



Care at its Best

Address: First Floor Unit 2, 92 Liverpool Road North, Maghull, L31 2HN

Reg No: 15895801 – Office No: 03333 663 011

Statement Purpose and Intent

Aruna House



14 Old Rough Lane Kirkby Liverpool L338XB

Contents

1. Aruna Care- Misson Statement.....	4
2. Our Purpose – Who we are	4
3. Our Resources and Approach.....	4
4. Our Structured Programme	5
5. Staff and Safety Standards	5
5.1. Quality and Purpose of Care.....	5
6. Ethos and Philosophy of Aruna Care NW	6
6.1. Placing Children and Families at the Heart of Everything We Do	6
6.2. Our Core Values.....	6
6.3. A Commitment to Excellence in Child and Family Welfare	6
7. Aruna Care NW Will Carry Out The Following:.....	7
8. Parenting & Child Assessment Placements	7
9. How Aruna Care Will Achieve Aims and Objectives	7
9.1. Investing in Staff Training and Development:	8
9.2. Creating a Supportive and Organised Environment:.....	8
9.3. Supporting Health and Well-being:	8
9.4. Meeting Emotional Needs:	8
9.5. Encouraging Positive Choices and Responsibility:.....	8
9.6. Providing Structure and Routine:	8
9.7. Building Positive Relationships:	8
9.8. Promoting Recreational and Social Opportunities:	8
9.9. Treating Everyone with Respect and Dignity:	8
9.10. Building Support Networks:.....	8
9.11. A Holistic Approach to Positive Futures	8
10.The Parent Assessment Manual (PAMS).....	9
10.1. How PAMS Works.....	9
10.2. The Role of the Social Worker	9
10.3. Delivering Impactful Outcomes	9
11.Assessment Objectives Focused on the Well-being of Children	9
12.Outcomes For Parents.....	10
13.Statement of Philosophy	10
14.Therapeutic Input.....	11
14.1. Staff Training	11
14.2. Our Commitment	11
15.Aruna Care’s Policies and Procedures.....	11
16.Accommodation Provided	12
17.Everything Our Residential Family Centre Includes.....	12
17.1. Picture of house TBC	12
17.2. Pictures of internal of house TBC	12
17.3. Our Home Includes:	12
17.4. Location of Our Home.....	13
17.5. Culture, Language, and Religion	13
18.Dealing With Complaints	13
18.1. How to Make a Complaint	14
19.Safeguarding, Preventing Bullying, and Missing Persons	14

19.1. Parent Protection and Prevention	14
19.2. Bullying Prevention.....	14
19.3. List of the main policies	15
20.Views, Wishes, and Feelings of the Parents	16
21.Promoting Rights and Anti-Discrimination Practice	16
22.Supporting Parents Goals and Aspirations	17
22.1. Enjoy and Achieve.....	17
22.2. Our Objectives in This Regard are to Promote.....	18
23.Health Needs and Sexual Health	18
23.1. Health Care	18
23.2. Sexual Health.....	19
24.Contact With Family and Friends.....	19
25.Protection of Children: Surveillance and Monitoring	19
26.Use of Physical Intervention, Workforce Training, and Competence	20
27.Contact Details and Staff Structure	21
27.1. Staffing Document Control	21
27.2. Referrals and Enquiries	21
27.3. Personal Statement	21
27.3.1 Hannah Brown – Registered Manager, RM	21
27.3.2 Jeane Lowe – Responsible Individual, RI	22
27.3.3 Walleed Nasr – Therapeutic Lead.....	22
27.3.4 Kelly Nasr – Director and Major Shareholder	23
27.3.5 Ann Norris – Director and Major Shareholder	23
27.3.6 In Summary	23
27.4. Staffing – Management Team and Workforce Structure	23
27.5. Staffing Roles	23
27.6. Commitment to Supervision, Training, and Professional Development	24
27.7. Professional Development Review (PDR)	24
27.8. Probationary Period and Induction Standards	24
28.Care Planning	24
28.1. Admission Criteria and Admission Process	24
29.Why Choose Aruna Care?	25
29.1. What sets Aruna Care apart:	25
30.Market Analysis.....	26

1. Aruna Care- Mission Statement

At Aruna Care, our mission is to create a thriving, safe, and nurturing environment where families can grow, heal, and stay connected.

