><br>Tel No 07757417313 | To follow the process <b>step 1-3</b> of the complaints Timescales     |

**Alternatively**, complaints can be directed to the **Children’s Commissioner, Dame Rachel de Souza:**

Tel: 0800 528 0731

Email: [help.team@childrenscommissioner.gov.uk](mailto:help.team@childrenscommissioner.gov.uk)

Ofsted Picadilly Gate  
Store Street  
Manchester  
M1 2WD  
Telephone: 0300 – 123-4666

## **19. Safeguarding, Preventing Bullying and Missing Persons**

### **Parent Protection and Prevention**

At Aruna, the safety and well-being of parents in the residential family centre, this is our top priority. We work proactively with the Local Authority Designated Officer (LADO) and the Local Safeguarding Parents Board (LSCB) to prevent and address safeguarding concerns. All staff are fully trained and remain vigilant in recognising and responding to signs of abuse, neglect, or exploitation.

Any serious incidents involving the protection of families are managed swiftly and in strict adherence to established procedures and protocols. Allegations or concerns regarding abuse, neglect, or exploitation are taken extremely seriously and are handled in line with LSCB guidelines and our robust internal Safeguarding Policy.

For more information, a copy of our Safeguarding Policy is available upon request via telephone or email.

## **Missing from placement – Summary of the Procedure**

Aruna Residential Family Centre has clear procedures to follow when a mother and baby are missing from the Centre. The safety and welfare of both are always the highest priority.

If a family is unaccounted for, staff will:

1. **Carry out immediate checks** of the home and grounds to ensure the family is not on site.
2. **Attempt contact** with the parent via phone and check with known contacts or locations, if safe and appropriate.
3. **Inform the Registered Manager or On-Call Manager** without delay.
4. If concerns remain, **contact the police immediately** and provide full details including risk level, vulnerabilities, and last known whereabouts.
5. **Notify the child's social worker or Emergency Duty Team (EDT)** as soon as possible.
6. **Record all actions and communications** in the Centre's incident log.
7. When the family returns, they are **welcomed back safely**, offered any immediate care or medical support, and seen by the Registered Manager to discuss the reasons for absence.
8. **Debrief and review** take place with the family, and risk management or placement plans are updated to prevent reoccurrence.

## **Bullying Prevention**

At Aruna Residential Family Centre, we are committed to maintaining a safe, respectful, and supportive environment for everyone. Our clear anti-bullying policy aligns with current standards and best practices, ensuring that all forms of bullying are addressed with seriousness and sensitivity.

Aruna Residential Family Centre is committed to providing a safe, respectful, and nurturing environment where all mothers, babies, and staff are treated with dignity and kindness. Bullying of any kind is not tolerated. All concerns are taken seriously and addressed promptly through supportive, restorative, and proportionate action.

The Centre promotes positive relationships and open communication between parents and staff. Any incidents of bullying are managed through discussion, supervision, and monitoring, with involvement from the Registered Manager, Team Leader, Responsible Individual and in-house counsellor where appropriate.

Our approach focuses on understanding the reasons behind behaviour, promoting empathy, and helping individuals develop healthier ways of relating to others.

We recognise that bullying can take many forms, including:

1. Name-calling
2. Teasing
3. Verbal or written abuse
4. Physical assault
5. Threatening behaviour
6. Humiliating actions
7. Spreading rumours
8. Taking money or possessions
9. Racial discrimination
10. Prejudice against others
11. Cyberbullying

Bullying, in any form, is unacceptable and will not be tolerated at Aruna. We understand the serious impact it can have on individuals and families, and any incidents or allegations will be thoroughly investigated by the manager and/or the Responsible Individual.

Our staff are trained to take a proactive role in preventing and addressing bullying. They are committed to fostering a safe and inclusive environment where everyone feels valued and protected.

**For further information, a copy of our Bullying Policy is available upon request via the contact details provided**

## **20. Views, Wishes and Feelings of Parents**

At Aruna, we believe it is vital for parents to feel a sense of autonomy and influence over their lives and their baby's care during their time with us. When parents know their voices are heard and valued, it fosters respect, builds trust, and encourages active engagement and collaboration. This sense of empowerment helps families feel confident and supported in making decisions, leading to a positive and fulfilling experience.

