



These booklets are a residents' version of Ambient House's Statement of Purpose and have been written to help you to understand what to expect from our unit. They explain:

- About our Unit – Booklet 1 - 'About us' and Booklet 2 - 'Accommodation'
- What you will be doing at Ambient House – Booklet 4 - 'What will I do at the Centre?'
- The local area – Booklet 3 - 'Where are We?'
- How to prepare for your stay - Booklet 5 - 'Preparing for your Stay'
- How we expect you to behave during your stay at Ambient House – Booklet 6 - 'Rights, Responsibilities and Rules'
  
- How you can tell us what you think about us – Booklet 6 - 'Rights, Responsibilities and Rules'

*Sometimes in these booklets we use the word 'Centre', 'unit' or 'Ambient'. All of these mean 'Ambient House Parenting assessment unit'.*

## Our Philosophy

At Ambient House, we want to be sure that all children have the best chance they can of growing up safe, well and happy. We work with families to help them to make sure this happens for their children.

We aim to do this by:

- We treat every family individually, because each family is different.
- Provide you with advice and guidance to ensure that your child/children are safe, well and happy.
- We treat you and your family fairly, respectfully and make sure that you understand how things are going.
- We will regularly update your Social Worker, Solicitor and any others working with you with written assessments, meetings and telephone calls when necessary.
- The staff who work with you are qualified and experienced to help you with the different areas of parenting and each family will have one assigned family support worker who you can talk to about any concerns you have.

## **General Information**

The assessment process is a shared process, and you will be involved in the planning, feedback sessions and meetings, and it is hoped that you will contribute positively and find the process is helpful to you being a parent.

Whilst our staff will be supporting you, you will have sole responsibility for yourself and your baby/family, unless otherwise agreed as part of your plan. This means making sure that you and your baby/family are healthy, with balanced diet and fresh air and enough sleep. You must also keep yourself and your baby/family safe, clean and encourage your children's development with play and communication; *even tiny babies will need this*.

You will also be responsible for your own money and income, and will be supported if necessary to manage your weekly budget.

The Centre is open and fully staffed every day of the year, 24 hours a day and there will always be a minimum 2 members of staff at the Centre. Night staff are always awake at night. Staff at Ambient House are qualified and each has experience in different aspects and roles that will enable you to develop your parenting skills.

## **Privacy**

As far as the assessment process will allow, your own room is private, staff will knock before entering and unless they have serious concerns regarding your health or safety, will only enter when invited to do so. You are however, expected to spend much of your time in the communal areas, with staff and other families, so that we can see how you are looking after yourself and your baby/family.

Ambient House provides private facilities for professional meetings between you and your Solicitor, Children's Guardian etc., And direct work sessions will also be carried out on a 'one to one' basis.

If you have personal counselling, your sessions will remain confidential between yourself and your Counsellor, unless serious safety concerns arise from any of the sessions. Private facilities are provided for this purpose.

Any personal information regarding your referral to Ambient House and your individual needs will remain confidential between yourself and the staff. All personal information held at Ambient House remains locked in a secured office.

## **Protection of Children and Adults at Ambient House**

Ambient House is committed to the protection of all children and to the protection of vulnerable adults. This means anyone that comes into Ambient House. *All* of our staff are responsible for protecting children and adults and will report any concerns regarding child abuse or neglect to the nominated person within the Centre who will immediately investigate further.

- All staff working at Ambient House have had an enhanced police check through the Disclosure and Barring System (DBS).
- Any visitors to the Centre, whether professional, tradesmen or social visitors will not be left unsupervised with residents unless they have had an enhanced police check through the DBS or if it has been agreed with the referring Social worker.

## **Equal Opportunities**

Ambient House believes that everyone should be given the same opportunity to do well during their placement. We will make sure that no-one is prevented from doing well or pre-judged because of:

- Ethnic origin
- Their religious beliefs or Culture
- Sexual orientation
- Have a physical or learning disability

- Suffer with mental health
- Are old or young
- Have undergone or are undergoing gender reassignment

## **Fire Procedures**

You will be shown the fire procedures during the first day at Ambient House, so that you know how to keep yourself and your family safe should there be a fire.

