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1.0 STATEMENT OF PURPOSE

Ambient House opened as a Residential Family Assessment Centre in the Winter of 2017.

Ambient House will provide a safe and supportive assessment environment for families who have had areas of concern identified regarding their ability to effectively and safely parent their child/children. We aim to provide assessments which are independent, child centred and detailed according to best practice and childcare legislation. We will work with families to instill hope by building on their existing and possibly hidden strengths.

We offer families an opportunity for an initial period of intensive support to help them recognise and meet the needs of their children, which then forms the foundation of their 12-week assessment. Ambient House strives to promote and assess an individual's capacity to effectively parent to ensure that their children are safe, protected and therefore thriving.

Ensuring the ongoing safety and wellbeing of a child is the prime focus of our assessments. It is therefore the purpose of the Ambient House assessments to inform the referrers of whether a child's needs can be adequately met by the parent(s) or whether there is a need for further intervention and subsequent alternative care arrangements to insure a secure longer-term future for the child.

2.0 AMBIENT HOUSE PHILOSOPHY:

It is Ambient House's philosophy that:

- The welfare and needs of children are paramount.
- Every Child has the right to grow up in a stable family environment, where they feel loved, nurtured and protected.
- Wherever possible the needs of children are best met within their own family.
- Families who come to Ambient House will have their dignity and privacy respected at all times.
- Every person has strengths, skills and knowledge that are essential for a child's growth. Ambient House strives to build on these positive strengths and does not operate a negative enforcement setting.
- All families, whatever their background, history and difficulties, can, with support, encouragement and information, change their behaviour and responses. Even where it is felt that parents cannot safely meet the needs of their children, such decisions should be shared sensitively, and every effort be made to enable them to make a positive contribution to their children's futures.

3.0 AMBIENT HOUSE BELIEFS AND AIMS

Ambient House Beliefs

Ambient House is dedicated to promoting the best outcomes for children and families.

Our beliefs in working with families at Ambient House is that:

- Every family is made up of unique individuals who should be treated as such with dignity and respect.
- Every individual should have the opportunities, support and encouragement to exercise control over their own lives, whilst acknowledging their own individual responsibilities.
- Wherever possible, parents will be supported and enabled to provide their children with an environment where they can grow and thrive in safety.
- Intervention, support and assessment will be objective, transparent and free from prejudice.
- Successful outcomes will be achieved through transparency, interdisciplinary and effective communication at all levels.

Ambient House Aims

- To provide a Residential Family Centre of the highest standard, with the safeguarding of children being paramount.
- To work in an open and honest manner with all parents.
- To provide guidance and support to each individual to develop their self-esteem and encourage the learning of parenting, life and social skills.
- To acknowledge the skills, strengths and abilities in each parent, whilst also identifying areas of development or concern which might prevent the parent from providing the appropriate care that their children requires.
- To promote and monitor the welfare of the families in our care as a priority.
- To play a role in the formulation of individualised care plan requirements for the family.
- To provide clearly structured, relevant, flexible, child-focused parenting assessments, tailored to the agreed placement outcomes for the individual family.
- To provide high quality reports both written and verbal, this may include case conference and court proceedings.
- To provide high quality staff to meet the diverse needs of the families.
- To model good care practice and provide advice or information to enable parents to reflect and change their behaviour to respond in ways that would enable them to meet their children's needs.
- To offer the best opportunities for children to remain with their parent(s) if that is in their best interests.
- To tackle discrimination, promote independence and ensure equality of opportunity is achieved.
- Offer a clear costing structure and best value for commissioners.

4.0 THE ORGANISATION

Ambient House has the capacity to work with a maximum of four families at any one time.

This low number, allows staff to work intensively with each individual family as well as providing the space and opportunity to produce thorough, fair and clear parenting assessments.

The Centre strives to offer an equal service to all family groups regardless of race, cultural background, religion, gender, sexual orientation, intellectual ability or family composition. However, given the layout of the building the Centre is not able to accept individuals who are unable to climb stairs.

5.0 FACILITIES

Ambient House is a privately owned, large detached house in Bognor Regis, West Sussex. It has been decorated with a light, airy and homely atmosphere.

Bedrooms:

Each family will have their own private room during their stay at Ambient House, which they will be given a key to on their arrival. Every bedroom at Ambient House is furnished with a bed, a cot and moses basket (or a bed for an older child), a sink, a chair or a sofa, drawers, wardrobe and a TV.

Communal area's:

Kitchen: There is a large kitchen at Ambient House for parents to cook meals for themselves and their family. Within the kitchen space each family is allocated their own cupboard to store their food. Facilities for the families in the kitchen area also include a fridge, freezer, 2 microwaves, washing machine, tumble dryer and a dishwasher. There is also a breakfast bar to sit.

Dining Room: There is a large communal dining room at Ambient House for families to have their meals in. This room has doors that open onto an outside courtyard area where families benefit from fresh air and outdoor play. In the corner of this room is the buggy park for families to utilise.

The dining room can also be used for core group and other professional meetings.

Lounge: Ambient House offers families a large communal lounge with ample sitting and space for families to play, relax and spend time with others.