To promote this, we have established clear structures that enable parents to openly express their views, wishes, and feelings. These include:

1. **Regular one to one Sessions:** Providing a safe and structured space for parents to share their thoughts and feedback.
2. **Collaborative Planning:** Involving parents in decisions about daily routines, menu options, and activities to ensure their preferences are reflected.
3. **Transparent Communication:** Encouraging parents to speak openly with any member of staff, fostering a culture of trust and mutual respect.

We also respect and accommodate each family's religious, cultural, and personal backgrounds, ensuring these are thoughtfully considered in all aspects of their placement.

All significant views, discussions, and opinions shared by parents are promptly recorded to maintain an accurate and respectful account of their input, ensuring their voices remain central to the support they receive.

## **21. Promoting Rights and Anti-Discriminatory Practice**

At Aruna, we are committed to fostering equality, fairness, and respect for all. Every individual—regardless of gender, race, disability, age, religion/belief, or sexual orientation—is treated with dignity and valued for their unique identity. We believe that embracing diversity is fundamental to creating a positive and inclusive environment, and this principle is deeply embedded in our core values and daily practices.

Our commitment is upheld through the following measures:

1. **Job Role Integrity:** Regularly reviewing job descriptions and person specifications during supervisions to ensure that equality and diversity remain clearly defined and prioritised.
2. **Inclusive Recruitment:** Shortlisting candidates strictly against person specification criteria, guaranteeing fair opportunities. Applicants with a disability who meet the criteria are guaranteed an interview.
3. **Safer Recruitment Practices:** Adhering to robust recruitment and selection processes aligned with safer recruitment guidelines.
4. **Comprehensive Staff Training:** Providing induction and ongoing training to equip staff with the knowledge and skills to recognise and address all forms of discrimination, promoting anti-discriminatory practices.
5. **Empowering Environment:** Encouraging parents, and staff to challenge prejudice and confidently raise equality concerns.
6. **Continuous Focus on Equality:** Treating equality as a dynamic and evolving priority, fostering open discussions within the centre to promote awareness and responsiveness.
7. **Diverse Representation:** Ensuring the centre reflects positive images of diversity, helping parents feel valued and supported in their unique identities.
8. **Cultural and Identity Support:** Proactively understanding and respecting each parent's identity, ethnicity, religion, language, and beliefs to provide tailored, meaningful support.
9. **Encouragement to Raise Concerns:** Creating a supportive atmosphere where parents, and staff feel empowered to raise concerns about equality or anti-discrimination practices without hesitation.

Our unwavering dedication to these principles ensures that Aruna Family Assessment Centre remains a place where every individual feels valued, respected, and supported in their journey toward growth and success.

## **22. Supporting Parents Goals and Aspirations**

At Aruna, we are committed to empowering parents to identify and achieve their goals, paving the way for a stable and fulfilling future beyond their time at the centre. Our support extends beyond immediate care, helping parents build the skills and confidence needed to create a secure and positive environment for their families.

We provide comprehensive guidance on housing applications, enabling parents to secure a safe, permanent home following a successful assessment. Our **Money and Me** course equips parents with essential financial skills, including:

1. Budgeting effectively.
2. Managing benefits.
3. Setting up utility payments.
4. Understanding rental obligations.

The course also offers practical tips on shopping healthily on a budget, helping parents make informed choices to support their family's well-being.

Our **Food is Your Mood** sessions focus on the vital connection between nutrition and mental and physical health. These sessions teach parents the importance of a balanced diet for themselves and their children, including guidance on introducing solid foods to babies to ensure they receive the nutrients needed for healthy development.

Through these targeted resources and personalised support, Aruna helps parents build a solid foundation for a stable, healthy, and financially secure future for their families.

### **Enjoy and Achieve**

At Aruna, we encourage parents to take part in a variety of enriching activities designed to support bonding, well-being, and social interaction with their baby or young child. These activities help parents build confidence in their parental role while creating positive, shared experiences with their child.

Each week, parents collaborate with staff to create a personalised activity planner that includes opportunities both on-site and within the local community. Activities may include:

1. Walks in local parks, enjoying fresh air and time in nature with their child.
2. Visits to family centres for baby sensory and baby massage sessions.
3. Social connections, with opportunities to meet other new parents and build support networks.
4. Parent-and-child groups, exploring age-appropriate play and interaction.
5. Gardening and cooking and preparing meals using fresh ingredients.

These activities provide enjoyable, constructive ways for parents to engage with their child while supporting early development, relaxation, and community integration.