### **If You Find a Fire: Or hear the fire alarm:**

- Sound the Fire Alarm
- If the room is clear of people, Close the door to the fire
- Collect your baby and children
- Leave by the front door (or back doors if fire in at the front of the house) to the pavement on the opposite side of the road.
- Tell the allocated fire Marshall that you are safe

**Do not stop to collect anything except your Baby and/or Child.**

**we will have weekly checks of the fire alarm and regular fire drills.**

## **Our Management team:**

### **Georgina Puttock**

Company Director and Founder.

Qualifications: Adult Nurse Diploma, Midwifery Bsc.hons

My professional background is Adult Nursing and midwifery. As a midwife, I specialised in caring for vulnerable, young and unsupported families. I have organised and taught parenting skills within a group setting over a 3-year period. I have worked closely with multiple agencies including; social services, medical staff, police and family support workers and built good professional relationships. I became passionate about arming families with information and knowledge to help them be good and safe parents. I started Ambient House as I felt a great deal of families could benefit from receiving additional guidance and support to achieve their potential in safe environment.

### **Rebecca Arman**

Manager and Resident Social Worker.

Qualifications: Social Work BA. Child Sexual Exploitation.

I qualified as social worker in 2014, whilst completing my social work degree I spent two years working with victims of domestic abuse and their children. I also spent a year working in social care with children who were looked after. After completing university, I worked as a specialist Child Sexual Exploitation, working directly with young people to support them to exit the abuse. During this time, I also trained professionals, including social workers, police, foster carers, NHS staff etc about child sexual exploitation and safeguarding. I also guest lecturer at local universities. Through the work I have done over the last decade, I have seen the gap in West Sussex for vulnerable families. So, when Ambient House began I jumped at the chance to be involved.

**Our Other staff are made up of Family Support Workers, Junior Support Workers, Councillors and an Administrator.**

All our staff have a wealth of training and experience between them. We will also refer and support you with substance misuse with an outside agency when required.



Ambient House is a 5-bedroom residential building. Privately owned. And newly decorated with a light, airy and homely atmosphere.

## **Bedrooms**

During your stay at the Centre, you will have your own room that you will share with your baby/family. In your room only you and your baby/family will sleep. Each bedroom has its own: sink, TV, bed, wardrobe and draws, bedside unit and lamp, cot and mosses basket and a chair.

You may also have a toilet, shower and a washbasin for your own family as an en suite, or use of the family bathroom and shower room.

You will have your own key for the door to your bedroom.

*\*Room checks may be undertaken on a regular basis, should health and poor hygiene present as a risk.*

## **Communal Kitchen**

There is a large kitchen at the Centre for all of our parents to cook meals for themselves and their family. You will have your own space to store your family's food. In the kitchen, you have use of large free-standing fridge and freezer, a washing machine and tumble dryer, a range style cooker and two microwaves. The kitchen is also stocked with cutlery, utensils, kettle, toaster etc. There is also a breakfast bar.

## **Communal Dining Room**

There is a large dining room at Ambient House in which all family meals should be taken. There are two large dining room tables with chairs and highchairs are available. This room has doors that open onto an outside courtyard where your baby/family will benefit from fresh air and outdoor play.

## **Two Communal Family Rooms**

There are two communal family rooms at Ambient House, (1 on the ground floor and 1 on the 1<sup>st</sup> floor). These rooms are used for communal space to interact with your peers, a safe space to engage in play, observation and reflection and direct work sessions. The room on the 1<sup>st</sup> floor can also be booked for private meetings with your social worker.

## **Family Bathrooms**

The family bathrooms are on the 1<sup>st</sup> floor. 1 offers a bath (with over bath shower) and a toilet. The other is a freestanding shower cubical and toilet. These are for bathing either yourself and/or your child. Baby baths are available if you would like to use them.

## **Laundry/Utility Room/staff cloakroom.**

There is an industrial washing machine and tumble dryer in this room for staff to use. This is also the staff cloakroom and has a key code lock.

## **Outside**

There is an enclosed outdoor courtyard at Ambient House providing the opportunity to undertake outside activities with your children, or to relax in the fresh air. There is outside play equipment provided. There is a no smoking policy within Ambient House – however, should this be a habit that you are unable to give up, smoking is restricted to an area in this court yard (*when children are not present*), and a sand bucket with a lid is provided for safe disposal of cigarette butts. We are also approximately 200 yards from the beach and approximately 450 yards from a large park,

which we will use for outside activities in the warmer weather.