Play Room/Upstairs Lounge: There is also an additional space for families to socialise in on the first floor. This room offers families a place to interact and play with their children as well as being a private space for observations to take place.

Counselling Room: We have a separate quiet room on the first floor that is used for 1:1 counselling sessions. This room can also be used for private appointments with social workers and solicitors etc.

Outside: There is a courtyard garden at Ambient House giving opportunity to undertake outside activities, or to relax in the fresh air. We are also approximately 125 metres from the beach and less than 500 metres to a large play park and green space, which we will use for outside activities in the warmer weather.

There is a no smoking policy within Ambient House.

Managers office:

The manager's office is situated on the ground floor and has an 'open-door policy' for all staff and families.

The property benefits from double glazing and central heating throughout.

We are in a central location and within walking distance from the shops, doctor's surgeries and a dentist.

6.0 ASSESSMENT AT AMBIENT HOUSE

To complete a thorough assessment, placements will generally last between twelve and eighteen weeks. The length of placement is, however, subject to review from both Ambient House and the placing Local Authority.

The Purpose of the Assessment:

The purpose of an Ambient House Parenting Assessment is to produce a detailed, parenting assessment designed to assess and identify a parent's strengths and capacity to protect their child/children from risk and harm, as well as the parent's ability to enhance their child's developmental experiences.

The assessment relies on information gathered from the child, parent(s) and, where appropriate, extended family and professional network as well as formal and informal observations. Other people and professionals may also be consulted, and other sources of information may be included in this assessment. This can include Health

professionals, Core Group members, historical and current information held within Social Care records to ensure a robust and clear multi-agency approach. The family will be notified of this where appropriate.

Ambient House Parenting Assessment focuses on identifying strengths and worries in relation to three key areas which are based on the Common Assessment Framework:

- The Child's developmental needs.
- Parenting capacity.
- Family environmental factors.

The Ambient House Parenting Assessment will include the following methods of assessments:

- Observations of both parent and child that can generate placement plans and reports can be at intervals of: 1 week, 3 weeks, 6 weeks, 9 weeks, 12 weeks (to be agreed with family's social worker). Updates are email to the assigned social worker on a weekly basis.
- Interviewing parent/s.
- Direct work with parent. As part of the direct work Parent's may be given "homework" in the form of tasks, targets or reflections to complete.
- Interview and direct work with child (where appropriate).

Ambient House will take into consideration a parent's ability to learn and the outcomes of any external assessments of the parent's cognitive abilities and therefore tailor the assessment and teaching style appropriately to ensure the best opportunity for affecting change in parent.

Formal observations, interviews and direct work sessions will take place at a variety of times, settings (where appropriate) to ensure a holistic picture of parent's strengths and worries. Ambient House will also include anything of relevance that takes place outside of the formal observations, interviews and direct work settings to form part of the Ambient House Parenting Assessment.

Ambient House has produced its own robust and comprehensive assessment based on the principles of the Common Assessment Framework.

7.0 AMBIENT HOUSE RESIDENTIAL PROCESS

Week 1 and week 2 (Intensive Stage):

During this period, residents at Ambient House will be closely supervised by the staff team and the CCTV system, in order for full parenting monitoring to occur.

On arrive to Ambient House, all residents will be given 1-2 days to settle in. During these 2 days, there will be an opportunity to go through the Parent Handbooks with their allocated Family Key Worker and ask any questions in order to clarify anything they are unsure about. Residents may also be shown around the locality and the key venues.

During their stay, and before the end of week 1, the family's plan will be reviewed with the Local Authority in the form of a placement planning meeting. This will produce the first 'Mapping' document, which will be a working document throughout the placement. The outcomes of this will reflect in the assessment process, how the team deliver the support and any relevant adjustments made.

This stage will involve:

- High level of supervision and monitoring.
- An assessment of basic care-giving skills and ability to meet own self-care skills which will inform the baseline assessment.

- Core Skills - Basic demonstrations / theory of basic skills e.g. bottle making and bathing.
- Ongoing verbal updates with the Local Authority Social Worker.
- Daily record keeping on specific day to day living.
- At the end of the second week an Interim Meeting will be held at which findings from baseline parenting assessments will be shared with the family and Local Authority Social Worker. From this, the family's Placement Plan and Mapping document will be updated outlining the appropriate level of continued supervision needed and any involvement by other professionals outside of the Centre.
- The parent/s will be encouraged to contribute to the Placement Plan by recognising their areas for development and their expectations for their stay.
- *Where required the Intensive stage can be extended to 4 weeks.*

Week 3 to week 6 (Monitoring Stage)

This Stage will involve:

- Individualised resident monitoring/supervision as agreed at the Interim Meeting in Week 2.
- Parenting Ladder – Knowledge Programme continues.
- Ongoing verbal updates with the Local Authority Social Worker.
- Daily record keeping on specific day to day living.
- At week 6, a Multi-disciplinary Mid-Assessment Review Meeting will be held, involving the parent(s), in order to consider and record the progress made to date, against the targets set at the Interim Meeting (Week 2).
- Ongoing verbal and written updates with the Social Worker.