We are dedicated to fostering a supportive space that empowers parents and children to strengthen their bonds while navigating challenges. At the core of our work is a commitment to uphold the dignity, safety, and well-being of every individual in our care.

As a Residential Family Centre, we adhere to the highest standards of quality and compliance, guided by Ofsted regulations. Every aspect of our service reflects strict adherence to these standards, ensuring transparency, accountability, and excellence.

- **A Safe Haven:** We provide families with a secure and welcoming environment to address their needs and work toward stability.
- **Compliance at Our Core:** Our operations and practices are built on unwavering compliance with Ofsted and Care Quality Commission standards, rules and regulations. This ensures that all standards of care, safeguarding, and assessment are not only met but exceeded.
- **Growth and Connection:** We believe in the power of connection and personal growth. Through tailored support, we strive to help families achieve their potential and build lasting resilience.

At Aruna Care, we are more than a service—we are a partner in every family's journey to a brighter future.

2. Our Purpose – Who we are

Located in Kirkby, Liverpool, Aruna Residential Family Centre provides dedicated 24-hour support for families in need of temporary, supportive living arrangements and comprehensive social care assessments.

At Aruna, we create a safe and nurturing environment where parents can bond with their children while being guided and supported by our compassionate, skilled team. We empower families to develop the skills and confidence to care for their children independently, with our staff always available to provide round-the-clock guidance and intervention when needed.

Our goal is to help families stay together safely by working in partnership with parents to enhance their parenting skills. Through tailored support, advice, and intervention, we empower parents to respond effectively to their children's needs, building a foundation of trust, care, and resilience. This approach ensures families can safeguard their well-being both now and in the future.

Aruna operates in full compliance with the National Minimum Standards and Regulations for Residential Family Centres, as set out in the **Care Standards Act (2000)**, **The Residential Family Centres Regulations 2002**, and its **2013 amendments**. We adhere strictly to the principles outlined in **Working Together to Safeguard Children (2018)** and other key legislation to ensure the safety and welfare of children and families in our care.

Guided by the core principles of *Every Child Matters (2003)*, Aruna is committed to ensuring that every child can:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being

At Aruna, we believe that by fostering a supportive and empowering environment, families can overcome challenges and build brighter futures together.

3. Our Resources and Approach

Aruna Residential Family Centre is a thoughtfully designed solo provision, offering a secure and supportive environment for up to two families. Each family has their own private sleeping area, ensuring comfort and privacy,

while shared spaces foster community and connection. The residence features a combination of double and single beds, individual shared toilet and shower facilities, a fully equipped modern kitchen, inviting living areas, and a bright conservatory perfect for relaxation.

Our centre operates with a robust 2:1 staffing ratio, providing two dedicated staff members on-site around the clock. A manager is present weekdays to oversee operations and remains on call for additional support. Overnight, a vigilant staff member is on waking night duty from 7 p.m. to 7 a.m., ensuring continuous care and security. This unwavering support structure creates a safe, stable, and therapeutic environment tailored to each family's unique needs.

We actively involve parents in shaping their weekly planners, empowering them to choose meaningful activities that reflect their interests and priorities. This collaborative, individualised approach builds trust, strengthens relationships, and helps parents engage with the supportive framework of our services. By fostering a sense of ownership and partnership, we guide families toward a confident and successful transition into the next stage of their lives.

