



Assessment with care. Support with purpose.

Statement of Purpose

Registered office: Address: 23 Farnworth Street, Widnes, Cheshire WA89LH

Office No -03333 663 011

Reg No: 15895801

Care at its best.



Aruna House – Address Details on request

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1. Introduction

Aruna Residential Family Centre is a safe and supportive place for parents and their babies or children. We help parents show what they can do, learn new skills, and keep their child safe. Staff give clear routines, practical help, feedback and support. We work with the local authority and other professionals involved with the family.

Children's safety and welfare come first. We listen to what children need, including babies who cannot use words. Decisions are based on clear evidence and what daily life is like for the child.



Aruna follows the Residential Family Centres Regulations 2002 and the Residential Family Centres: National Minimum Standards. These rules help us provide a safe, well-managed and fair service.

2. Safeguarding

Safeguarding means keeping children safe from harm. Everyone at Aruna has a responsibility to protect babies and children. We support parents to understand risks, build safe routines, and care for their child safely.

Safeguarding at Aruna includes:

- Protecting babies and children from abuse, neglect, exploitation and avoidable harm.
- Creating a safe physical environment (health and safety, safer sleeping, infection control, safe storage of medication and hazardous items).
- Supporting parents to understand and reduce risks, develop safe routines, and build protective parenting capacity.
- Listening to children (including non-verbal babies and children) and keeping their lived experience at the centre of decision-making.
- Working transparently and collaboratively with professionals, including escalation where required.

Our safeguarding work follows the law, local safeguarding procedures, and the Residential Family Centres National Minimum Standards. We work closely with social workers and other professionals when there are worries about a child.

Roles, responsibilities and reporting: All staff are trained to recognise, respond to and report safeguarding concerns. The Registered Manager provides operational oversight and ensures safeguarding systems are effective. A named Designated Safeguarding Lead (DSL) and Deputy DSL provide day-to-day safeguarding leadership, advice and decision-making. Outside normal hours, the on-call manager provides escalation and oversight.

Where a concern is identified, or a disclosure is made, staff will:



1. Take immediate action to protect the child (including seeking emergency medical assistance or calling the police if there is immediate danger).
2. Inform the DSL/Deputy DSL (or on-call manager) without delay and follow their direction. **The nominated person is Victoria Jenkins, Social Worker and Director.**
3. Record the concern factually and in a timely manner, including what was seen/heard, dates/times, actions taken and who was informed.
4. Notify the placing social worker and/or Emergency Duty Team (EDT) in line with the child's plan, and make a referral to Children's Social Care where the threshold is met.
5. Follow up in writing within agreed timescales and participate in strategy discussions, child protection processes and multi-agency meetings as required.

Information sharing: We are open with parents about safeguarding expectations and, wherever possible, seek consent to share information. However, information sharing is necessary when there is a need to protect a child or another person from harm. Information is shared on a need-to-know basis, and in line with data protection (NMS: Standards 5 and 20).

Safer care, supervision and risk management: Levels of staff observation and support are agreed at admission and reviewed regularly with the professional network. Monitoring is purposeful and proportionate, balancing the child's safety with supporting the parent(s) to develop independence. Risk assessments are completed and updated for identified risks (for example: safer sleeping, domestic abuse, substance misuse, mental health, visitors/contact, online safety, missing episodes, and environmental hazards), and actions are embedded in daily routines and the placement plan (NMS: Standards 5 and 9).

Allegations and professional concerns: Any allegation or concern that a member of staff, volunteer or professional has harmed a child, may have harmed a child, or has behaved in a way that indicates they may pose a risk, is managed promptly and in line with local authority procedures, including consultation with the Local Authority Designated Officer (LADO) where required. Aruna promotes a culture of professional curiosity and



whistleblowing, where staff are expected and supported to raise concerns without fear of reprisal.

Training, supervision and governance: Safeguarding is embedded through safer recruitment, induction, ongoing mandatory training, regular supervision, team discussions and auditing. Staff competence is reviewed through observation of practice, case reflection and learning from incidents. Safeguarding records, incident reports, and notifications are completed accurately, stored securely, and available to the placing authority and regulators as required (NMS: Standards 16–17 and 20).

