



CHRYSALIS
ASSESSMENT & SUPPORT CENTRE

Parent Handbook 1

‘About Us’

Revised September 2019
Dragonfly Children’s Services Ltd.
Trading as Chrysalis Assessment & Support Centre

If you need help in reading any of these booklets, please ask. We can make them available in different formats and/or languages.

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

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

Sometimes in these booklets we use the word 'Centre' and sometimes 'Chrysalis'. Both of these mean 'Chrysalis Assessment and Support Centre'.

Philosophy

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

- We treat every family differently, because each family is different.
- We do our very best to help you to be able to make sure that your child/ren are safe, well and happy.
- We treat you and your family fairly, respectfully and make sure that you understand what is happening.
- We let your Social Worker, Solicitor and others working with you know what is happening.
- The staff who work with you are qualified and experienced to help you.

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 full 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 well and healthy, with good food and plenty of 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 and there will always be at least 1 member of staff at the Centre all night every night between 9pm and 7am.

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 health or safety, will only enter when invited to do so. You are however, expected to spend much of your time in the communal rooms, with staff and other families, so that we can see how you are looking after yourself and your baby/family.

Chrysalis provides private facilities for professional meetings between you and your Solicitor, Children's Guardian etc.

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.

Protection of Children and Young People at Chrysalis

Chrysalis is committed to the protection of all children, and to the protection of vulnerable adults, this means anyone at Chrysalis Assessment and Support Centre who is under the age of 18 years, even if they are a parent:

- All of our staff are responsible for protecting children and young people 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 Chrysalis 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 referrer.

Staff at Chrysalis are well-qualified and each has experience in different aspects and roles that will help you to learn the best way to care for your baby/family.

Equal Opportunities

Chrysalis believes that every-one should be given the chance to do well at Chrysalis Assessment and Support Centre. We will make sure that no-one is prevented from doing well because they:

- Are not white
- Are not English
- Have a different religion to the majority
- Have a different culture to the majority
- Are homosexual
- Have had a sex change
- Have a learning disability
- Have a physical disability
- Have a mental health problem
- Are young
- Are old

“Some family members may require help and support through an independent advocate whilst they are at Chrysalis. If you wish, Chrysalis can help you to find an advocate who will support each member of your family who requires support, and in whichever language is preferred.”

Fire Procedures

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

If You Find a Fire:

- Sound the Fire Alarm
- Close the door onto the fire
- Collect your baby and children
- Leave by the front door to the opposite pavement
- Tell the fire Marshal that you are safe

Do not stop to collect anything except your Baby and Child (if they are with you)

If you hear the Fire Alarm:

- Collect your baby and children
- Leave by the front door to the opposite pavement
- Tell the fire Marshal that you are safe

If your Baby or Child(ren) is with a member of Staff, they will bring them outside to you.

Managing Director

Qualifications: NNEB, B.Ed, M.Ed ,L4 Cert. Mgmt

The Managing Director is a qualified teacher / trainer and a fellow of the Institute for Learning. She has 10 years' experience working as an Early Years Practitioner with young children in a range of settings including Health, Social Care and Education settings. More recently she has gained 15 years' experience working with 16 – 19 year olds and mature students in a large Further Education college, training young people from Level 1, Childcare Studies up to Foundation Degree Early Years with more mature students. Her most recent role was as Head of School at the college for Health, Social Care and Early Years.

Centre Manager

Qualifications: BA (Hons) Social Work, DipSW, Training for Trainers, Post Qualifying 1 (PQ1); L5 Diploma in Leadership and Management for Health and Social Care (Children and Young People's Services).

The Centre Manager is a qualified Social Worker and has 10 years' experience working within the Local Authority Child Protection arena. She has worked for Local Authority Child Care Services in assessing children in need and their families, identifying risks, Child Protection and offering support packages in order to allow families to maintain stability and enabling families to offer positive outcomes for their children. She has vast experience within childcare including working alongside the police, and within the court process providing reports and attendance at court proceedings. More recently she has worked as an advanced practitioner offering support, advice to colleagues and acted as Placement Support, offering supervision and mentoring of students who work within the team as part of their placement.

Deputy Manager

Qualifications: B.Sc. Social Work; L3 Childcare, Learning and Development.