Week 7 to 10 ('Step Back' Withdrawal Stage):

During this period, parents may be allowed out of the Centre (if agreed with the Local Authority Social Worker), independently depending on progress made.

This phase will involve:

- Continuing on agreed level of supervision from the Mid-Assessment Review.
- Ongoing work on the Parenting Ladder – Knowledge Programme.
- Ongoing verbal and written updates with the Social Worker.
- Daily record keeping on specific day to day living.
- Family Group Conference.

By the end of week 10, a Transitions Meeting will be held where the outcome of the full assessment will be discussed. This is to enable important information to be shared and appropriate future plans for the family to be arranged, including the transfer of care to local community services where required.

Week 11 to 12 (Independent Phase)

This phase will involve:

- Parents should be developing further independence with limited support.
- Re-visiting specific areas of the in-house programme which may need re- addressing.
- Formal monitoring of parent's perceptions of how they have progressed since being at Ambient House, as measured against their expectations identified within the keywork sessions.
- Daily record keeping on specific day to day living.
- Transitions Meeting (TM) addressing progress, issues and/or concerns along with planning of the package of support needed in order for the family to care positively for their children within the community, or otherwise. All relevant agencies involved with the family may be invited if appropriate.

Whilst the basic Ambient House Residential Assessments are available, as detailed above, we are able to offer additional support services both in-house and in partnership with other agencies, should this be required in order to give families a fair opportunity to succeed.

The final and full report will be produced no later than 10 working days following the end of the placement.

8.0 GOVERNING BODY AND MANAGEMENT

Ambient House Limited is governed by Ofsted. Ofsted Number; 1270100

Registered Provider and Director: Name: Georgina Puttock BSc(hons)

Role: Founder and Director.

Qualifications Relevant to this role:

- Diploma in Nursing, Adult Branch (Sep 2009)
- BSc(hons) Midwifery. 2:1 (March 2011)
- Mentorship (2012)
- Management and Leadership (2017)
- Diploma In Conflict Management (2018).
- Diploma in Drug, Solvent and Alcohol Abuse Counselling (2018).

Relevant Training:

- Safer Recruitment Training.
- Signs of Safety.
- The Solihull Approach.
- Signs of Safety tools.
- Attachment.
- Child Protection.
- CSE and Prevent training
- Five to Thrive.
- QA Level 2 Award in Emergency First aid at Work (QCF).

Experience: During a NHS career spanning 11 years, Qualifying as an Adult Nurse and later as a Midwife. Georgina spent approximately 3 years working as a 'Young Parents' Midwife' which was predominately working with parents under 19 years of age and vulnerable parents. The experience in this field fueled a passion about opening a Residential Parenting Assessment Unit in West Sussex and filling a gap in the local services. As a midwife, Georgina has supported the Local Authority Children's Services by, identifying risks, producing reports and referrals, attending Child Protection Conferences and offering support. Georgina was also part of a team running a young parents' group, teaching, observing and planning sessions. Georgina also has experience of delivering staff training, supporting students and newly qualified midwives to develop competent and safe practice under a mentorship.

Prior to starting her long medical career, Georgina held Managerial and Partnership roles where she was responsible for a team of between 20 and 40 employees. In these roles Georgina had a responsibility for a range of managerial tasks such as hiring, work distribution, designs, sales, and managing and meeting commissioned targets.

Since opening Ambient House Georgina has produced viability assessments, coordinated staff training and development, insuring that the staffing team at Ambient House are competent in their individual roles.

Georgina and the team at Ambient House have built up good working relationships with the local General Practitioners, Substance misuse service, Midwives, Health Visitor's and Mental Health Service. We have also built up strong working relationship with the surrounding Local Authorities, Social Workers and Solicitors.

Registered Manager and Resident Social Worker:

Name: Cressida Ross.

Qualifications Relevant to this role:

- Social Work Degree 2:1 (2012)
- NVQ Level 4 Nursery Management (2005)
- NVQ Level 2 Child Development (2003)
- NVQ Level 4 Teaching Assistant (1998)
- Management and Leadership (2018)

Relevant Training:

- Signs of Safety.
- Achieving Best Evidence (ABE) training.
- Sexual abuse Training part 1 & 2.
- Neglect.
- Emotional Harm.
- Signs of Safety tools.
- Working with Children.
- Working with families.
- Attachment.
- Child Protection.
- CSE and Prevent training.
- Engaging challenging and aggressive families.
- The impact of parental drug and alcohol abuse.
- Domestic violence, the impact on the child.

Experience:

Cressida is an experienced Social Worker and has worked in the Child Protection for the Local Authority since 2008. Beginning as a Social Work Assistant and then as a qualified Social Worker.

Cressida is competent in section 47's in respect of child protection, Child and Family Assessments, Parenting and Viability Assessments, and Section 17 planning. Cressida has vast experience in writing section 7 reports, applying to courts and succeeded in obtaining Emergency Protection Orders and Interim Care Orders. Her previous role was working under the Public Law Outline in a Senior Social Worker role. Cressida has also worked as Consultant Social Worker in a Management role and was responsible for reassessing cases which had drifted and ensuring the risks were fully assessed.