4. Our Structured Programme

Comprehensive Support for Young Parents

Aruna delivers a tailored programme designed to meet the needs and aspirations of young parents, empowering them to build stable, fulfilling lives for their families. Our key offerings include:

- **Parenting Skills Development:** Practical, compassionate guidance to enhance effective parenting techniques.
- **Therapeutic Support:** Personalised therapeutic services in a nurturing, supportive environment.
- **Counselling and Life Coaching:** Weekly sessions to foster emotional well-being, resilience, and personal growth.
- **Health Visitor Expertise:** Led by our manager, a qualified health visitor, these sessions focus on child development, health, and care practices.
- **Healthy Child Programme:** A structured framework to support the health, development, and well-being of children from birth.
- **Independent Living Skills:** Practical support with budgeting, home management, and meeting the essential needs of both parent and child.

Addiction Recovery: A structured approach using the Addictive Voice Recognition Programme to understand and overcome addiction.

5. Staff and Safety Standards

At Aruna Care NW, we prioritise the safety and confidence of our families. Our recruitment process adheres strictly to the Safer Recruitment Policy, including an Enhanced DBS check for all staff before they begin supporting young parents. Ongoing training, appraisals, and supervision ensure that our team is well-equipped and compassionate in their work, consistently delivering high-quality support in line with best practices.

5.1. Quality and Purpose of Care

At Aruna Care, we ensure our accommodation is modern, fully equipped, and designed to meet the needs of young families. Each bedroom is thoughtfully furnished with essentials for both parent and baby, including a cot, changing unit, and nursing chair for comfortable feeding. The centre features two spacious bedrooms, a large shower room with a separate toilet, central heating, a fully fitted modern kitchen, and a communal lounge with a conservatory. The living area, complete with a television, creates a welcoming and homely environment.

Our approach is centred on providing comprehensive, fair, and evidence-based assessments that prioritise the safety and well-being of children and families. We work closely with parents to support them in understanding their parenting responsibilities and developing the skills needed to provide high-quality care.

Each assessment is tailored to the unique needs of the child, focusing on key areas such as emotional and social well-being, developmental milestones, and ensuring a safe, nurturing environment. Our goal is to empower parents with

the knowledge and tools they need to meet their child's evolving needs, fostering positive family dynamics and long-term growth.

We encourage parents to make informed, positive choices for their children while emphasising the importance of responding to their needs in a timely and appropriate manner. Aruna Care operates an "open door" policy, offering families guidance and advice whenever they need it.

At Aruna, we strive to ensure that every child:

- Remains safe
- Feels listened to
- Feels loved and secure
- Is happy
- Develops and achieves their potential
- Builds strong and loving relationships
- Has a space to grow

6. Ethos and Philosophy of Aruna Care NW

6.1. Placing Children and Families at the Heart of Everything We Do

At Aruna Care NW, we are dedicated to ensuring that every decision, programme, and service is centred around the well-being of children and their families. We create environments that nurture secure attachments, strengthen family relationships, and promote the holistic development of both parents and children.

6.2. Our Core Values

1. **Child and Family-Centred Care:**

The safety, well-being, and development of every child and their family guide everything we do. We prioritise strengthening parent-child relationships, empowering families to build secure and loving bonds that last a lifetime.

2. **Empowerment and Respect:**

We understand the critical role of attachment in a child's emotional and social growth. Our practices are designed to foster mutual respect, promote family empowerment, and create the conditions for strong, healthy connections between parents and their children.

3. **Collaboration and Community:**

We achieve the best outcomes through partnership. By working with parents, educators, and community members, we create a cohesive support network that nurtures the attachment needs and well-being of every family.

4. **Inclusivity and Equity:**

We celebrate diversity and are committed to ensuring that all families, regardless of background or circumstances, feel valued and included. Our approach ensures every child and parent has the opportunity to form strong bonds and experience a sense of belonging.

