

Residents handbook

Welcome to Gleneagle house where.....

We are a family residential centre and are governed by lots of regulations and have loads of policies and procedures that are accessible to you and your family. We have cctv, fire safety controls, health and safety rules and regulations.... But the main thing we want and will help you with, is to **focus on parenting** your child and **understanding your child's needs** (child centered approach)

You will have your own **space** (fully fitted bedroom with coded entrance system and cctv) plus **access to:** kitchen, living room, and garden

You will be with us for 12 weeks and we will be supporting you in multiple ways

We are **here to help**, you will have a **key person** and **plenty of time to talk** (your voice, one to one time, assessments, feedback)

We want you to join in, **learn why routine is important for you and your child**, **access different courses**, children centres and **different professionals**. (Substance misuse, parenting, emotional health)

We will **support** you in continuing **with your Education**

How will we know how to help you?

We will carry out a **pre-admission risk assessment** from a family **plan** which tells us what **support** is needed for you and your family.

What do we need from you?

To access all the help on offer

- ★ To follow the health and safety and all house rule and ask for help



House rules:

- ★ Do not go into other residents' bedrooms
- ★ Baby monitors and cameras must not be switched off
- ★ Bullying, violent or abusive behavior or acts of harassment will not be tolerated
- ★ Be considerate and respectful of other residents, staff and visitors
(please note that visiting will be in line with government covid-19 rules.)
- ★ Clean as you go: Ensure that all your child's/baby's equipment is sterile and clean, including: baths, bedding, sterilizing equipment, bottles or drinking and eating utensils
- ★ Clean as you go: Keep all shared areas clean and tidy including the kitchen, lounge and bathroom please use the appropriate cleaning fluids for each area
- ★ Clean as you go: Keep your bedrooms clean, tidy and hazard free
- ★ Keep to and follow your plans and to the ethos and policies of Lancaster care.