Cressida provides training to staff, looking at chronologies, serious case reviews, thresholds, risk assessment and Signs of Safety.

Cressida also supports and trains students and newly qualified social workers to enhance their practice skills and meet timescales whilst ensuring a comprehensive assessment had been undertaken. Cressida has received a significant amount of training to enable her to train her peers and support them to use the methods and tools in their work with families.

9.0 STAFF APPOINTMENT AND DEVELOPMENT.

Staff Appointments:

All staff at the Centre are subject to a rigorous vetting procedure in accordance with the Safer Recruitment Guidelines which includes, a formal panel interview, two satisfactory references and DBS check as well as a probationary period of a minimum of three months. All staff are supported to complete a 'Induction Standards Booklet' (Children Workforce Development Council) to promote best practice and demonstrate the skills and knowledge required to work with the complex needs of children and adults.

At Ambient House, we have a tiered level of staffing comprising of Directors, Management, Social workers, Staff Supervisor, Family Key workers and Support workers.

Ambient House relies heavily on its experienced team to fulfil our commitment to families and our staff have extensive experience in relevant areas of expertise which including child development, education and training, social work, risk assessment, child protection, adult safeguarding, health and medical, early years and court experience to name a few.

Ambient House all staff have had extensive training with the following as minimum:

- Solihull, Approach to Parenting.
- Safeguarding Adults.
- Safeguarding Children.
- Child Sexual Exploitation.
- QA Level 2 award in Emergency First Aid at Work.
- Five to Thrive.
- Food hygiene.
- Fire safety.
- Risk Assessments.
- Finding out the SEND code of Practice.

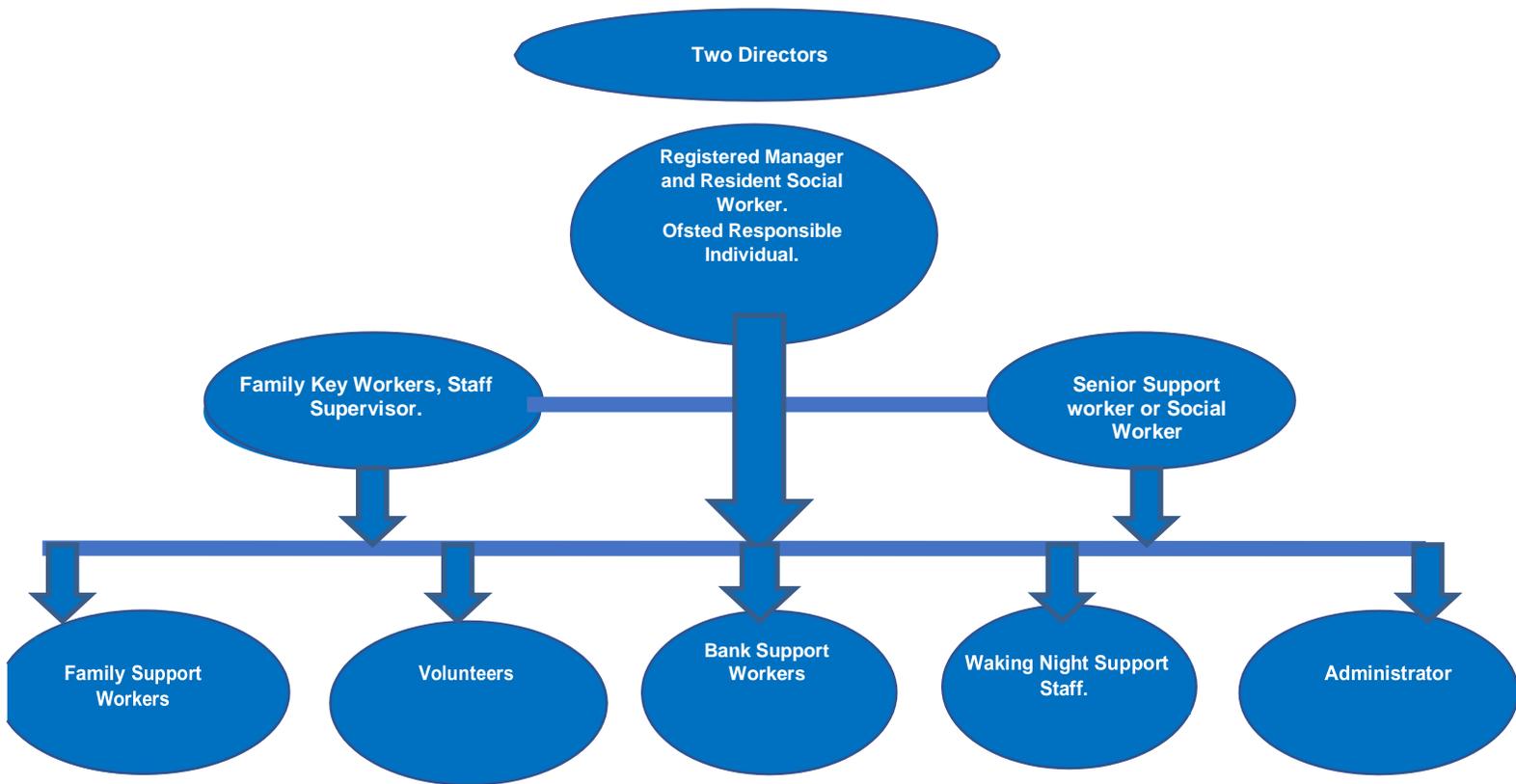
Staff Development:

All staff are provided with regular management supervision to oversee and manage caseloads, performance, promote personal development, provide professional support and maintain a good level of morale.