## **CCTV**

Ambient House has CCTV throughout the premises in operation (minus the bathrooms) for the purpose of reducing the threat of crime, and help ensure the safety of all staff, visitors and families. The images will only be used if there is reasonable cause to suspect unauthorised or illegal activity is taking place. The images may be use for the safeguarding assessment process for the families at Ambient House. CCTV digital images are personal data and are covered by the Data Protection Act, this Act is associated with Ambient House Data protection policy.



Ambient House is based in Bognor Regis, West Sussex. We are set up in a detached, privately owned house. We are within walking distance from a town centre with shops and have a beach on our doorstep.

### **Important Contact Information**

Director and Founder is Georgina Puttock

- On call, mobile number is 07954037075
- Office telephone 01243 941650
- Email address is [info@ambienthouse.com](mailto:info@ambienthouse.com)

Manager is Rebecca Arman

- On call, mobile number is 07954037075
- Office telephone 01243 941650
- Email address is [Becca.ambienthouse@outlook.com](mailto:Becca.ambienthouse@outlook.com)

## **Medical Centres**

There are 2 local medical centres:

Bognor Regis Health Centre. West Street. Bognor Regis. PO21 1UT 01243 826541

Maywood Surgery. Hawthorn Road. Bognor Regis. 01243 829141

*You and your baby/family will be temporarily registered at a local surgery during your stay with us.*

## **Local Hospitals**

Minor Injury Hospital (incl. A family planning clinic) The Bognor War Memorial Hospital, 01243 865418 Mon-Fri 9am-5pm (excluding bank holidays)

St. Richards Hospital is 8 miles away in the city of Chichester and is a larger hospital with an 24/7 accident and emergency department.

## **Schools**

There are many primary age schools in the area and two Senior schools.

## **Places of Worship**

Church of England Church, is St. Wilfred's church. In Victoria Drive and is less than a mile away. (approximately 3-5mins walk).

Roman Catholic Church, Our Lady of Sorrows. Clarence road. (approximately 10-15mins walk).

Muslim community centre. Spencer Street. (approximately 10-15 mins walk).

Bognor Regis Hebrew congregation. Elm lodge, Sylvan way. (2 mins walk).

## **Play and Leisure**

Within walking distance there is a cinema, two leisure centres (one with a swimming pool). A number of parks, the beach, lots of café's and arcades.

## **Getting Around**

There are lots of local bus routes around Bognor Regis and into the next big towns either side (Chichester and Worthing). Bognor Regis also has a train station 0.6 miles away from Ambient House. Approximately 10/15 minutes' walk.



## **Residential Process**

The residential assessment process at Ambient House is set out in 4 clear phases:

### **Week 1 and week 2 (Intensive Stage)**

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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, you 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 your allocated Family Support Worker and ask any questions in order to clarify anything you are unsure about. You may also be shown around the locality and the key venues.

During your stay and after week 1, your plans will be reviewed weekly with you and the team, and any adjustments based on progress made, to the Care Plan/Placement Plan.

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 etc.
- Ongoing verbal updates with the 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 you and other involved professionals. From this, your Placement Plan will be updated outlining the appropriate level of continued supervision needed and any involvement by other professionals outside of the Centre.

- You will be encouraged to contribute to the Placement Plan by recognising their areas for development and expectations from your stay.

### **Week 3 to week 6 (Monitoring Stage)**

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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 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 yourself, in order to consider and record your progress made to date, against the targets set at the Interim Meeting (Week 2).

### **Week 7 to 10 ('Step Back' Withdrawal Stage)**

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During this period, you may be allowed out of the Centre (if agreed with your 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 updates with the Social Worker
- Daily record keeping on specific day to day living

## **Week 11 to 12 (Independent Phase)**

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This phase will involve:

- You 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 your perceptions of how you have progressed since being at Ambient House, as measured against your expectations identified within the key work 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 you to care positively for your children within the community, or otherwise. All relevant agencies involved with your family and child may be invited if appropriate.

At the end of the 12-week assessment period at Ambient House 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 you and your family to be arranged. This will result in a full report being produced no later than 10 working days following the end of the placement.

We may suggest some ways that we can carry on helping you with caring for your baby or family when you get back home, or ways we can help further whilst you stay at Ambient House.

## Complaints

If you are unhappy with anything at the Centre, for example the way you are treated, or the way your assessment is being carried out, you have a right to complain. There are stages of doing this. The first stage is telling a member of staff what you are unhappy with.