Our dedicated staff are on hand to guide and encourage parents, ensuring each activity is a safe, positive experience that promotes personal growth, family bonding, and confidence in parenting.

### **Our Objectives in This Regard are to Promote**

1. **Engagement in planned activities** that encourage bonding and enjoyment for parents and their children.
2. **Improved personal and social development** for parents, with an emphasis on having fun and building positive family memories.
3. **Happiness and pride in achievements**, fostering confidence in parenting skills and personal growth.
4. **Increased independence and purposeful functioning**, equipping parents with the skills to care for themselves and their child with confidence.
5. **Autonomy and active involvement** in planning their own goals, care, and future aspirations, fostering a sense of ownership and direction.
6. **Awareness of rights and responsibilities** as parents, promoting empowerment and informed decision-making.
7. **Pride in their living environment**, encouraging respect and care within the centre and their future home.
8. **Strengthened family connections and social inclusion**, supporting parents in building positive relationships within the community.

9. **Resilience to navigate life's stresses and changes**, helping parents to manage challenges effectively and build a stable future for their family.

## **23. Health Needs and Sexual Health**

### **Health Care**

At Aruna, we are committed to meeting the health needs of parents and their babies, ensuring informed decisions and promoting overall family well-being. We achieve this through:

1. **Access to Health Services:** Parents and their Child have full access to local health services, including GP, walk-in centres, emergency dental care, and optician appointments when required.
2. **Support for Medical Appointments:** Our staff actively encourage parents to attend all medical appointments for themselves and their Child. We provide practical support to facilitate attendance and ensure parents are aware of their right to consult healthcare providers privately if they wish.
3. **Medication Safety:** Tailored discussions and risk assessments are conducted with parents to ensure the safe storage and administration of prescribed medication, considering each family's specific circumstances.
4. **Emergency Medical Care:** In the event of a medical emergency, staff are trained to administer first aid where appropriate. For further treatment, out-of-hours health services or hospital accident and emergency departments will be accessed without delay.
5. **Culturally Sensitive Healthcare:** We respect and accommodate the diverse health needs of parents and parents from all cultural backgrounds, ensuring care plans align with their individual preferences and beliefs.
6. **Promoting Healthy Lifestyles:** Parents receive tailored advice and resources on maintaining a healthy lifestyle, including exercise, relaxation, and balanced nutrition for themselves and their children. We also provide guidance on infant feeding, such as introducing solid foods, to support the health and development of babies.
7. **Protecting Privacy and Dignity:** All health needs are addressed with sensitivity, ensuring privacy and respect for the individuality and gender of both parents and children.

### **Sexual Health**

At Aruna, we offer tailored advice and guidance on sexual health, designed to meet the unique needs and circumstances of each parent. Our aim is to promote informed choices, support healthy relationships, and empower parents in a respectful and inclusive environment. This includes:

1. **Sex and Relationships:** Education and guidance on building and maintaining healthy, respectful, and consensual relationships.
2. **Sexually Transmitted Infections (STIs):** Clear, practical information on the prevention, testing, and treatment of STIs, helping parents make informed decisions about their sexual health.
3. **Sexuality:** Support and respect for individual identities and sexual orientations, fostering an environment that is inclusive and free from judgment.
4. **Hygiene:** Guidance on personal hygiene practices that support sexual health and overall well-being.

5. **Contraception:** Comprehensive information on contraceptive options, empowering parents to make choices that align with their personal preferences and family planning goals.
6. **Recognising Abusive Relationships:** Education on identifying signs of abuse, understanding the dynamics of healthy relationships, and accessing appropriate support if required.

Our guidance is delivered with sensitivity, ensuring parents feel comfortable and confident discussing their sexual health needs in a safe and supportive setting.

## **24. Contact with Family and Friends**

At Aruna, we recognise the importance of maintaining relationships with family and friends as a source of vital support for parents. Our team actively encourages parents to stay connected with their loved ones, provided there are no restrictions outlined in their assessment plan. To support this:

1. **Family members** - visits are initially supervised, and they are all conducted off site at a mutually convenient location.
2. **Advance Notice:** We kindly request prior notice of visits to ensure they do not disrupt scheduled activities or appointments.
3. **Coordinated Contact:** In cases where legal restrictions or child protection concerns apply, contact arrangements will be carefully planned in consultation with the relevant Social Worker to prioritise safety and appropriateness.

Our approach ensures that contact with loved ones is supportive, well-structured, and conducive to the well-being of parents and their child.