The Deputy Manager has gained first-hand experience working with children and families as a result of her University placements, first of all as a well-being support worker for the Princes Trust and latterly as a Family Support Worker with the Hull Families Project working with children and young people of all ages and with their wider families. Both of these placements have involved her in working alongside and supporting vulnerable and often challenging young people with differing and individual needs. These have included loss, anger management, abuse and neglect, substance misuse homelessness and mental health.

Link Worker

Trainee Link Worker (Bank)

Qualifications: BA Social Work

The Link Worker, since graduating from the University of Hull in 2012, has gained experience as a Foster Carer, and since 2014 has also gained experience in working with individuals who have Learning Disabilities and Mental Health needs.

Link Worker

Link Worker (Bank)

Qualifications: BA(Hons) Social Work

The Link Worker has gained a wealth of experience working within the Health, Social Care and Early Years sector.

Prior to gaining her Social Work degree, she has worked both with older adults as a Support Worker, and with children as a registered childminder and within an Early Years setting. She has also spent time working within the Health Service as an Auxiliary Nurse.

The Link Worker has also gained experience within the sector working with young people with complex needs within a Secondary School setting and within the Local Authority Fostering and Adoption Team as placements undertaken during her Social Work studies.

Snr Family Support Worker / ASDAN Co-ordinator

Qualifications: NCFE award in Counselling Skills and Theory, BA (Hons) Social Work

Prior to qualifying as a Social Worker, the Snr Family Support Worker was employed as Care Assistant, working with adults with Mental Health Illness, and also in Children's Residential Social Care. During her training she undertook placements with Local Authority Childcare Team.

Since qualifying, prior to employment at Chrysalis, she worked voluntarily for Homestart, assessing need and empowering families to be pro-active and improve their own and their families' opportunities

Snr Family Support Worker / Quality Officer

Qualifications: Royal General Nurse; State Certified Midwife; Professional Certificate in Management; Professional Diploma in Management; Master of Business Administration

The Snr Family Support Worker has substantial experience working within the NHS, primarily as a Midwife supporting Mothers and the wider families physically and emotionally through the ante-natal, labour and post-natal periods, in addition to observing each family's ability to care, bond and provide emotional support to their child.

She was also instrumental in the setting up and provision of a drug and alcohol clinic to provide specialist ante-natal care and support to Mothers who are substance misusers and/or experience Mental Health problems.

Family Support Worker

Qualifications: NVQ 3 Health and Social Care – Children and Young People

This Family Support Worker has a wealth of experience working with children, families and young people in a range of settings since 1986. More recently she has worked in a Family Assessment Centre in Leeds, where she has supported many families prior to the Centre's closure. She has also gained experience working with families with Learning Difficulties, and also families with children on a paediatric oncology department who have developed Cancer.

Family Support Worker

Qualifications: BA Children's Inter-professional Studies; National Diploma in Childcare and Education

The Family Support Worker has spent the past 3 years studying for a degree in Children's Inter-professional Studies. Throughout this time, she undertook placements within a range of settings working with children from the age of 6 months to 17 years. Through placements and voluntary work, she has experience of working with and support families, young people and children including parents with diverse needs, assisting them from pregnancy through to supporting them with their babies.

Prior to her studies, this Family Support Worker was employed as a Nursery Nurse in a Day Nursery.

Family Support Worker

Qualifications: Level 3 Diploma Children and Young People's Workforce

This Family Support Worker joined Chrysalis with a wealth of knowledge and over 7 years' experience within the looked after children arena, and has also gained experience working as a Family Support Practitioner, a HomeStart volunteer and also as a Teaching Assistant and Learning Tutor in schools. Within all of these roles she has worked with a range of both vulnerable children and adults.

Family Support Worker

Qualifications: Higher Diploma Health and Social Care.

This worker has gained experience within the care sector, initially as a Childminder, offering day-to-day care and developmental opportunities to children in her care. Latterly, as a trainee midwife and has gained experience in neonatal care and issues relating to vulnerable families.

Family Support Worker

Qualifications: NVQ 3 Promoting Independence; NVQ 5 Operational Management

This Family Support Worker possesses a range of experience within the sector, including work with those with autistic and learning difficulties; young Mums and babies and with the elderly within residential and non-residential settings. She has taken roles with administrative and management responsibilities and managed projects through from beginning to end.