Each member of staff receives monthly formal supervision sessions but are also encouraged to request additional supervision if and when needed. Supervision is undertaken by the Director and Manager. Appraisals are carried out yearly with reviews at six monthly intervals.

10.0 ORGANISATIONAL STRUCTURE

Ambient House is structured with two Directors, a Centre Manager and Resident Social Worker, Family Key Workers and team of Family Support Workers and Waking Night Staff that ensures a minimum of two staff member on site at all times. Ambient House also have several of bank staff and one part-time Administrator.



Staff rotas are on a 4-weekly rolling bases which was agreed in consultation with the staff team.

All our families will be appointed a Family Key Worker on arrival. This allows for a constant point of contact in the unit. A Family Key Worker will never be responsible for more than two families in the unit at any one time.

Ambient House operates an on-call system to ensure that a member of the management team (Director or Manager) is always available to provide advice and guidance, undertake urgent decisions or attend the Unit if needed.

The Manager is available to all staff for discussion over any concerns to do with the well-being of Ambient House residents and staff themselves. We also have a staff supervisor that undertakes staff supervision, identifies any training needs and promotes the staffs personal development.

11.0 FEES AND CHARGES:

At Ambient House, we recognise that each family has different needs and areas of concerns that require assessment, so our packages are tailor made to meet this.

Our package of care is inclusive of all reports so there are no hidden costs.

Weekly Rate Basic	This is confirmed prior to placement depending on individual family needs and requirements.
Medical Grade Urinalyses Drug Tests.	£10 each.
Associated travel costs	@ £0.45p per mile
Associated additional costs (for example 24 hour one to one)	Variable

Families referred to Ambient House do not incur any financial cost to themselves during their placement.

Ambient House has a Service Level Agreement drawn up with each Placing Local Authority and is available to view.

12.0 REFERRALS

Initial referrals can be made to the Centre Director or Manager, from any Local Authority or court directive.

The referral is acknowledged by Ambient House when the referring Local Authority Social Worker has sent a referral form completed in full.

The Director is responsible for prioritising family admissions.

Ambient House would prefer family placements to be well planned and where possible, the family to visit the Centre to discuss the proposed placement with a member of the management team. This provides an opportunity to meet their Family Key Worker/s and for a discussion about key issues for the assessment. An admission date is then set. Ambient House are aware that a pre-placement meeting is not always a possible option, therefore in these cases this process will all be conducted on a family's arrival to Ambient House.

Each family is allocated at least one Family Key Worker and one member of the management team to co-ordinate their work plan and assessment. The work carried out by the Family Key Worker and the overall implementation of the work plan, based on the Family Placement Plan, will be overseen by a member of the management team (Case Manager).

The Case Manager will be responsible for observations, the assessment and producing reports. The Centre Manager/Social Worker is responsible for producing the Centre's Final Report and attend Court to give evidence as necessary.

Referral criteria:

- There is no minimum or maximum age in regard to the parent.
- Both mothers and fathers, either separately or together.
- Pregnant women with or without other children, where safeguarding concerns have already been identified by

the Local Authority.

- Families where abuse is alleged, suspected or known to have occurred.
- Families where the child or children are at risk of significant harm.
- Vulnerable young and teenager parents.
- Parents with mental health concerns on a case by case basis.
- Parents who have a learning disability.
- Parents who misuse alcohol or substances on a case by case basis.
- Single-parent or two-parent families where there is a concern about parenting capacity and decisions need to be made about the future care of the child/children.
- Parents with a child or children under 5 years of age.
- Ambient House will consider those families who are actively and seriously engaged in rehabilitation/therapy programmes providing that they have nearly completed their treatment and there is a clear treatment programme and a partnership approach between the parents, the specialist services and Ambient House.
- Parent fearing domestic abuse where, parenting ability is in question.

Ambient House is unable to accept referrals and would decline one on any of the following:

- Parents who exhibit extreme violence or aggression to another adults or children.
- Current and persistent solvent/drug abusers that have not engaged with a withdrawal programme.
- Current and persistent alcohol abusers that have not engaged with an abstinence programme.
- Schedule 1 Offenders.

The Management has the final decision on the suitability of referrals, taking account of the needs of other adults and children in the house.

13.0 ADVICE, GUIDANCE AND COUNSELLING

Staff at Ambient House are committed to giving the best quality care and support to every family they are working with. This support and guidance is available 24/7.

Ambient House also provides 1:1 counselling (This is provided in-house from commissioned private counsellors) and self-care workshops from outside agencies such Mind.