## **25. CCTV, Surveillance and Monitoring**

At Aruna, safeguarding the well-being of parents and their babies is our highest priority. To uphold this commitment, surveillance may be used selectively as a tool to support assessments and maintain a secure environment. We ensure that any monitoring strictly adheres to regulatory guidelines, ethical standards, and best practices, respecting privacy while remaining proportionate to the specific needs outlined in each parents assessment plan.

In accordance with the **National minimum Standards together with the Residential family centre 2002 as amended form the basis of the regulatory framework under the care standards act 2000**, our approach includes:

1. **Informed Consent:** We seek informed consent from parents before implementing any form of electronic monitoring. Parents are fully briefed on how surveillance may be used during their assessment, particularly to safeguard the welfare of their child.
2. **Privacy and Respect:** Surveillance is only used when necessary and always in a manner that protects the privacy and dignity of families. It is considered a last resort, after exploring all other options to support safety and assessment.
3. **Clear Policy and Transparency:** Aruna has a comprehensive and transparent policy on the use of surveillance, clearly outlining how it contributes to the protection of babies. This policy is shared openly with parents to ensure they understand its purpose, methods, and the safeguards in place.

In line with the resident family centre regulations 2002 -section 21a, surveillance is a supplementary measure, not a default approach. Regular reviews ensure its use remains necessary and proportionate, always prioritising the best interests of the child.

At Aruna, we are dedicated to fostering a safe, respectful, and supportive environment where the protection of parents is balanced with the empowerment of parents. Our commitment in the residential family, transparency, and privacy underpins everything we do.

## **26. Conflict Resolution, Workforce Training and Competence**

At Aruna, we focus on empowering parents to take responsibility for their behaviour and manage interactions in a positive, constructive way. Our approach prioritises proactive techniques, conflict resolution skills, mediation, positive role modelling, and tailored behavioural management support.

- 1. Training and Competence:** All staff are trained in conflict management which helps staff to focus and understand the causes, dynamics and outcomes of conflicts as well as providing strategies and techniques to manage conflicts within the home effectively.
- 2. Commitment to Safety:** Aruna is dedicated to creating a safe, supportive environment for parents, children, and staff. Mutual respect and understanding are the foundation of our thriving, positive community.
- 3. Zero-Tolerance Policy:** We have a zero-tolerance policy for any violence, threats, or aggression towards staff, residents, or visitors. Staff are here to provide compassionate care and deserve to be treated with respect and kindness. Similarly, we prioritise the safety and security of all families and parents within our home.
- 4. Physical Restraint** -Aruna Care does not use any form of physical restraint

If any behaviour jeopardises the safety and welfare of others, immediate and appropriate action will be taken to protect our community.

## **27. Referrals and Enquiries**

1. [Mary.Marsh@Arunacarenw.co.uk](mailto:Mary.Marsh@Arunacarenw.co.uk)– Referrals Manager Tel:07383372539
2. [Vicky.Fitzsimmons@Arunacarenw.co.uk](mailto:Vicky.Fitzsimmons@Arunacarenw.co.uk)– Referrals Manager Tel;07825412657
3. [Ann.Norris@Arunacarenw.co.uk](mailto:Ann.Norris@Arunacarenw.co.uk) – Responsible Individual Tel: 07749130565
4. [Walleed.Nasr@Arunacarenw.co.uk](mailto:Walleed.Nasr@Arunacarenw.co.uk) - Therapeutics Lead Tel: 07537 957 368
5. [Kelly.Nasr@Arunacarenw.co.uk](mailto:Kelly.Nasr@Arunacarenw.co.uk) – Director Tel: 07757417313
6. [Ann.Norris@Arunacarenw.co.uk](mailto:Ann.Norris@Arunacarenw.co.uk) – Director Tel: 0774913056

## **28. Independent Visits**

Visits will be conducted in accordance with **Regulation 25 Inspections by Independent Visitor** monthly, and Ofsted will conduct mandatory inspections in line with the **Social Care Common Inspection Framework (SCCIF)** and the **Care Standards Act 2000 and Residential family Center regulations 2002**. The Responsible Individual will also perform monthly audits to ensure compliance and high-quality standards for both mother and child.

The RM, RI, Therapeutic Lead and Company Directors are collectively responsible for the ongoing development of the service, including Service Development Plans specifically tailored for the mother and baby assessment home.