6.3. A Commitment to Excellence in Child and Family Welfare

At Aruna Care NW, we are unwavering in our commitment to fostering safe, nurturing environments that prioritise attachment and bonding. Our strategies and policies focus on supporting and strengthening the parent-child relationship, recognising its vital role in a child's overall development.

By cultivating a culture of care, respect, and continuous support, we ensure that children and families are not only central to our philosophy but are the driving force behind our vision for a brighter, connected future.

7. Aruna Care NW Will Carry Out The Following:

- Deliver compassionate, innovative, and evidence-based support in a safe, nurturing, and family-focused environment.
- Provide engaging activities and experiences that help parents develop practical skills while creating positive, shared moments with their child.
- Understand parents' behaviours and coping strategies within the context of their life experiences, offering tailored support that addresses past challenges and promotes growth.
- Empower parents to recognise, express, and communicate their thoughts and feelings openly and confidently.
- Foster a safe, structured environment where parents can build confidence, develop problem-solving skills, and embrace a resilient, positive outlook on life.
- Inspire parents to believe in themselves, empowering them to achieve their family goals and create a secure foundation for the future.
- Prepare families for a smooth transition into a stable and nurturing home environment, equipping them with the skills and strategies needed to plan for a bright future.
- Ensure staff are highly trained, well-supported, and equipped with the skills needed to work effectively with families. We prioritise continuous professional development, consultation with experts, and regular training opportunities.

At Aruna Care NW, we create a warm, inclusive, and homely environment where diversity in all its forms is celebrated. We value and respect every individual, regardless of race, gender, disability, sexuality, age, religion, or culture. Recognising the emotional demands of our work, we provide staff with robust supervisory support, monthly team meetings, specialist consultations, and opportunities to collaborate with professional partner organisations.

8. Parenting & Child Assessment Placements

Parenting and Child Assessment Placements at Aruna Care typically run for 12–13 weeks, offering a structured and closely monitored environment supported by a team of skilled professionals. These placements are designed to provide a comprehensive understanding of family dynamics and parenting capabilities.

Weekly meetings are held to review the progress of each family's plan, address areas for improvement, and set clear goals and activities for the week ahead.

Throughout the 12-week programme, detailed weekly documentation is maintained, including daily records and progress reports. These capture the quality of care provided to the child, the parent's self-care practices, and the level of support and guidance offered. All documentation is shared with the Local Authority, ensuring transparent collaboration and accountability.

Upon arrival, families are warmly welcomed with a two-week initial assessment. This introductory phase identifies the family's strengths and establishes a solid foundation for ongoing support and development.

At the conclusion of the placement, a comprehensive parenting assessment report is prepared by a Registered Social Worker within our team. This detailed report plays a crucial role in decision-making processes, including use in Court Proceedings, to determine whether the placement should end, be extended, or if additional services are required to support long-term, sustainable family outcomes.

9. How Aruna Care Will Achieve Aims and Objectives

At Aruna Care, we are dedicated to creating a safe, nurturing, and structured environment that supports positive outcomes and personal growth for families. Our approach is built on the following pillars:

9.1. Investing in Staff Training and Development:

We prioritise continuous professional development to ensure our team is equipped to support families facing complex challenges. Training includes conflict resolution, evidence-based parenting techniques, trauma-informed care, addiction recovery awareness, and motivational strategies to inspire positive change. Our staff are skilled in fostering resilience and understanding the unique needs of each family.

9.2. Creating a Supportive and Organised Environment:

We understand the importance of a calm, well-structured atmosphere in promoting positive behaviours. At Aruna Care, we maintain a clean, safe, and welcoming space that nurtures family life. We cultivate a family ethos, treating staff and residents with respect and empowering everyone to give their best. As a values-driven organisation, we strive to create a supportive culture where both families and employees thrive.

9.3. Supporting Health and Well-being:

Physical health is a priority at Aruna Care. We promote balanced nutrition, provide dignified clothing and essential supplies, and ensure parents and children have access to necessary healthcare services. Recreational opportunities are also encouraged to support overall well-being and family bonding.