To facilitate this, Ambient House is committed to providing a workplace environment conducive to supporting and developing the staff team in their role, to enable them to cope with the demands of the job.

As mentioned supervision takes place on a regular basis, every 4 weeks for all staff with an allocated member of the management team. However, in between prearranged formal sessions staff can request informal discussions or extra supervision regarding issues that are affecting them. The management team will have a manager's supervision meeting every 4-8 weeks.

In addition to this the staff team also has a Peer Group Meeting every 6 weeks to discuss issues and ideas without the management team present, the agenda from the Peer Group meeting feeds into the monthly team meeting.

On a day to day basis staff are offered advice and guidance on the work with families by members of the Management Team at Ambient House. All staff have 24/7 on call access to a member of the Ambient House Management team. Management team can offer support and guidance over the phone or where needed come into Ambient House for more complex issues.

14.0 SAFEGUARDING AT AMBIENT HOUSE

We take safeguarding of both children and vulnerable adults very seriously at Ambient House. Safeguarding families at Ambient House is woven into the centre's practice via a range of different platforms.

On appointment, all members of the staff team have Safeguarding training which covers topics such as, how to recognise abuse, different types of abuse, child sexual exploitation, people who go missing, female genital mutilation, radicalisation as well as the safeguarding procedures.

In addition to this Ambient House has specific Safeguarding Policies and Procedures for both children and adults, to ensure all families within the centre are protected.

Further, safeguarding is covered in every staff member's supervision as well as in every team meeting to ensure best practice at Ambient House. This builds a culture where everyone is open to discussing and acting on safeguarding concerns.

Ambient House is covered with CCTV in every communal area and over the cots, Moses baskets or the single beds for older children and the chair and/or sofa in the bedrooms.

15.0 FIRE SAFETY

A member of the senior team is appointed Fire Safety Officer for Ambient House. Each shift the most senior member of staff is appointed to take responsibility in the event of a fire or drill. The Fire Safety Officer is responsible for making weekly checks on all fire alarm bells, all fire doors, including automatic closing mechanisms, all fire safety equipment, including all types of extinguishers and blankets and that these checks are recorded in the Fire Book.

The Fire Safety Officer also carries out the fire safety element of induction for new staff and families.

Any fault in the smoke detectors and fire extinguisher system must be reported to the contracted company, Crossfire Protection, on contact@crossfireprotection.co.uk. Any fault in the fire alarm system must be reported to PM Security Systems on info.pmsecurity.co.uk.

Ambient House's Health and Safety Officer, in conjunction with the Fire Safety Officer, conducts the Fire Risk Assessment in accordance with the Regulatory Reform (Fire Safety) Order 2005.

Fire Procedures

Ambient House Emergency Procedures for Fire are detailed in the Health and Safety at Work Policy which can be supplied on request. The recording of all activities relating to Fire Precautions must be carried out fully and in a timely manner. To this end, Ambient House has a Fire Book and it is the responsibility of the Management Team to ensure that the proper procedures, set out below, are carried out.

Tests and Inspections

All fire alarms are tested weekly and the result of the tests noted in the Fire Book.

All fire equipment is inspected and serviced by the retained Service Engineer at six-monthly intervals (12-monthly for fire extinguishers), or otherwise when required. The results of these external inspections are recorded in the Fire Book by Centre staff, who also ensure that during All fire doors are examined weekly to ensure that they close fully. Any faulty

fire doors discovered at any time are reported to the Manager who is responsible for initiating repairs.

Drills

Four Fire Evacuation Drills are facilitated per annum, in a form agreed with the Fire Officer. These will incorporate both announced and unannounced drills as thought appropriate. Drills will take place at differing times of the day – including after dark – to assist both staff and families in managing this occurrence.

General

Whenever new members of staff, including volunteers, are inducted, their names are recorded in the Fire Book as having had a proper introduction to fire procedures in force within the Centre. The member of staff carrying out that part of the induction signs and dates the note, as does the inductee. Fire Books are subject to periodic, unannounced checks by the Directors, the Fire Officer, the Homes Inspector (Ofsted) and Ambient House Appointed Visitor.

Fire procedure notices are displayed in each room, on all floors and on each bedroom door.

Documentation

The following forms will be required in the above procedures: a) Fire Equipment Check. b) Fire Equipment Maintenance Record. c) Fire drills record. d) Instruction of Fire Equipment and Drill Procedures. These are kept in the fire file in the manager's office.

16.0 COMPLAINTS

Raising a complaint

At Ambient House, we aim to provide a high-quality assessment, guidance and care to all at Ambient House. Whilst at Ambient House residents can expect to be treated with courtesy, respect and fairness at all time.

We recognise that occasionally there may be concerns by residents about the provision, about behaviour or some aspect of the staff or the assessment process. The management team at Ambient House hope that through the professional relationship that is built up any concerns will be expressed face to face, discussed and a solution agreed. However, the following procedures will apply if this is not possible.

Making concerns known

Any individual who has concerns relating to Ambient House should first talk with either their Family Key Worker, the Manager or the Director.

Most complaints should be resolved informally at this stage.

If the matter or concern is not sorted out to the family's satisfaction, the family should start a formal complaint.