Parents are helped to understand the house rules, safer sleeping advice, and how to ask for help. If a parent is worried about their child, another person, or a member of staff, they should speak to staff, the Registered Manager, the Designated Safeguarding Lead, or their social worker. Parents can also use the complaints process or ask for an advocate.

We can help parents access independent advocacy, including Warrington Speak Up/Advocacy Hub where this is suitable. Advocacy can help parents understand information, share their views, make complaints, and take part in meetings.

3. Ethos, Philosophy and Values

At Aruna, we treat families with respect, dignity and kindness. We aim to be clear, fair and honest. We support parents while also making sure children are safe.

Our aim is to help parents build confidence, learn parenting skills, and understand their child's needs. We provide a calm, homely setting where families can practise safe routines and prepare for the next stage of their lives.

- **Child-centred practice:** children's safety, welfare and development guide daily routines, observation and assessment (NMS: Standards 2–4; Principal Standard).
- **Clarity and fairness:** parents receive clear expectations, targets and feedback in a way that meets their communication needs.
- **Respect and dignity:** we promote privacy, equality and anti-discriminatory practice in all interactions.



- **Partnership working:** we work transparently with parents and professionals, using professional curiosity and escalation where needed.
- **Learning culture:** staff use supervision, training and reflective practice to maintain safe, consistent standards.

We explain difficult information in a kind and clear way. Parents are given goals and feedback in a way they can understand. Staff give parents the best chance to show safe and good enough parenting.

4. Confidentiality and Privacy

NMS mapping: NMS: Standard 20.

We respect each family's privacy. Personal information is kept safe and only shared with people who need to know. We follow data protection law and keep records secure.

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 Registered Manager's written authorisation.

Staff are trained to handle information carefully. We talk about families only when needed and in private spaces.

Sometimes we may need to share information to keep a child or another person safe. We will explain this to parents whenever possible.

5. About Aruna Residential Family Assessment Centre

NMS mapping: NMS: Standards 11–13 and 15.

Aruna House is a family assessment home in Kirkby, Liverpool. We can support up to 3 adults and 3 children. Parents must usually be **17 years** old or over.

Each family has their own bedroom. Bedrooms have basic furniture and items needed for a baby or child. Families can bring personal belongings to help the room feel familiar. The home also has shared bathrooms, a kitchen, lounge, conservatory and garden.



The home has a lovely outdoor space/garden with a patio, lawn and garden furniture.

Staff are available during the day and night. The level of staff support depends on the family's plan and the child's safety needs. Family time arrangements can be discussed before the placement starts.

We have a night worker on duty throughout the night from **20:00-08:20** whose duty will be to maintain all safety protocols, be on hand to support families on request, for example, supporting night feeds or changing, respond to any medical emergencies, and, if necessary, ensure parents are prompted so the child's needs do not go unmet at any point. 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.

During the day, staff work from **08:00 to 20:20**. A manager is present on weekdays to oversee operations and remains on call for additional support throughout the week and on weekends. All staff and managers will be trained sufficiently in reporting to the Designated Safeguarding Lead and the Emergency Duty Team to ensure effective and timely information sharing.

Support and monitoring are agreed when a family moves in. These arrangements are reviewed regularly. If it is safe, support can be reduced over time to help parents build independence.

Parents complete an initial assessment so staff can understand their strengths, skills and learning needs. This helps staff plan the right support.

Any decision to reduce supervision is made with the professional network. This may include the social worker, guardian, health professionals, independent social worker and IRO. The child's safety and lived experience remain central to all decisions.

Parents help plan weekly activities. These plans support play, learning, routines, confidence and community links.

What families can expect when they move in:

- *Cot-Moses baskets in each bedroom*
- *Nursing chairs*
- *Changing units*



- *Cribs and baby relaxation chairs in communal areas downstairs*
- *Bottle sterilisers*
- *Baby monitor for parents to maintain oversight of their children*
- *All essential toiletries for children, including a starter supply of baby care items*
- *A small selection of toys and books to encourage play and interaction*
- *A space to eat structured family meals at the table*
- *Hairdryers*
- *Welcome packs with toiletries and personal care products*
- *TV and radio in communal areas*
- *Reading materials, including books, magazines, and daily newspapers*

Aruna House 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/families in attending these valuable sessions

6. Fees and Criteria for Families Moving In

NMS mapping: NMS: Standards 6–7 and 9.