Family Support Worker

BA(Hons) Early Childhood Studies

This Family Support Worker has gained a great deal of experience volunteering within the youth work field, taking initiative and developing services. She has also worked closely with support services and agencies when working with the elderly and when volunteering at her local Children's Centre

Family Support Worker

Qualifications: BA(Hons) Early Childhood Studies leading to QTS; HND Early Childhood Studies; BTEC National Diploma Early Childhood Studies

This worker has over 20yrs experience working with children within the Education sector culminating in the management of the Foundation Stage phase of education within her last school.

Within this role, she has worked with learning disabled children and has worked alongside other agencies to support these children, such as Portege, Speech and Language specialist teams, Health Visitors, Educational Psychologists and School Nurses.

She has also acted as the school's Child Protection Co-ordinator, preparing and collating reports for case conferences, core group meetings and multi-agency meetings.

Family Support Worker

Qualifications: Edexcel L3 Health and Social Care

The previous experience of this worker has primarily been centred around adults with challenging needs due to ASD, complex mental health diagnoses and learning difficulties and within those roles has gained many transferable skills which will assist her when working with families at Chrysalis. She has worked within a residential environment; day services and within community settings maintaining professional relationships with those she has supported and other professionals.

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Family Support Worker

Qualifications: BTEC in Health and Social Care, BA (Hons) Working with Children, Young People and Families

This Family Support Worker has experience in working with vulnerable adults and the elderly promoting independence and offering support care services. Upon undertaking her degree, she has worked within a housing team supporting families and in undertaking direct and preventative work around issues such as Child Sexual Exploitation, Grooming, safe sex etc. She has undertaken volunteering work also in supporting homeless vulnerable families to include young mothers and asylum seekers.

Family Support Worker

Family Support Worker (Bank)

Qualifications: Psychology BSc (Hons), Level 3 Diploma in Counselling Skills, working towards NVQ Level 4 in Working with Parents

This support worker has undertaken numerous roles within her career to date with her experiencing working with the elderly within Residential Settings and also in domiciliary care within their own homes. She has also worked with children in poverty in Johannesburg, worked privately with children in their own homes providing additional educational support and also within a primary school as a lunchtime supervisor. Since undertaking her Psychology Degree she is also working towards her NVQ Level 4 in Working with Parents.

Family Support Worker

Qualifications: Working towards NVQ Level 4 in Working with Parents

This worker has worked predominantly worked with the elderly within Residential Settings however, upon beginning a course within the area of Social Sciences covered a number of areas such as Psychology, Criminology and Sociology. She is currently working towards her NVQ Level 4 in Working with Parents to enhance her qualifications.

Family Support Worker

Qualifications: NVQ Level 3 in Health and Social Care, BSc in Counselling Studies

This support worker has gained experience predominantly in supporting children and young people within school as a teaching assistant where she has worked with children with differing learning needs such as ADHD. She has undertaken further education and is now wishing to gain further experience in the area of Children and Families.

Family Support Worker

Qualification: MA Social Work

This support worker has worked as a mobile carer attending to those requiring personal assistance and support with the elderly and vulnerable adults within their own home. She has also worked as a first responder taking referrals, dealing with crisis situations and out of hour calls regarding vulnerable adults. Within her University Placement she has also worked at a Mental Health setting dealing with a wide range of challenges presented by those with significant mental health concerns.

Family Support Worker

Qualifications: Health and Social Care double award, BTEC Level 3 National Diploma in Children's Play, Learning and Development, NCFE Cache Level 2 in Understanding Autism, NCFE Cache Level 2 in Understanding Specific Learning Difficulties.

This support workers experience is within children's play and educational settings whereby she engaged with children and worked to play a vital role in their development through learning and play. Alongside this she has worked closely with parents reporting any issues or concerns along with keeping them up to date with the work being undertaken with their children. Within this role she also has gained a strong awareness for Safeguarding Children as this underpinned the work being undertaken on a day to days basis.

