



Residents' Guide

Welcome to Lancaster Care Residential Family Assessment
Centre
63 Gleneagle Road, Streatham



Who We Are and What to Expect

Lancaster Care is a parental assessment Centre, in Streatham which is in the London borough of Lambeth. The house is a few minutes from Streatham station and close to local amenities, including a large Tesco on the High Road, with G.P's, Children's Centres and recreational facilities close by.

We undertake a comprehensive and holistic assessment



of your parenting abilities whilst you are with us. Our trained and experienced staff will offer you support, teaching you practical parenting skills through key work sessions. At the end of the assessment, we prepare a highly detailed, evidence-based report for the Court, making recommendations about what is best for your child.

The staff are there to serve, promote, enable and support you to provide a high level of care to your child(ren). There are robust policies in place to ensure a consistent level of support and safeguarding, putting the safety and needs of the child(ren) as paramount.

Wherever possible, all efforts are made to have interpreters where needed.





The Centre has 24-hour CCTV, which will monitor communal areas and visitors to ensure the safety of families during their stay with us.

All residents are made aware of our monitoring policy and will be required to sign an agreement giving permission for the use of CCTV.



Equality, Respect & Dignity

We place a great emphasis on creating an environment where religion, race, ethnicity, diversity, sexual orientation and different cultures and dignity are respected.

Our ethos is non-judgmental and caring where parent/child relationships can be nurtured and developed.



Any type of bullying as unacceptable and everyone should have the right to live at Lancaster Care without the fear of being bullied. If bullying takes place at the Centre, residents are encouraged to report it through our complaint procedure, knowing that we will deal with it quickly and confidentially.



Religious persuasion, race, ethnicity, diversity, sexual orientation and cultural difference is respected.

House Rules

Please remember these house rules at all times that are there for your safety and harmony in the Centre

- Dress appropriately and modestly when in communal areas of the house
- Do not go into other residents' bedrooms
- Baby monitors and cameras should not be switched off
- Keep your bedrooms clean, tidy and hazard free
- Be considerate and respectful of other residents, staff and visitors
- After using the kitchen, please wash up, wipe down surfaces and



put away all your belongings

- Clean the bathroom and your baby bath after use



- Smoking is restricted to a designated area at the back of the garden and cigarette ends to be put in the ashtray provided
- Alcohol or illegal substances are not permitted on the premises at Lancaster Care
- No violent or abusive behaviour or act of harassment will be tolerated
- During the COVID restrictions and until further notice, there will be no family or friends allowed to visit the Centre





Fire safety



You will receive an induction when you first arrive at the Centre that will include Fire Safety and what to do in the case of fire.

If you are the first to see a fire, notify staff immediately and do not attempt to tackle the fire yourself.

Leave the property by the nearest exit, following the fire exit signs. When you arrive at the Assembly Point, dial 999, if staff have not already done so.

Emergency Contact Number for the Registered Manager – **07591 598486**

Lancaster Care will offer advice and practical support on all aspects of parenting and child development. We will support families in developing their strengths and areas for improvement in parenting their babies and children and use behaviour modification techniques, role-play, modelling and discussion with families on their views of their own parenting skills.





Individual social work and therapy sessions can take place in order to discuss significant personal issues facing the families, such as a previous history of abuse, alcohol, drug problems, low self-esteem and violent relationships. We are able to explore the family's perception of parenting and their own experiences of being parented as a child.

All staff at Lancaster Care will work in partnership with families, social workers and other agencies.

Observation and monitoring can take place at any time of the day or night, although the latter only takes place after the family retires for



the evening in the event of therebeing any immediate concerns. Throughout the assessment process parents will be encouraged to communicate theirviews, wishes and feelings both in meetings and in their one-to-one sessions with their keyworker. The time and frequency of feedback will be agreed at the placement meeting.

Safeguarding

The full Safeguarding Policy is available for you to read in the office; it contains the contact details for the Local Authority Designated Officer (LADO) for Lambeth. This information will be given to you at the placement meeting, you will also be able to find the details on the notice board.

Have your say!

Lancaster Care will hold fortnightly residents' meetings where parents are able to share their feedback on the day-to-day running of the Centre. This will give parents an opportunity to discussany concerns or put forward suggestions.

Lancaster Care wants to hear from you when things are going well and you are happy with our service. We also want to hear from you when things are not going so well and you wish to make a complaint



or make a suggestion.

Lancaster Care would encourage you to discuss any concerns with us first and we would endeavour to address those concerns in a timely manner. Ofsted will also look into complaints or other information which may give you reason to believe we are not meeting the national standards or other requirements if matters cannot be resolve this way.

Ofsted

Applications, Regulatory and Contact (ARC) Team

Piccadilly Gate

Store Street Manchester M1 2WD

Tel: 0300 123 1231

www.ofsted.gov.uk/parents