Pricing Structure

Fees are agreed with the placing local authority before the placement starts. The written placement agreement explains the fee, what is included, and any extra costs. There are no hidden charges.

Indicative fees are shown below for guidance only and may be confirmed or varied by agreement to reflect the individual placement plan and required level of support.

Service	Fee basis	Indicative fee (to confirm)
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Standard residential assessment placement	Weekly fee	£/week
ParentAssess assessment (Parent Assess model) – add-on	Weekly supplement (in addition to placement fee)	£/week
Independent Social Worker (ISW) assessment	Fixed fee (scoped per instruction)	£ (plus agreed expenses if applicable)

The weekly fee usually covers accommodation, therapeutic input, advocacy, staff support, utilities, routine recording, keywork and weekly review. Specialist assessments or extra reports are agreed separately before they start.

To provide a prompt quote, we will ask the placing authority to confirm:

- Number of parents and children, ages and legal status.
- Type of assessment required (standard residential assessment, ParentAssess, and/or ISW assessment).
- Known risks and required monitoring level (e.g., safer sleeping, domestic abuse, substance misuse, mental health).
- Expected placement length and reporting timescales.

Criteria

Aruna considers each referral carefully. We support families from different backgrounds, cultures, religions and beliefs. The service is for parents aged 17 and over who need an assessment and support to safely care for their baby or child.

We only accept a placement if we believe we can safely meet the needs of the parent, baby, or child.

7. Our Offer

Our offer is assessment, support, teaching and therapeutic help in a safe home. Staff help parents practise daily care, understand their child's needs, build confidence, and make safe changes. Where this is part of the family's plan, we can also offer advocacy support, Gateway domestic abuse work, relapse prevention therapy and CBT-informed support.

- Evidence-based assessment with weekly reviews and clear recording (NMS: Principal Standard; Standards 9, 20).



- Individual keywork/learning mentor and tailored parenting targets.
- Parenting education, modelling, and practical support (including infant care, routines, safety and home management).
- Access to specialist support when it is needed, including advocacy, Gateway domestic abuse delivery, relapse prevention therapy, CBT-informed support, trauma-informed work and substance misuse support.
- Structured community access to reduce isolation and build independence.
- Planned transitions and resettlement support (NMS: Standards 6 and 9).

Child development and teaching-focused play (NMS: Principal Standard; Standards 2, 3 and 9)

We support babies' and children's development through everyday care, routines and play. Staff show parents what to do, coach them, and give clear feedback.

- Age-appropriate play, stimulation and interaction (including sensory play, books, songs, and outdoor activity) to support communication, motor skills and learning.
- Attachment-focused practice: attunement, comforting, safe touch, and reading babies' cues, with staff modelling and reflective feedback.
- Responsive routines (sleep, feeding, hygiene and health appointments) that prioritise safety and consistency and can be sustained at home.
- Observation and coaching of parent-child interaction, with clear recording of progress and areas for development within the placement plan.
- Support to access universal services (e.g., health visitor, GP, Family Hub/early years sessions) and follow professional advice.

How we teach and what we model to parents, taking account of all learning abilities through direct work, support and intervention

Parents learn in different ways. Staff use pictures, demonstrations, practice, reminders and simple written plans. Goals are clear and realistic.

Learning mentor and learning plan (NMS: Principal Standard; Standards 6–7 and 9)

Each family has a learning mentor. The mentor helps plan learning goals, review progress and agree next steps at weekly meetings.

- Parenting programmes and coached practice (group work and 1:1 sessions), with regular feedback and targets.
- Wellbeing and therapeutic support where appropriate. This may include CBT-informed work, relapse prevention therapy, sleep support and emotional wellbeing support.
- Healthy relationships and domestic abuse-informed work, including Gateway domestic abuse delivery where this is agreed as part of the family's plan.