Family Support Worker

Family Support Worker (Bank)

Qualifications: BSc (Hons) Psychology

This Family Support Worker has undertaken a volunteering role within the area of Social Care through working with Looked After Children offering support to the child/ren independently from the Local Authority. She has also undertaken supervised contacts between parents and their children when this has had to be within a supervised setting. Furthermore, she has volunteered at Homestart working with vulnerable families with children under the age of 5 years old. She will be looking to complete the NVQ Level 4 Working with Parents in the coming months.



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Parent Handbook 2

‘Accommodation’

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If you need help in reading any of these booklets, please ask. We can make them available in different formats and/or languages.

Own Bedroom



During your stay at the Centre, you will have your own room that you will share with your baby/family.

In your room you and your baby/family will sleep. You will also have a toilet, shower and a washbasin for your own family use and the use of the family bathroom.

You will have your own key for the door to your bedroom and a safe in which to keep your valuables.

Room checks may be undertaken on a regular basis, should health and poor hygiene present as a risk. A sleep apnoea mattress will be provided for newborn babies to promote their safety whilst sleeping.

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 in order to store your family's food.

Communal Dining Room

There is a dining room at the Centre in which all family meals (other than small snacks/sandwiches) must be taken. This room is also used as a homework/study room for older children or parents if required. Computers used in this room will have safeguarded access to general internet and social network sites.

Family Room



This room is for you to play with your baby/family so that you can help them to develop. Some of your Learning sessions (Chrysalis Groups) may happen in this room as you learn how to play and help their development. This room has doors that open onto an outside family play area where your baby/family will benefit from fresh air and outdoor play.

Quiet Room

This room is a relaxing room where you can spend some time with your family. There is a good range of books, games, DVDs and a Nintendo Wii in this room for you to enjoy.

If you need help in reading any of these booklets, please ask. We can make them available in different formats and/or languages.

Family Bathroom

The family bathroom offers opportunities for bathing for either yourself or your child/ren, and for bathing your baby in their baby bath.

Laundry/Utility Room

There is a washing machine in this room, a small charge £1 per wash will be charged for using this facility. You will be expected to provide your own wash powder/liquid.



Telephone:

There is a phone at the Centre that you can use to make/receive calls between 9am and 9pm. Calls between 9am - 5pm are restricted due to business calls. Family may call outside of these hours.



Outside

There is outdoor space at the Centre giving opportunity to undertake outside activity with your children, or to relax in the fresh air. There is a smoking box outside - smoking is restricted to this area.



