



Care at its best.

Assessment with care. Support with purpose.

Residents' Guide

Aruna House – Residential Family Assessment Centre

Kirkby, Liverpool | Address details available on request



Version aligned to the Statement of Purpose reviewed by the Aruna Leadership Team on 5 July 2026.



Contents

- 1. Welcome
- 2. What is Aruna?
- 3. Our values and how we work
- 4. Aruna House and what is provided
- 5. Moving in and placement planning
- 6. Assessment and support
- 7. Working together day to day
- 8. Keeping everyone safe
- 9. House expectations
- 10. Missing from placement
- 11. Complaints and advocacy
- 12. Health, medication and emotional wellbeing
- 13. Culture, religion, family and community links
- 14. Housing, benefits and moving on
- 15. Key contacts



1. Welcome

Welcome to Aruna House. We understand that moving into a family assessment centre can feel worrying or uncertain. Our role is to make expectations clear, support you with kindness, and help you show what you can do safely for your child.

This guide explains what happens at Aruna House, what support is available, and who you can speak to if you have questions or worries.

Our promise to you

- We will treat you with respect, dignity and kindness.
- We will listen to your views and help you understand your plan.
- We will be clear and honest about what is going well, what we are worried about, and what needs to happen next.
- Your child's safety and lived experience will always remain central.

2. What is Aruna?

Aruna House is a safe and supportive residential family assessment centre for parents and their babies or children. We help parents show their strengths, learn new skills, build safe routines and understand their child's needs.

Aruna House can support up to 3 adults and 3 children. Parents are usually aged 17 years or over. Staff are available during the day and night, and the level of support and monitoring is agreed with the professional network and reviewed during the placement.

The home is in Kirkby, Liverpool, close to local amenities and community resources. Staff can support you to access suitable groups, appointments and services when this is part of your plan.

3. Our values and how we work

- Child-centred practice: your baby or child's safety, welfare and development guide daily routines, observation and assessment.
- Clarity and fairness: you will receive clear expectations, targets and feedback in a way that meets your communication needs.
- Respect and dignity: we respect your privacy, culture, identity and individual circumstances.
- Partnership working: we work openly with you, your social worker and other professionals.
- Learning culture: staff use supervision, training and reflection so practice remains safe and consistent.

4. Aruna House and what is provided

Each family has their own bedroom. Families can bring personal belongings to help the room feel familiar. The home also has shared bathrooms, a kitchen, lounge, conservatory and garden.



When families move in, Aruna can provide practical items such as cots or Moses baskets, nursing chairs, changing units, bottle sterilisers, baby monitors, starter baby care items, toys, books, welcome packs, communal TV/radio and reading materials.

The home has a garden with patio, lawn and garden furniture. Families are supported to build routines that include play, learning, safe community access and opportunities to reduce isolation.

5. Moving in and placement planning

Before a family moves in, Aruna checks whether the placement is suitable and safe. We need enough information to understand your needs, your child's needs, known risks, and what the assessment is expected to answer.

If the placement is agreed, an admission or planning meeting will take place. Where possible, a transition visit may be arranged so you can see the Centre, meet staff, and receive a welcome pack.

Support and monitoring arrangements are agreed when you move in. These can include observation levels, check-ins, safer sleeping arrangements, contact arrangements, community access, and any specific safety plans.

6. Assessment and support

Aruna uses the Parent Assess model. This model helps assess parents who may have learning needs. It looks at practical care, emotional care, safety, understanding, routines, and the parent's ability to make safe changes.

Placements usually last 12 to 14 weeks. Progress is reviewed weekly and shared with the local authority. At the end of the assessment, the assessing social worker will complete the assessment report for the local authority and/or court, where required.

Parent Assess traffic light system

The traffic light system helps everyone understand what your scores mean. It shows what is going well, where more practice or support is needed, and where there are serious worries that must be addressed quickly.

Green	Score 1	You are showing safe and consistent parenting. You understand what your child needs and can usually do this without reminders.
Amber	Score 2	You can do some parts safely, but you may need reminders, teaching, modelling or more practice to make this consistent.
Red	Score 3	There is a serious worry or repeated difficulty. Your child may not be safe unless changes are made. Staff will explain the concern and agree what needs to happen next.

Important: Scores are not used to judge you as a person. They are used to show what support is needed and whether your child's needs are being met safely and consistently.

Support available

- Individual keywork and learning mentor support.



- Practical parenting teaching, modelling, reminders, and feedback.
- Support with routines such as feeding, bathing, nappy changes, safer sleeping, and appointments.
- Gateway domestic abuse work where this is part of the plan.
- Relapse prevention therapy, CBT-informed support, trauma-informed work or substance misuse support where agreed.
- Community access, independence-building and planned transitions.
- Your own Parent Advocate from a charity called Speak – Up who we partner with.
- Employment opportunities with our partners at New Beginnings tiling academy that support parents who have faced challenges with education and employment.

7. Working together day to day

Staff will observe and support parenting tasks such as bathing, nappy changes, play, feeding, bottle preparation, sterilising, routines, safety and emotional care. Observations help us understand what support you need and what progress is being made.

You will be encouraged to read your daily notes, share your views and talk about what is going well, what has been difficult, and what needs to happen next. Your family support worker or learning mentor will help you understand feedback and plan weekly goals.

Parents learn different ways. Staff may use pictures, demonstrations, practice, prompts, reminders, simple written plans and repeated sessions, so information is easier to remember and use.