Name	Role	Key qualification	Key training
Victoria Jenkins	Qualified Social Worker, Registered Manager / Director	BA (Hons) Social Work, 2014 MSc Leadership	Parent Assess; Practice Educator; ABE interview training
Glennis Wood	Responsible Individual	Social Work	Level 5 Safeguarding; RI training; Paediatric First Aid; Trauma-informed care
Samira Jama	Team Leader	Level 5 Health and Social Care degree, Leadership module	Paediatric First Aid; Trauma-informed care; Effective supervision
Grace Malloy	Bank Family Support Worker	Level 4 Health & Social Care (Children & Young People)	Paediatric First Aid; Trauma-informed care; Mandatory training



Kelly Marsden	Family Support Worker	Level 4 Children's Residential (in progress)	Paediatric First Aid; Trauma-informed care; Mandatory training
Bethan Doyle	Family Support Worker	Level 4 Children's Residential	Paediatric First Aid; Parent Assess support worker, qualification, Trauma-informed care; Mandatory training
Cheryl Roach	Resettlement / Debt Advisor	Connexions Personal Advisor (equiv. Youth Worker L3)	Paediatric First Aid; Trauma-informed care; Mandatory training
Sarah Gillian Parry	Bank Support Worker	Early Years Primary school degree	Paediatric First Aid; Trauma-informed care; Mandatory training
Renaë Cameron	Support Worker	NVQ L3 Health & Social Care; L2 Child Development Psychology degree	Paediatric First Aid; Trauma-informed care (BABS)

- Independent living skills (budgeting, meal planning, home management) and resettlement planning.
- Support to access specialist services where needed (e.g., substance misuse, housing, employment/learning).
- Community-based activities that support safe routines, child development and reduced isolation.

8. Meet the Team

Organisational structure

- Responsible Individual (RI)
- Registered Manager
- Team Leader
- Support Staff
- CBT and Parenting Lead



- Relapse Prevention Worker
- Independent Social Worker
- The Gateway Domestic Abuse Programme

9. Staff Qualifications and Experience

Staff qualifications and key training

Staff receive role-specific induction, mandatory training, and ongoing CPD, supported by supervision and annual appraisal (NMS: Standards 16–17). A detailed training matrix and individual CVs are available on request.

Staff Development

All Aruna staff have a training plan and can attend quarterly days within the organisation. They access certified courses in Building Attachments and Bonds Service (BABS), Parent Assess, and Trauma-Informed Care, with a focus on therapeutic parenting. This helps staff support families effectively, fostering secure relationships and resilience. We prioritise professional development, reflective weekly briefings and promote a culture of learning throughout to help staff support families with complex issues. Training includes conflict resolution, evidence-based parenting, trauma-informed care, addiction recovery, and motivational strategies. Our staff are skilled in fostering resilience and understanding each family's needs (NMS: Standards 16–17).

10. Safer Recruitment

At Aruna, we prioritise safety and confidence for families. Our recruitment follows the Safer Recruitment Policy, including a written application, an interview process and scoring, an Enhanced DBS check for all staff before supporting parents, and 6-monthly update checks. Regular training, appraisals, and supervision keep our team well-equipped and compassionate, ensuring high-quality support aligned with best practice (NMS: Standards 14–15).

Victoria Jenkins – Director Registered Manager

Senior social work leader with 23+ years' experience in children's



services, fostering, leadership, consultancy, and education. Skilled in inspection, audit, transformation, safeguarding, quality assurance, workforce development, and fostering. Known for building high-performing teams and maintaining good/outstanding practice. Experienced advisor and educator committed to inclusion and the child voice in decision-making.

Victoria is passionate, caring, and works closely with families to teach skills for positive change. She has supported children and families for 24 years and qualified as a social worker in January 2014, gaining skills in assessing Families, Children in Need, Child Protection, Pre-Proceedings, and Court Processes.

Victoria's Fostering experience includes roles as a principal manager and panel advisor. She founded Accolade Families to blend support work and social work, with family support led by social workers.

11. Assessments

Aruna uses the Parent Assess model. This helps assess parents who may have learning needs. It looks at practical care, emotional care, safety and the parent's understanding. Placements usually last 12 to 14 weeks. Progress is reviewed each week and shared with the local authority.