What to do if you want to make a formal complaint

1. We will send you a letter acknowledging receipt of your complaint within 48 hours of receiving it, enclosing a copy of this procedure.

2. We will then investigate your complaint. This will normally involve the manager and the director who will review your complaint and if necessary they will speak to the member of staff involved.
3. The Manager and Director will then invite you to a meeting to discuss and hopefully resolve your complaint. They will do this within the acknowledgement letter.
4. Within three days of the meeting, the Manager or Director will write to you to confirm what took place and any solutions that have been agreed with you.
5. If you do not want a meeting or it is not possible, the Manager or Director will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within five days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for an independent practitioner to review the decisions made and where necessary advise appropriate alternatives. We will write to you within five working days of receiving your request for a review, confirming our final position on the complaint and explaining our reasons

Taking your complaint outside the organisation

If you are not satisfied with Ambient House's response, you can always seek advice from outside the organisation. It may be possible to seek help from an advice agency or another organisation. Ambient House will provide you with details of any services local to your area if we can.

In addition to this Ofsted have a complaints and enforcement department: Ofsted

Piccadilly Gate Store Street

Manchester M1 2WD

Telephone: 0300 123 1231 www.ofsted.gov.uk

Ofsted do have a complaints and enforcement department which is shown above. We hope you will be comfortable talking to one of the people listed below to try and resolve the matter before further action is taken:

Your family's Key worker,
Registered Individual and Director: Georgina Puttock,
or Ambient House Manager: Cressida Ross.

Any complaint at Ambient House will always be received with full compliance, understanding and support. Each complaint will be investigated and resolved to the best of our ability.

17.0 GUIDELINES AND CONDITIONS FOR FAMILIES

Ambient House has a 'Parents Handbook' with six specific chapters stating all our guidelines, conditions, expectations and assessment process.

These include:

- 'About Us': This booklet provides an overview of our philosophy, general information, the aims for each family, privacy of information, safeguarding, fire procedure's and information about the management team.
- 'Accommodation': This chapter provides an overview of the property and facilities provided.

- 'Where are we': Provides details of where we are based, contact information and what is around us.
- 'What will I do at the centre?': This explains the step by step Assessment Process from arrival at the centre until the end of Week Twelve. It also includes our Complaints Procedure.
- 'Preparing for your stay': Identifies what each family should bring with them for the duration of their placement.
- 'Rights, Responsibilities and Rules': This chapter provides very clear guidelines on the individual rights of residents and staff as well as the family's responsibilities and House Rules. House Rules include, what behaviour is expected and what is not. It also highlights behaviour that could result in the termination of a placement and the disciplinary procedures which could also result in this.

Behaviours that might result in a termination of placement are:

- Any physical, verbal threats or violence of any sort towards another resident or member of staff.
- Ambient House has a no bullying policy– this includes comments which are disrespectful of another person's ability; gender; sexual orientation; race; culture; age or physical appearance.
- Use of Alcohol whilst in placement.
- Use of illicit drugs whilst in placement.
- Theft from Ambient House, its staff or another resident.
- Continued non-engagement in the Assessment Process.

The handbook is given to the parents via their Local Authority Social Worker prior to commencing their placement. Where this is not possible these will be given to the family on arrival at Ambient House.

18.0 GUIDELINES ON DRUGS, ALCOHOL AND PRESCRIBED MEDICATION

At Ambient House, we are aware that drug, alcohol and substance misuse can play a part in creating problems within families; these issues place children at risk of significant harm and limits parents' ability to promote their children's development. Many families that come to Ambient House may have struggled with, or be struggling to overcome, difficulties in this area. Our priority is the welfare of children followed by the promotion of good parenting.

At Ambient House:

- The use of illicit drugs is not permitted.
- Prescribed drugs are stored in lockable medicine cabinet in the office which can only be accessed by staff.
- Over the counter medicines or holistic remedies (eg paracetamol, essential oils, vitamins) can remain the responsibility of the family but must be stored safely in their room.
- The misuse of solvents and other substances is strictly forbidden.
- Alcohol is not allowed on the premises.

Breaching these conditions, including drunkenness or the misuse of alcohol, may result (subject to discussion with the family, the Placing Local Authority and the Centre Manager) in families being asked to leave.

At Ambient House, we recognise the importance of storing medicines correctly for health and safety reasons. The incorrect use of prescribed medicines could adversely affect parents' ability to care for their children. Families should be aware of the need to store medicines correctly.

The following guidelines are for general information only and families should always follow guidelines issued with the medicine.

- Always keep medicines in the lockable medicine cabinet.
- Medications that require storage in a refrigerator are kept in the staff fridge in a lockable box, which is not accessible by young children or Parents.
- Ensure the key is kept secure at all times and not accessible by children or parents.
- Always wash your hands before taking medicines or giving medicines to child/children.
- Keep bottles of medicine clean from drips so as not to obscure the label and the dosage instructions.
- Always keep to the prescribed dosage.
- Never use medicine that has been prescribed for someone else.

Written records will be kept of all medications families are using, noting dosage and all entries will be signed by the parents and the member of staff supervising.