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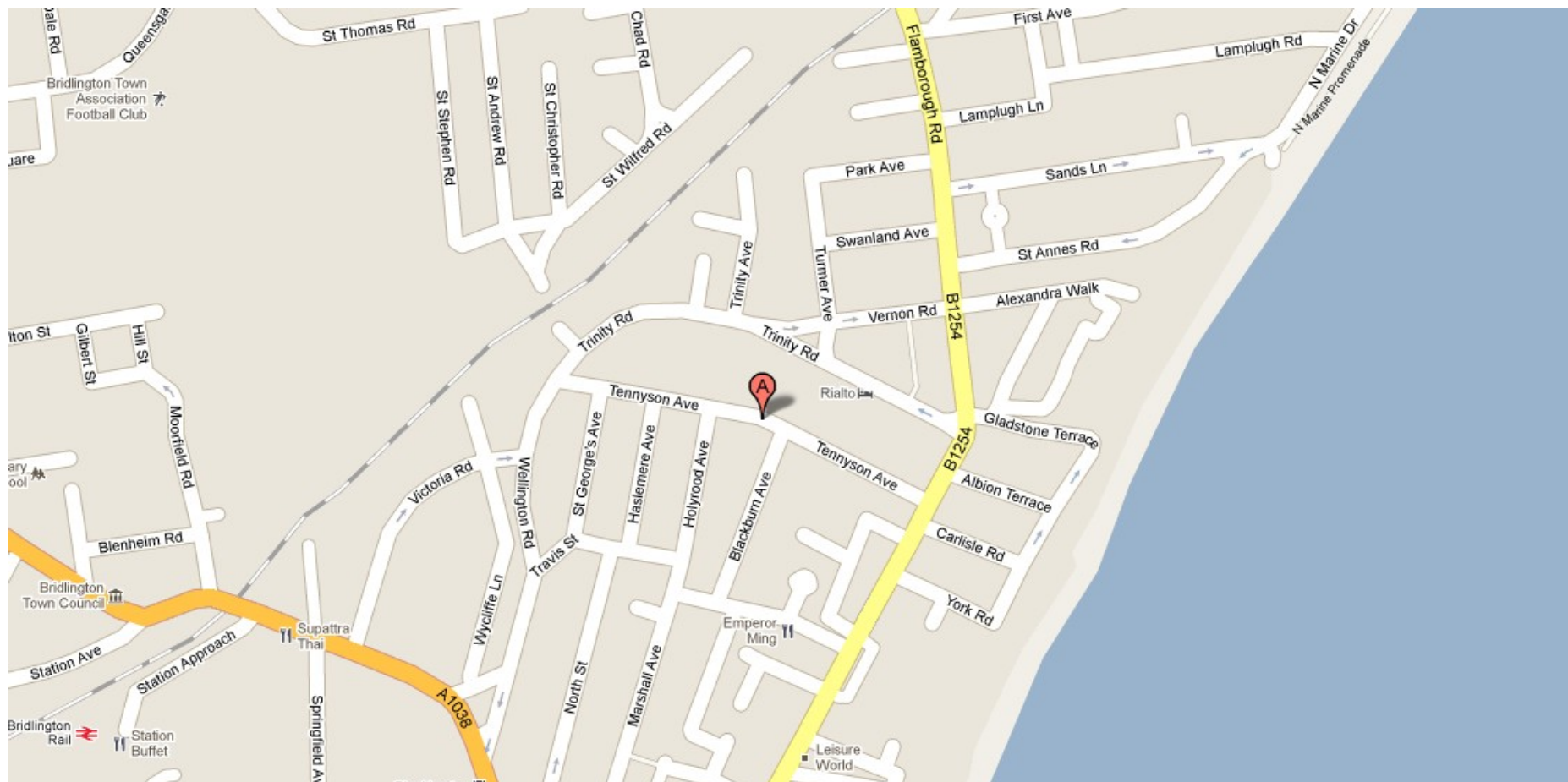
Parent Handbook 3

‘Where are we?’

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Local Area Map



If you need help in reading any of these booklets, please ask. We can make them available in different formats and/or languages.

Important Contact Information

- Chrysalis Assessment Centre, 12 Tennyson Avenue, Bridlington YO15 2EP
- Managers Name is Rachael Thompson
- Phone number is 01262 670112
- Email address is rachael@chrysalisassessmentcentre.co.uk
- If you can't find us the local Police can help, their number is : Local police: 101, Emergency Number: 999

If you get lost and can't find your way back to the Centre, you can use the details below to contact us:

Supermarkets

Tesco, Station Approach	0.6 mile
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ALDI	1 mile
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McCoys, 29 Lansdowne Rd	0.1 mile
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SPA, 234 Quay Road	0.5 mile
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Morrisons, Bessingby Industrial Estate	1 mile
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Co-Co-op, York Road	0.2 mile
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Local Shops

Newsagent, Quay Road 0.2 mile

Pharmacy, 86 Promenade 0.2 mile

Post Office, Quay Road 0.4 mile

Medical Centres

There are 3 local medical centres:

Field House Surgery, Victoria road, 01262 673362 0.5 mile

Bridlington Medical Centre, Station Avenue, 01262 670686 0.7 mile

Manor House Surgery 0.2 mile



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

If you need help in reading any of these booklets, please ask. We can make them available in different formats and/or languages.

Hospitals



Walk-in Access Centre for GP; Dental; Family Planning etc.

The District Hospital, Bessingby Road, 01262 423464 2 miles

8am-8pm

Scarborough, Woodlands Drive, Scarborough 15 miles

Children's Centres:

The Children's Centre

1.6 miles

Butts Close, 01262 409596

www.bridlingtonchildrencentre.eastriding.gov.uk

Hilderthorpe Children's Centre

1.5 miles

Shaftesbury Road

Bridlington 01262 606053

Schools:

There are many schools in the area, however the closest are:

Bridlington Nursery School 1.6 miles

Butts Close

Bay Primary School 0.5 mile

www.bayprimary.eriding.net.uk

St. Albans Road

St Mary's RC 0.1 mile

www.stmarysrc.eriding.net.uk

St Georges Street

Quay Primary, Quay Road 0.39 mile

If you need help in reading any of these booklets, please ask. We can make them available in different formats and/or languages.