## **29. Admissions Criteria and Admission Process**

At Aruna, we believe every parent has the potential to grow, develop, and build positive futures. However, we understand that not every referral will be a suitable fit for our centre. An unsuitable placement can affect the well-being of both sets of mother and baby in placement, making it essential to gather comprehensive information to assess whether our services can meet a family's specific needs.

1. **Referral Sources:** Referrals to Aruna may come from a variety of sources, including:
  - a. **Social Services:** Local authority child protection and family support teams. Our focus will be the greater Liverpool area, but we will also work with Social Services on a nationwide basis.
2. **Matching and Pre-Admission Assessment Process:** To ensure placements are appropriate, our thorough process includes the following steps:
  - a. **Initial Discussion with the Manager:** This conversation explores key details about the family, such as:
  - b. **Family History:** Including previous placements and relationships with extended family.
  - c. **Purpose of the Placement:** Specific goals and objectives of the assessment process.
  - d. **Psychological and Social Needs:** Current emotional, social, and intellectual requirements of the parent.
  - e. **Behavioural Concerns:** History of aggression, violence, or other risks.
  - f. **Health Considerations:** Relevant physical or mental health information.
- g. **Risk Assessments:** Including impact and compatibility considerations to ensure a safe environment for all residents.
3. **Decision-Making:** Once the information is gathered, the management team evaluates whether the placement is suitable for Aruna's services.
4. **Admission Meeting and Transition:** If the placement is agreed upon, an admission meeting is scheduled. Where possible, the parent is invited for a transition visit to familiarise themselves with the centre and its services. During this visit, they receive a welcome pack and meet staff, easing the adjustment process.

### **Our Commitment**

At Aruna, we are dedicated to ensuring every placement aligns with the family's needs and goals. By carefully assessing suitability, we create a safe, nurturing environment where parents can thrive and work toward a brighter future.

### **30. Why Choose Aruna Care What Sets us Apart**

Aruna Care stands out as a trusted choice for local authorities, offering a comprehensive and holistic approach to family support and assessment. We are committed to providing the highest standard of care, nurturing growth, building resilience, and fostering positive change.

At Aruna, parents benefit from a safe, respectful, and supportive environment where they can thrive and develop the skills needed for a brighter future. Our dedication to excellence ensures that every parent receives tailored care, empowering them to overcome challenges and achieve their full potential.

- 1. Tailored Assessments:** We deliver thorough, evidence-based assessments that focus on the parent's (Mother) unique needs, strengths, and areas for growth. Our structured process provides a clear and objective understanding of parenting capacity while empowering parents to build the skills they need to succeed.
- 2. Highly Qualified Team:** Our team comprises experienced professionals, including social workers, mentors, addiction recovery specialists, and behaviour experts. All staff are fully trained in trauma-informed practice, conflict resolution, and therapeutic support, ensuring every family receives compassionate and expert guidance.
- 3. Comprehensive Support Programmes:** Beyond parenting assessments, we offer a variety of programmes addressing financial management, healthy living, personal development, and family bonding. Courses like "Money and Me" and "Food is Your Mood" equip the parent with essential life skills that support both immediate needs and long-term stability.
- 4. Focus on Health and Well-Being:** We prioritise the physical and emotional health of the parent (mother) through tailored health education, nutritional advice, and activities that promote mental resilience. Our facilities include resources for baby care and spaces for parent relaxation, creating a comfortable and supportive environment.
- 5. Commitment to Safety and Transparency:** Our safeguarding, privacy, and informed consent policies ensure the parent (Mother) feels protected and empowered. Regular audits by our Regulation 44 Officer uphold the highest standards of care, accountability, and quality.
- 6. Strong Community Connections:** We actively encourage the parent (mother) to engage with local community resources, helping them build supportive networks and access ongoing assistance beyond their time at Aruna.
- 7. Resettlement support** - Weekly One-to-One Visits, Tenancy Support, Budgeting & Healthy Living, Parenting Support, Access to Local Services, Education, Training, and Employment and Multi-Agency Involvement. Our team will attend strategy meetings and liaise closely with local authorities, ensuring a smooth and well-supported transition from Aruna House back into the community.

By choosing Aruna Care, local authorities invest in a service that not only evaluates but actively strengthens family units. Our holistic approach to assessment and development equips parents with the tools for lasting change, empowering parents to build a brighter and more sustainable future.

Reviewed 29/01/2026

Ann Norris – Mary Marsh