We ask parents to sign a medical consent form for their children in the event of an emergency where their child needs urgent treatment, in case the parent is absent from the unit and the child is in the care of staff.

19.0 DIGNITY AND INCLUSION

Ambient House takes great care to treat everyone as a person, with equal rights and responsibilities, whether they are an adult or a child. The unit is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs.

Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within this organisation.

Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the unit manager at the earliest opportunity.

The legal framework for this policy is based on:

- Equality Act 2010
- Children Act 2004
- Care Standards Act 2002
- Childcare Act 2006
- Special Educational Needs and Disability Act 2001

Ambient House and staff are committed to: Recruiting, selecting, training and promoting individuals based on the occupational skills requirements.

In this respect, the unit will ensure that no job applicant or employee will receive less favourable treatment on the grounds of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation and pregnancy or maternity which cannot be justified as being necessary for the safe and effective performance of their work or training. Ambient House also strives to provide a place wherever possible, for families who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances, and the unit's ability to provide the necessary standard of care.

Striving to promote equal access to services and projects by taking practical steps, wherever possible and reasonable, such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families. Providing a secure environment in which all our families can flourish, and all contributions are valued. Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity.

Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective, and practices are non-discriminatory.

Making inclusion a thread, which runs through the entirety of Ambient House, for example, by encouraging positive role models using toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour.

20.0 CONFIDENTIALITY

General

Confidentiality is central to any professional code of conduct and ethics. All staff and families attending Ambient House are entitled to the same standard of confidentiality. All financial, legal and personal records are kept secure in accordance in the Data Protection Act (1998).

Records

All staff are responsible for adhering to the DPA with family records, whether they are electronic, written or paper files. Information contained in any case file can only be used for the purpose for which it was obtained, unless a child protection concern or other serious threat to life or safety, necessitates its sharing.

Disclosure of Information

Information will not be disclosed to any outside agency, unless a safeguarding issue is of high concern or as part of the Parenting Assessment. Ambient House has a Policy/Procedure on Access to Record.

21.0 MONITORING/SURVEILLANCE

Ambient House has CCTV throughout the premises in operation, with the exclusion of the bathrooms, 24 hours a day. This is to reduce the threat of crime, and help ensure the safety of all staff, visitors and families. The images may be use as part of the Assessment Process for the families at Ambient House. The images are recorded and stored for 6 weeks on a secure digital storage system on site, which only the Director and Manager has access to.

The system will not be used to provided recorded images for the world wide web. CCTV digital images are personal data and are covered by the Data Protection Act (1998), this Act is associated with Ambient House Data Protection Policy.

The data recorded on the CCTV system is monitor by Registered Provider and Director Georgina Puttock and Manager Cressida Ross only.



Ambient House Package of Care Costings.

At Ambient House, we recognise that each family has different areas of concern and individualised needs, so our packages of care are tailor made to meet this.

Our package of care is all inclusive with no hidden costs and can include any of the following:

- Pre-placement meeting and plan.
- Pre-Birth Assessment.
- Viability Assessments.
- Ambient House Parenting Assessment.
- Weekly progress reports to the social worker (in addition to the formal assessments)
- An allocated Key Worker for each family.
- An allocated Senior Case Worker (from the management team).
- 24-hour care and support.
- On site Social Worker.
- All reasonable accommodation costs (utilities, rates, cleaning products etc)
- 'Babysitting' service (hours will be agreed per week with the referring social worker.)
- Visits to mother and baby groups, local family centre's etc to promote normal daily routines.
- Direct work sessions that include parenting skills, life skills, life story work.
- Support and guidance with domestic abuse and recognising healthy relationships.
- Community based activities with supervision and support.
- Support with mental health, We have staffed trained to support this. **We use an outside mental health agency MIND who run workshop style programme in our facilities called 'enjoying your baby'.**
- *Support with alcohol and substance misuse (A specialised outside agency is used for specialised support).*
- Counselling in groups and on a 1:1 basis. Supervision and transport to and from any appointments/meetings. Rooms are available for core group meetings on site. **(Counselling for males 1:1 is an additional charge of £60 per hour)**
- A 'dads' only group for healthy and safe relationships **run by a trained counsellor.**

Finance:

Ambient House Limited Service will undertake to:

- Maintain accurate records of assessments and direct work completed with a family
- Keep a clear record of any additional costs and/or travel expenses incurred
- Invoice partner on a fortnightly basis offering a full breakdown of costs incurred

Partners undertake to:-

- Pay invoice within a 14 day period
- Give clear and timely notice of intentions.

Costs are based on a twelve week stay:

Weekly rate basic	£5400.00
Weekly rates with additional parent/sibling	£6200.00
Associated travel rates	@ £0.45 per mile
Associated additional costs.	Variable

Cancellation, termination and non-attendance Fees:

Placement reservation fee.	Two weeks rate will apply.
If a placement is terminated by either referrer or Ambient House because of breach of Ambient House regulations.	Rates will be charged for the remainder of the week.
After placement is finished or terminated and family's property remains in the house.	£50 per week storage charge will apply until the property is completely removed.