Colleges

East Riding College

1.0 mile

www.eastridingcollege.ac.uk

Queensgate Bridlington

Places of Worship

Roman Catholic: Our Lady and St. Peter, Victoria Road, 0.5 mile
Bridlington

Community Church: Quay Road, Bridlington 0.5 mile

Methodist: St. John Street 1.1 miles

Mosque, Hull 30 miles

Hindu Temple, Hull 30 miles

Synagogue, Wiilerby 35 miles

Sikh Temple, Leeds 63 miles

Play and Leisure

Beaches

North Beach	0.2 mile
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Bridlington	
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South Beach	0.8 mile
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Bridlington	
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Leisure Centres

Sports Centre, Gypsy Road	1.3 miles
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Bridlington Leisure World	0.3 mile
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Promenade, Bridlington	
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(With Swimming and gym.)	
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Children's Parks and Play Areas

Dukes Park, Bridlington

0.4 mile



If you need help in reading any of these booklets, please ask. We can make them available in different formats and/or languages.

Places of Interest

Sewerby Hall and Gardens/Zoo, Church Lane	2.3 mile
Flamborough Lighthouse	6.0 miles
Burton Agnes Gardens	6.7 miles
Bridlington Harbour and heritage museum	0.7 mile

Getting Around

Buses:

- Local service into town - 425 ft
- Bus Station - 0.7 miles

Trains:

- Train Station - 0.56 miles



Taxis:

There are several taxi firms in Bridlington. A taxi into Bridlington Town Centre will cost approx. £5



CHRYSALIS
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Parent Handbook 4

‘What Will I Do At The Centre?’

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Phase 1

After you arrive at the Centre, you will have a couple of days to settle in, get to know your Link Worker, and the local area. You will have a chance to go through this guide and ask any questions you are unsure about.

Although you will have your own Link Worker assigned to you, all staff will work together with you, this makes sure that you benefit from the experience of all of our well-qualified and experienced staff.

“Chrysalis has high expectations of the families who come to us. Whilst you are with us, we want you to do well and demonstrate that you can provide a safe, healthy and loving environment for your family, as well as looking after your own health, wellbeing and education. This may mean that you enjoy healthy food, exercise and sport, and consider choosing a course at the local college or school.”

The 1st part of your stay will be for us to see how you care for your baby/family. We will observe to see how you:

- Make sure your baby/family are well
- Make sure your baby/family are safe
- Make sure your baby/family are clean and comfortable
- Talk to your baby/family
- Help your baby/family to develop
- Make sure your baby/family have enough good food
- Make sure your baby/family have enough sleep All of this will take about 2 weeks to complete.

If you go out from the Centre during this time, a member of the staff team will go with you.

Phase 2



At the end of 2 weeks we will meet with you to prepare a plan to help you to make sure that you are doing all of the things we have been observing, well enough. This is the Interim Meeting.

At this meeting we will also discuss the safeguarding that is in place, like going out of the Centre unsupervised. and provided you make good progress, it may be agreed that unsupervised time away from the Centre with your baby/family during the daytime may take place.

After this meeting you will have weekly Link Work Sessions where we talk about what is going well for you, and where you need extra support. This forms the basis of the plan for your assessment at Chrysalis and this will be fed back to your Social Worker.

If you need help in reading any of these booklets, please ask. We can make them available in different formats and/or languages.

The next part of your stay lasts for about 4 weeks and during this time we will be helping you with the targets that we talked about at the end of week 2.

At 6 weeks a Midpoint Review Meeting will be held to consider your progress so far.

The next part of your assessment is at 10 weeks when a Transitional Meeting is held. At this meeting we will be advising you and your child's Social Worker whether Chrysalis Assessment and Support Centre feel that you are able to offer a good enough level of parenting to your child. Plans will also be made at this meeting for the completion of your assessment.