12. Unplanned Ending (Termination of Placement)

NMS mapping: NMS: Standards 6–7 and 9.

Ending a placement early is a last resort. We will try to solve problems first. A placement may end early if there are serious safety concerns, violence, aggression, drugs or alcohol on site, refusal to work with the plan, or if another placement is better for the family. If a placement ends, Aruna will work with the local authority to plan a safe move for the parent and child.

Aruna plans to give two weeks' written notice if the local authority decides to end a placement before 14 weeks.



13. Fire Procedure

NMS mapping: NMS: Standards 11–13.

We have fire alarms, smoke detectors and fire equipment. These are checked regularly. Families and staff are shown what to do if the fire alarm sounds. If there is a fire, staff will raise the alarm, call 999 and help everyone leave safely.

14. Drugs and Alcohol

NMS mapping: NMS: Standards 5 and 6.

Aruna is a drug-free and alcohol-free home. Parents must not bring, use or supply illegal drugs or alcohol on site. Prescribed medication must be used safely and stored as agreed. If a parent needs help with substance misuse, staff will support them and may help them access specialist services. Where agreed in the family's plan, Aruna can also provide relapse prevention therapy to help parents understand triggers, make safer choices and plan how to stay well. Any concerns will be managed through safeguarding procedures.

Solihull approach theoretical model

Aruna uses relationship-based approaches, including the Solihull Approach, to help parents understand their child's needs and build positive relationships. Staff also support families to take part in community activities and reduce isolation.

Domestic abuse-informed support (Gateway)

If domestic abuse is part of a family's history or plan, we can deliver Gateway domestic abuse work. This can help parents understand healthy and unhealthy relationships, safety planning, the impact of domestic abuse on children, and how to make safer choices. This may be offered one-to-one or in a small group, with the agreement of the local authority and professional network.

- Improve understanding of healthy and unhealthy relationship behaviours.
- Support safe decision-making and safety planning.



- Explore the impact of domestic abuse on parenting and children's welfare.
- Strengthen reflective capacity and support change within the assessment framework.

15. Our Commitment

NMS mapping: NMS: Principal Standard; Standard 2.

We want parents to be involved in their plans and progress. We support parents to build independence, confidence and safe routines for the future.

16. Policies and Procedures

NMS mapping: NMS: Standard 8.

Aruna has policies and procedures to keep families safe and support good practice. These policies guide how staff work with parents, children and professionals.

We help families use local services and community support where this is safe and part of the family's plan.

We work with parents, families and professionals. Parents can expect:

1. Clear information and help to access independent advocacy when needed.
2. Specialist support tailored to the family's needs, including Gateway domestic abuse work, relapse prevention therapy and CBT-informed support where agreed.
3. Guidance on decision-making throughout the assessment process.



17. Equal Opportunities

Culture, Language, and Religion

We respect each family's culture, language, religion and identity. We will try to meet reasonable needs linked to food, clothing, faith and culture. We want everyone to feel respected and included.

18. Complaints

We want parents and families to feel listened to. If someone is unhappy or worried, they can make a complaint. Staff will explain how to do this and can help the parent get advocacy support.

NMS: Standards 2 and 8.

- Upon arrival, every parent receives a Parents' Guide, which includes full details of our complaint procedure and step-by-step instructions on how to raise a complaint.
- We deal with complaints fairly, quickly and respectfully. A manager will oversee the complaint. If possible, someone not directly involved will help review it.
- We keep a written record of complaints, meetings and actions taken.
- At any stage of the investigation, complainants have the right to:
 - Withdraw their complaint at any time.
 - Refer their complaint to the placing authority.
 - 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:

Parents can ask an advocate to help them make a complaint, write down their views, or attend meetings.