You can do this by:

- Talking to your Key Worker or a support worker.
- Discuss this with any of the Management team.
- Writing a note to your key worker, support worker or a member of the management team.
- Asking your social worker, Solicitor, Advocate or Children's Guardian to let us know.

Once your Key Worker or support worker knows that you are unhappy with something, we will work with you to try and improve things for you as soon as we can, and certainly within 3-4 days. We will also document for you what we have done for you to improve your situation.

*If you feel that the situation has not been sorted out and you still feel unhappy about it, you can go to the second stage of the procedure.*

Tell the Centre Manager what you are unhappy about, and that you do not feel that the problem has been sorted out satisfactorily by your Key Worker or support worker.

You can do this by:

- Talking to the Centre Manager
- Writing a note to the Centre Manager
- Asking your Key Worker, Support worker, Social Worker, Solicitor, Advocate or Children's Guardian to let the Centre Manager.

Once the Centre Manager know that you are still unhappy, they will arrange a chat with you and your Social Worker (if required) to improve things for you as soon as we can, and certainly within 2 weeks. When we have done all, we can we will document for you what we have been able to do for you to improve your situation.

*If you feel that the situation has not been sorted and you still feel unhappy about it, you can go to the third stage of the procedure.*

Telling the company Director what you are unhappy about and that you do not feel that the problem has been sorted out for you so far.

You can do this by:

- Talking to the Managing Director
- Write a note to the Managing Director
- Asking your Key Worker, support worker, social worker, solicitor, advocate or children's guardian to let the Managing Director know.

Once the Managing Director knows that you are still unhappy, they will arrange a chat with you and your Social Worker. The managing Director will improve things for you as soon as we can, and certainly within 2 weeks. When we have done all, we can we will document for you what we have been able to do for you to improve your situation.

*If you feel that the situation has not been sorted and you still feel unhappy about it, you can inform OFSTED of your complaint.*

- Their contact number is: **OFSTED.** 0300123 1231. Your social worker, solicitor, advocate or children's guardian can help you with this process.





## **What you need to bring with you**

### ***For you:***

*Your clothes:* Bring enough clothes and shoes for yourself (Remember it can be very chilly, windy and wet on the coast, especially in the winter months).

If you have identification it is advisable that you bring it with you. This may be required for benefit or future housing applications.

*Your toiletries:* Bring enough toiletries for yourself to last at least 2 weeks. After this time, you will be able to buy more as these run out.

Your personal 'knick-knacks': For example: Photographs, magazines or books, personal music player etc.

Whilst at Ambient House residents are expected to purchase and prepare their own food for their families. For those families already claiming benefits, it is expected that these will be used for groceries. For those families that are unable to claim benefits due to age Ambient House will supply a weekly amount to the equivalent amount of income support. Residents are expected to budget and pay £5 a week to contribute towards household utilities.

### ***For baby:***

Bring all the things that your baby may need during your stay with us. Clothes, nappies, formula milk and bottles if you are bottle feeding (We have a number of sterilisers for residents to use). Each room already has a Moses basket and cot and the bedding for these. If you would prefer your own bedding and Moses basket please bring them with you. Ambient House has a number of prams/pushchairs for residents to use while staying with us, however if you already have one of your own you can bring this.



### **Everyone at (including the staff), has a right to:**

- Feel safe – You have a right to feel safe while you are at Ambient House, and a right to be sure that your family is also safe.
- Be healthy – You have the right to be sure that while you are at Ambient House, you and your family are healthy and have a healthy lifestyle. This may include nutritional advice, fresh air and exercise.
- Treatment that is respectful and maintains your dignity – You and your family have a right, whilst you are with us to be treated with dignity and respect whatever your ability; sexual orientation; gender; age; physical appearance; race or culture.
- Personal privacy – You and your family have a right to personal privacy while you are at Ambient House. This is agreed on admission to the centre, and is monitored throughout your stay.
- Be listened to and taken seriously – While you are at Ambient House, you and your family will be offered the chance to positively contribute to the assessment process.

### **Your Responsibilities**

- You are responsible for yourself and your family.
- You are responsible for your own money and belongings (there is a lock on your bedroom door)
- You are expected to keep your room clean and safe - *there may be exceptional circumstances where staff may have to enter or search a resident's bedroom such as if there is reason to believe the parent and/or child may be in danger or likely to suffer harm if intervention is not actioned, or if surveillance systems indicate a potential of danger or significant harm to either parent or child.*
- You must show you can keep yourself and your family safe, and helping others to stay safe.