8. Keeping everyone safe

Safeguarding means keeping children safe from harm. Everyone at Aruna has a responsibility to protect babies and children. Staff are trained to recognise, respond to and record safeguarding concerns.

If the staff are worried about a child, they will take action without delay. This may include speaking with the Designated Safeguarding Lead, the Registered Manager, the On-Call Manager, the placing social worker, Emergency Duty Team, police or medical services, depending on the concern.

Parents should speak to a member of staff, the Registered Manager, Designated Safeguarding Lead, their social worker, or an advocate if they feel worried, unsafe or unhappy. We can help parents access independent advocacy where this is suitable.

Examples of safety areas we may discuss with you

- Safer sleeping and baby care.
- Medication and safe storage.
- Domestic abuse and healthy relationships.
- Substance misuse or relapse risks.
- Visitors, family time and contact arrangements.
- Mental health, online safety and missing episodes.



9. House expectations

Aruna House is a shared home. The rules are there to keep babies, children, parents, visitors and staff safe. You will be given a copy of the house rules and staff can explain these to you.

- No violence, threats, intimidation or abusive behaviour towards anyone.
- No illegal drugs or alcohol on site. Prescribed medication must be used safely and stored as agreed.
- Do not care for another parent's child. Please ask staff if you need help with your own child.
- Do not enter another family's room or answer the main door.
- Mobile phones should not be used in parenting sessions, 1:1 sessions or baby groups unless agreed.
- Visitors and family time must be agreed in advance and may need to take place away from the centre, depending on the plan.
- If there are serious safety concerns, the placement may be reviewed and could end early as a last resort.

10. Missing from placement

If you, your baby or your child is missing or cannot be found, the staff will act quickly. Safety is a priority. We will provide you with your own version of our policy so the flow chart of actions can be explained to you clearly – Parent and Child missing from Home Policy dated July 2026.

What staff will do

- Check the home, garden and CCTV, and try to contact you if safe to do so.
- Inform the Registered Manager or On-Call Manager without delay.
- Contact the police if concerns remain, giving full details including risks, vulnerabilities and last known whereabouts.
- Notify the child's social worker or Emergency Duty Team as soon as possible.
- Record all actions and communications in the incident log.

When you return

You will be welcomed back safely. Staff will check whether you or your child need food, drink, medical care or immediate support. A manager or member of staff will talk with you about what happened, and your plan or risk assessment may be updated to reduce the chance of it happening again.

11. Complaints and advocacy

If you are unhappy or worried, you have the right to make a complaint. Staff can help you understand the complaints process and can support you to access advocacy if you need help to share your views.

Complaints can be made in person, verbally or in writing. Complaints are recorded and looked at fairly. You can also speak to your social worker, the placing authority, an advocate, Ofsted or the Children's Commissioner.



Aruna anonymous suggestions box



We understand that it can sometimes feel difficult to share worries, ideas or feedback face to face. Aruna has an anonymous suggestions box so parents can write down their views, suggestions or concerns and post them privately.

You do not have to put your name on your suggestion unless you want us to speak with you directly. The suggestions box helps us listen to parents, take feedback seriously and look at what we can improve within the home.

Suggestions are reviewed by the management team. Where changes can be made, we will try to explain what has been done so parents know their feedback has been heard.

Stage	What happens	Timescale
1	Complaint acknowledged	2–5 working days
2	Meeting to discuss the complaint and gather information	10–14 days after acknowledgement
3	Investigation, outcome and response	Resolved within 28 calendar days of receipt where possible
4	Complaint about the Registered Manager	Contact the Responsible Individual and follow stages 1–3
5	Complaint about the Responsible Individual	Contact the Company Directors and follow stages 1–3

Children's Commissioner: Dame Rachel de Souza, Tel: 0800 528 0731, Email: help.team@childrenscommissioner.gov.uk



Ofsted: Piccadilly Gate, Store Street, Manchester, M1 2WD. Tel: 0300 123 4666.

12. Health, medication and emotional wellbeing

We support families to access health services, including GP, dentist, health visitor, midwife and emergency care. Staff can support appointments, medication safety and healthy routines.

Medication must be stored safely and used as agreed. If your baby or child needs medication, staff can help you understand how to give it safely and how it will be recorded.

Sexual health information is given sensitively and privately where needed. Emotional wellbeing support may include in-house support, CBT-informed work, relapse prevention, counselling or referral to specialist services where this is part of the family's plan.

13. Culture, religion, family and community links

We respect each family's culture, language, religion, identity and background. Please tell staff about any food, clothing, faith, language or cultural needs that are important to you or your child.

We support safe contact with family and friends unless there are restrictions in the child's plan. Visits must be agreed in advance. If there are safety concerns or legal restrictions, contact will be planned with the social worker.

Families are encouraged to take part in safe local activities that support bonding, play, confidence, routines and community links.

14. Housing, benefits and moving on

We help parents build skills for independent living. This may include budgeting, benefits, setting up utility payments, understanding rent and tenancy responsibilities, meal planning, shopping on a budget and preparing for a safe move from Aruna.

Planning for moving on starts early. Any transition will be discussed with you and the professional network so that your child's safety, routines and support needs are considered.

15. Key contacts

Contact	Details
Registered Manager / Director	Victoria Jenkins
Responsible Individual	Glennis Wood
Team Leader	Samira Jama
Referrals	Referrals@Arunacarenw.co.uk
Director / Registered Manager email	Victoria.Jenkins@Arunacare.co.uk
Telephone	07928 516780
Office	03333 663 011



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