Aruna Care (NW) Ltd Registered Address: Bibby & Co (Northwest) Ltd, Penny Lane Business Centre, 374 Smithdown Road, Liverpool L15 5AN

Interim Registered Manager -Victoria Jenkins – Tel 07928516780

Victoria.jenkins@Arunacarenw.co.uk

Please also refer to the complaints policy

Stages of Complaint

Stage 1 Initial acknowledgment	Acknowledge receipt of the complaint	Timeline-2-5 Working days of receiving the complaint
Stage 2 Meeting to discuss the complaint	Arrange a meeting to discuss details, gather facts and clarify expectations	Timeline-10-14 of acknowledgement of the complaint
Stage 3 Investigation and outcome	Investigate the complaint, review findings, determine the resolution, and communicate the outcome to the family	Timeline- Resolved within 28 calendar days of the receipt of the complaint
Stage 4 Complaint about Registered Manager	Contact the Responsible Individual, Glennis Wood.	To follow the process steps 1-3 of the complaints Timescales
Step 5 Complaint about the Responsible Individual	Contact the Company Directors- Victoria Jenkins@ Tel No: 01942365888	To follow the process step 1-3 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

Ofsted Picadilly Gate



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

19. Safeguarding, Preventing Bullying and Missing Persons

NMS mapping: NMS: Standards 4 and 6.

This section sets out our approach to preventing bullying and responding to missing episodes. Core safeguarding roles and reporting arrangements are covered in Section 2.

Missing from Home

If a parent, baby or child is missing or cannot be found, staff will act quickly. Safety is the priority.

If a family is unaccounted for, staff will:

- Check the home, garden and CCTV, and try to contact the family if safe to do so.
- **Inform the Registered Manager or On-Call Manager** without delay.
- If concerns remain, **contact the police immediately** and provide full details, including risk level, vulnerabilities, and last known whereabouts.
- **Notify the child's social worker or Emergency Duty Team (EDT)** as soon as possible.
- **Record all actions and communications** in the Centre's incident log.
- 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.



- **Debrief and review** take place with the family, and risk management or placement plans are updated to prevent recurrence.

Bullying Prevention

Bullying is not allowed at Aruna. Staff will take any concern seriously and will help people talk safely, understand what happened, and stop it happening again. Bullying can include:

- Name-calling
- Teasing
- Verbal or written abuse
- Physical assault
- Threatening behaviour
- Humiliating actions
- Spreading rumours
- Taking money or possessions
- Racial discrimination
- Prejudice against others
- Cyberbullying

Staff will investigate bullying concerns and take action to keep everyone safe. The Anti-Bullying Policy is available on request.

20. Views, Wishes and Feelings of Children, Parents/Families

NMS mapping: NMS: Standard 2.

We want parents, families and children to have a voice. We listen to their views and use them to help plan support.

To promote this, we have clear structures for families to express their views and feelings, including:

- Regular one-to-one sessions: A safe space for sharing thoughts and feedback.



- Anonymous Feedback Via the suggestion box and a Satisfaction Survey:

All significant input from families is promptly recorded to ensure their voices remain central to the support they receive.

21. Promoting Rights – Anti-Discriminatory Practice

NMS mapping: NMS: Standards 2–3.

We treat everyone fairly and with respect. We do not accept discrimination. This includes discrimination linked to disability, age, race, religion, sex, gender, sexual orientation, culture or background.

Our measures include:

- Seeking feedback and promoting engagement from staff – Celebrating good practice in the monthly newsletter.
- Job Role Integrity: Regularly reviewing job descriptions to ensure clarity on equality.
- Inclusive Recruitment: Shortlisting candidates against clear criteria and guaranteeing interviews for qualified disabled applicants.
- Safer Recruitment Practices: Following robust, safety-aligned processes.
- Staff Training: Providing ongoing training to combat discrimination.

22. Supporting Parents/Families' Goals and Aspirations

NMS mapping: NMS: Standards 6 and 9.

We help parents build skills for independent living. This may include the Our Money and Me course, which helps parents learn about:

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/families make informed choices to support their family's well-being.



Food is Your Mood sessions help parents understand how food can affect health, mood and energy. Parents can learn about healthy meals, feeding children and introducing solid foods to babies.