During your stay at Chrysalis, we will be expected to undertake our Positive Steps to Parenting Programme (PSP) with you, this is a very important part of your 'agreed plan' and all parents must to take part in this programme. Positive steps to parenting are 'Chrysalis Sessions' designed in small steps to help you to understand your child and the best way to keep him/her safe and well. You will probably have a 'Chrysalis Session' each day. Some of the programme will include:

- Child development
- Safety in the home
- Budgeting
- Babies feeding and routines
- Self-esteem
- Nutrition
- Relationships
- Communication
- Managing money

Each week or so, we will talk to you about the things in your 'placement plan' and how well you are doing in meeting the targets that we set together.

When we talk about the targets with you, we may agree to change the targets depending on how you are progressing. If you make good progress during this time, and if it has been agreed, you are able to leave the Centre during the day with your baby/family for a limited period of time, provided a member of staff is with you.



Phase 3

During the final weeks of 10 -12 we will be looking to see what you have learned whilst at the Centre. We will be looking to see how much you have improved.

- Making sure your baby/family are well
- Making sure your baby/family are safe
- Making sure your baby/family are clean and comfortable
- Talking to your baby/family
- Helping your baby/family to develop
- Making sure your baby/family have enough good food
- Making sure your baby/family have enough sleep

At the end of these 2 weeks we will have a meeting (Transitional Planning Meeting) to discuss the best way forward to be sure that your baby continues to be safe, well, healthy and happy.

This meeting will involve you, your Social Worker and other people who have been working with you over the past 12 weeks.

We may suggest some ways that we can carry on helping you with caring for your baby or family when you get back home.

Independent Reviewing Officers (IRO) make an important contribution to improving outcomes for looked after children. They ensure that planned care is to a good quality and ensure each child's wishes and feelings are given full consideration.

Your IRO is:



If you need help in reading any of these booklets, please ask. We can make them available in different formats and/or languages.

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 your Link Worker or a support worker what you are unhappy with.

You can do this by:

- Talking to your Link Worker or a Support Worker
- Writing a note to your Link Worker or a Support Worker
- Fill out one of the forms in your room and pop it in the red comments box in the hallway
- Asking your Social Worker, Solicitor, Advocate or Children's Guardian to let us know.

Once your Link Worker or support worker know 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 write down 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 second stage of the procedure. This is:

- Telling the Centre Manager what you are unhappy about, and that you do not feel that the problem has been sorted by your Link Worker or support worker.

You can do this by:

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

Once the Centre Manager knows that you are still unhappy, they will chat with you, and your Social Worker to improve things for you as soon as we can, and certainly within 2 weeks. When we have done all we can we will write down 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.

This is:

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

You can do this by:

- Talking to the Managing Director
- Writing a note to the Managing Director
- Asking your Link 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 chat with you, and your Social Worker to improve things for you as soon as we can, and certainly within 2 weeks. When we have done all we can we will write down 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 address is:

OFSTED

National Business Unit

Piccadilly Gate Store Street Manchester

M1 2WD

Tel: 0300 123 4666

You can do this by:

- Telephoning them
- Writing to them
- Emailing them

Asking your Social Worker, Solicitor, Advocate or Children's Guardian to do any of the above.



Parent Handbook 5

‘Preparing for your stay’

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Dragonfly Children’s Services Ltd.
Trading as Chrysalis Assessment & Support Centre

If you need help in reading any of these booklets, please ask. We can make them available in different formats and/or languages.

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).

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
- Books and magazines
- Special ornaments
- Personal music player



Chrysalis has available for you to use:

- Moses Basket & Moses basket sheets
- Cot & Cot sheets
- A Bed & bedding for parents
- Apnoea Baby Monitor
- Baby Bath / Top & Tail Bowl
- Changing mat

What you need to bring for your baby

Bring all the things that your baby may need during your stay with us. You will need to bring everything else that your baby/family will need whilst you are at the Centre.