- Making sure we know where you are at all times.
- Buying food and other things you need for you and your family.
- Preparing food for yourself and family.
- Help keep all areas that you use at Ambient House, clean and tidy. You are expected to clean up after yourself and your family.
- Contributing positively to the Assessment Process.

## **House Rules**

***The House Rules at Ambient House make sure that the rights of everyone, including staff, are recognised.***

- Any physical, verbal threats or violence of any sort towards another resident or member of staff will not be tolerated. If you are violent while you are resident at the unit, you may be asked to leave, your Social Worker and the police may be contacted.
- 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. If you behave like this, you may be asked to leave and your Social Worker will be informed.
- No alcohol is to be brought onto the premises. If we think you have drunk alcohol, or have brought alcohol onto the site, you may be asked to leave and your Social Worker will be informed.
- No illicit drugs are to be brought onto the premises. If we think you have taken illicit drugs, or have brought them onto the site, you may be asked to leave, the police will be called and your Social Worker will be informed.
- Any drugs, medicines, tablets or creams that the doctor has prescribed you or a member of your family staying at Ambient House, or that you have bought, must be handed in to staff to be recorded and monitored.

- During your stay at Ambient House you cannot care for, or interfere with the care of, other resident's children.
- You may not leave your children in the care of other residents at the Centre.
- You may not take photographs or videos of children for whom you do not have parental responsibility for, or other adults.
- You may not leave the premises unless it is agreed in your placement plan, either with or without your child.
- You MUST notify staff if you leave the premises at any time.
- You may not visit other rooms between the hours of 9pm and 8am.
- Visitors may only visit you at the Centre if it is part of your agreed plan and this must be agreed with the Centre prior to any visit taking place.
- Fire procedures and fire drills must be adhered to.
- Residents are not allowed pets at Ambient House.
- Nothing should be taken from the Centre unless agreed in writing with staff. If we think something has been stolen by you, we will report it to the police and your Social Worker.

## **Telling us what you think about us**

We would very much like to hear what you think about our Centre, whether it is *good* or *bad*. We can only make improvements to our Centre with feedback from its residents. This is helpful and allows us to improve our services.

## **Our Procedures**

We have certain rules to make sure things are done correctly at Ambient House– these are called procedures. Here are some that you should know about:

## Arrangements for Visitors

- What people can visit you and when they can visit you will be discussed throughout the admission period.
- All visits will need to be agreed in advance between yourself, the Centre and your Social Worker.
- Visit requests may be made by you whilst you are at the Centre but will still have to be agreed in advance with us and your Social Worker.
- The behaviour of any children accompanying your visitor is the responsibility of the visitor.
- Your visitors must abide by the rules and regulations of Ambient House as set out in the Parents Handbook.

## *Disciplinary Procedure*

If for any reason, you do not follow the rules and regulations of Ambient House we will have to follow the disciplinary procedure. **The procedure is in stages.**

The first stage is: Verbal Warning – given by your Support Worker.

*We will explain to you what you have done wrong, why and how we expect your behaviour to change. A note of the Verbal Warning will be made in your notes.* If we do not see a change in behaviour and/or if you continue to not follow the rules, you will go onto Stage 2 of the disciplinary procedure.

Stage 2 is: Written Warning – given by the Manager. *We will explain to you what you have done wrong, why and how we expect your behaviour to change. We will also make sure that you understand what could happen to your placement if your behaviour continues to be of concern. A note of the Written Warning will be made in your notes and your Social Worker will be informed.* If we do not see a change in behaviour and/or if you continue to not follow the rules, you will go onto Stage 3 of the disciplinary procedure.

Stage 3 is: Final Written Warning – given by Manager and signed by a Director. *This is very serious and means*

*that if you continue to not follow our rules, or your behaviour does not improve, you will be asked to leave the Centre. We will explain to you what you have done wrong, why and how we expect your behaviour to change. We will also make sure that you understand what could happen to your placement if your behaviour continues to be of concern. A note of the final written warning will be made in your notes and your Social Worker will be informed. **If we do not see a change in behaviour and if you continue to not follow the rules, a meeting will be held with your Social Worker and you will leave the Centre and the assessment of your parenting will come to an end.***

**Depending on what sort of behaviour you have demonstrated and we are unhappy with, you may go straight to the Written or Final Written warning stage if the behaviour in question warrants it.**