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

Our Objectives

- Engagement in activities designed to promote bonding and enjoyment for children and their families.
- Enhanced social and emotional development for children and families, emphasising fun, positive experiences, and the creation of lasting family memories.
- Happiness and pride in children's achievements, boosting confidence in parenting and fostering personal growth.
- Increased independence and purposeful skills for families, enabling them to care for their children with confidence.
- Active participation in setting goals, planning care, and dreaming of the future, fostering a sense of ownership and joint decision-making.
- Awareness among families of their rights and responsibilities, promoting empowerment and informed choices.
- Pride in maintaining a safe and nurturing environment, encouraging respectful care both within the centre and at home.
- Strengthened family bonds and community connections, supporting positive relationships within the local area.
- Building resilience to cope with life's stresses and changes, helping families manage challenges and ensure stability for their children.

23. Health Needs and Sexual Health

NMS mapping: NMS: Standards 6 and 9.

We support families to access health services, including GP, dentist, health visitor and emergency care. Staff help parents attend



appointments, use medication safely, and understand healthy routines. Sexual health information is given sensitively and privately where needed.

24. Contact with Family and Friends

NMS mapping: NMS: Standard 9.

We support parents to keep 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.

25. CCTV Surveillance and Monitoring

CCTV or other monitoring may be used to help keep children safe and support the assessment. It will only be used when needed, agreed and explained. We will respect privacy as much as possible.

Families will be told why monitoring is used and how it will be reviewed. Monitoring will stop or reduce when it is no longer needed.

26. Conflict Resolution, Workforce Training and Competence

NMS mapping: NMS: Standards 4 and 16.

Staff help parents manage conflict safely and respectfully. We support calm communication, problem solving and positive behaviour.

- **Training and Competence:** Staff are trained in conflict management to understand causes, dynamics, and strategies for effective home conflict resolution.
- **Commitment to Safety:** Aruna aims to create a safe, supportive environment based on mutual respect for parents, children, and staff.
- **Zero-Tolerance Policy:** We do not tolerate violence, threats, or aggression towards anyone. Staff deserve respectful treatment, and safety is our priority.
- **Physical Restraint:** Aruna Care does not use physical restraint. If behaviour threatens safety, immediate action will be taken.



27. Referrals and Enquiries

- Referrals@Arunacarenw.co.uk
- Victoria.Jenkins@Arunacare.co.uk – Director/Registered Manager

Tel: 07928516780

28. Independent Visits

Visits will be conducted in accordance with **Regulation 25 (Visits by registered provider)** monthly, and Ofsted will conduct inspections in line with the **Social Care Common Inspection Framework (SCCIF)** and the **Care Standards Act 2000** and **Residential Family Centres Regulations 2002** (NMS: Standard 19).

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 parents/families and baby assessment home.

Moving In Process

NMS mapping: NMS: Standards 6–7 and 9.

Before a family moves in, we check whether Aruna is the right place for them. We need enough information to understand the parent's needs, the child's needs and any risks.

Matching process: We look at the following information before agreeing a placement:

- Initial Discussion with lead professional:** This conversation explores key details about the family, such as:
- Family History:** The child's journey through services, legal status, the views of the child and parents, including previous placements and relationships with extended family.
- Purpose of the Placement:** Specific goals and objectives of the assessment process, the family's exit plan.



- d. **Developmental needs of the child, additional health needs, psychological and Social Needs:** Current emotional, social, and intellectual requirements of the parent.
- e. **Strengths:** What does the parent do well
- f. **Concerns:** History of aggression, violence, or other risks.
- g. **Risk Assessments:** Including impact and compatibility considerations to ensure a safe environment for all residents.
- h. **Decision-Making:** Once the information is gathered, the management team evaluates whether the placement is suitable for Aruna's services.
- i. **Planning 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.

29. Commitment

Our Commitment

We aim to ensure each placement is safe, suitable, and planned around the family's needs.

30. Why Choose Aruna Care and What Sets us Apart

NMS mapping: NMS: Principal Standard; Standards 5, 9, 15–17 and 20.

Families and placing authorities may choose Aruna because our offer includes:

- Clear assessment and support for parents and children.
- Skilled staff who receive training, supervision and support.
- Child-centred practice and clear safeguarding arrangements.
- Daily routines, teaching and coaching to help parents make changes.
- Access to advocacy, Gateway domestic abuse delivery, relapse prevention therapy and CBT-informed support where this is part of the family's plan.
- Good partnership working with social workers and other services.

Care at its best.



Reviewed by the Aruna Leadership Team 5th July 2026