Don't forget the special things that your baby/family love: Your child's 'knick-knacks':

- Special toys or teddies
- Dummies (if your toddler has them)
- Family photographs
- Favourite bedtime books
- Own dish and spoon



CHRYSALIS
ASSESSMENT & SUPPORT CENTRE

Parent Handbook 6

‘Rights, Responsibilities and Rules’

Revised September 2019
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Your Rights

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

- Feel safe – You have a right to feel safe while you are at Chrysalis, and a right to be sure that your baby/ family is also safe.
- Be healthy – You have the right to be sure that while you are at Chrysalis, you and your baby/family are healthy and have a healthy lifestyle.
- Treatment that is respectful and maintains your dignity – You and your baby/family have a right, whilst you are at Chrysalis, to be treated with dignity and respect whatever your ability; sexual orientation; gender; age; physical appearance; race or culture.
- Personal privacy – You and your baby/family have a right to personal privacy while you are at Chrysalis This is agreed up admission to the centre, and is monitored throughout your stay.
- Be listened to – While you are at Chrysalis, you and your baby/family have a right to be offered the chance to be able to positively contribute to the assessment process.

Your Responsibilities

- Yourself and your baby/family
- Your money and belongings (there is a safe in your room and a lock on your door)
- Keeping 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.
- Keeping yourself, your baby/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 baby/family
- Preparing food for yourself and baby/family
- Keeping all areas that you use at Chrysalis clean and tidy by clearing up after yourself and your baby/family
- Contributing positively to the Assessment Process.

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House Rules

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

- No physical, verbal threats or violence of any sort. If you are violent while you are at Chrysalis, you may be asked to leave, your Social Worker and the police may be contacted.
- No bullying – 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 Chrysalis.
- No alcohol is to be brought onto the premises of the Chrysalis site. If we think you have drunk alcohol, or have brought alcohol onto the site, you may be asked to leave.
- No illicit drugs are to be brought onto the premises of the Chrysalis site. If we think you have taken illicit drugs, or have brought them onto the site, you may be asked to leave.
- Any drugs, medicines, tablets or creams that the doctor has asked you or a member of your family staying at Chrysalis to take, or that you have bought, must be handed in to staff to be recorded and monitored.
- At Chrysalis 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 are not responsible, or other adults.
- You may not leave the premises unless it is agreed in your plan, either with or without your child/ren.
- You MUST notify staff if you leave the premises at any time.
- You may not visit other rooms between the hours of 9pm and 10am
- 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.
- No pets are allowed at Chrysalis.
- 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.

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 sure our Centre is a helpful and supportive place for families, if you tell us which of the things we do are helpful to you, and which of the things we do would maybe be better done a different way.

There are different ways that you could tell us:

- Tell us at one of the Resident's meetings that we hold every week
- Tell your Link worker – they will bring it to the next staff meeting we have
- Fill in one of the forms that are in your room and pop it in the red comments box by the front door at any time during your stay
- Complete our evaluation form at the end of your stay.

If either of these methods are used, we would be able to discuss it with you within 2 weeks from you telling us.

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If you prefer not to tell us yourself, you can get someone else to do it for you:

- Your Social Worker
- Your Solicitor
- Your Advocate
- Your Children's Guardian
- Tell OFSTED who inspect what we do on a regular basis. Their contact details are:

OFSTED

National Business Unit

Piccadilly Gate Store Street Manchester

M1 2WD

Tel: 0300 123 4666

Or you could tell the Children's Commissioner for England, their details are:

Children's Commissioner for England

Sanctuary Buildings, 20 Great Smith Street

London,

SW1P 3BT

Tel: 02077838330

Email: advice.team@childrenscommissioner.gsi.gov.uk

Our Procedures

We have certain ways of doing things in certain circumstances as Chrysalis – these are called procedures. Here are some that you should know about:

Arrangements for Visitors

- People who may visit you, and when they can visit you will be discussed throughout the admission period.
- All visits will need to be agreed 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 with us and your Social Worker.
- The behaviour of children accompanying your visitor is the responsibility of the visitor.
- Under normal circumstances contact will not be undertaken at the Centre.
- Your visitors must abide by the rules and regulations of Chrysalis Assessment and Support Centre as set out in the Parent Handbook and in the Visitors Handbook

Disciplinary Procedure

If for any reason, you do not follow the rules and regulations of the Centre, we will have to follow the disciplinary procedure. The procedure is in stages. The first stage is:

- Verbal Warning – given by Link 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 which is:

- Written Warning – given by the Link Worker or Deputy/Centre 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 which is:

- Final Written Warning – given by Deputy/Centre Manager

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/or 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.