9.4. Meeting Emotional Needs:

Recognising the importance of emotional well-being, our team demonstrates genuine care, respect, and encouragement. We help parents build confidence, self-worth, and resilience, fostering an environment where they feel valued and supported.

9.5. Encouraging Positive Choices and Responsibility:

We actively involve parents in decision-making about their care plans and daily routines, empowering them to make constructive choices. By fostering active participation, we help parents develop a sense of responsibility and ownership over their progress.

9.6. Providing Structure and Routine:

Stability is key to growth. We create structured daily routines that support parents in developing coping strategies and gaining control over their lives. These routines are tailored to individual needs, promoting consistency and focus.

9.7. Building Positive Relationships:

Trust and respect are at the heart of everything we do. Our care team is committed to building strong, supportive relationships with parents, fostering a safe space where families feel valued and confident in their journey towards success.

9.8. Promoting Recreational and Social Opportunities:

We encourage families to participate in social and recreational activities that strengthen bonds, reduce stress, and develop healthy social skills. These experiences are tailored to be enjoyable, accessible, and aligned with family life.

9.9. Treating Everyone with Respect and Dignity:

Respect is fundamental to our ethos. We treat every individual—staff and families alike—with dignity, allowing them to feel safe and comfortable being their authentic selves without fear of judgement.

9.10. Building Support Networks:

Where appropriate, we work with families to strengthen relationships and build sustainable support networks that will continue to provide guidance and stability long after their time at Aruna Care.

9.11. A Holistic Approach to Positive Futures

At Aruna Care, our holistic approach equips parents with the tools, support, and environment they need to achieve stability, grow in their parenting roles, and create a sustainable, positive future for their families.

10. The Parent Assessment Manual (PAMS)

At Aruna Care, we utilise the Parent Assessment Manual (PAMS) to conduct thorough, evidence-based parenting assessments. PAMS is a widely respected framework designed to provide a clear, structured evaluation of parenting skills and capabilities, ensuring a transparent and comprehensive approach to understanding family needs.

10.1. How PAMS Works

PAMS assessments evaluate a parent's ability to meet their child's physical, emotional, social, and developmental needs. It focuses on key aspects of parenting, such as:

- Basic care and safety.
- Emotional warmth and nurturing.
- Stimulation and development.
- Guidance, boundaries, and stability.

Using PAMS, we identify strengths, areas for improvement, and any barriers that may hinder positive parenting. This detailed assessment ensures a fair and balanced view of the family's situation, enabling tailored recommendations and support.

10.2. The Role of the Social Worker

Our experienced Registered Social Workers play a central role in delivering PAMS assessments. They employ a combination of methods, including:

- **Observation:** Monitoring interactions between parents and children to understand the dynamics of care and relationships.
- **One-to-One Sessions:** Engaging parents in structured conversations to explore their understanding of parenting responsibilities and challenges.
- **Practical Exercises:** Guiding parents through everyday tasks such as feeding, bathing, and managing routines, to evaluate and support their caregiving abilities.
- **Reviewing Records:** Analysing daily logs, progress reports, and historical information to build a holistic view of parenting behaviours and progress.

Social workers compile this information into a comprehensive, evidence-based report, which provides clear insights into a parent's strengths, areas for improvement, and overall ability to meet their child's needs. These reports are integral to care planning and decision-making, including use in legal proceedings where required.

10.3. Delivering Impactful Outcomes

By employing the PAMS framework, Aruna Care ensures that all assessments are transparent, thorough, and grounded in evidence. Our approach helps to identify targeted interventions that empower parents to enhance their skills, address challenges, and provide a safe, nurturing environment for their children.

PAMS assessments not only guide our work with families during their time at Aruna Care but also provide a foundation for ongoing support and positive family outcomes.

11. Assessment Objectives Focused on the Well-being of Children

At Aruna Care, our assessment objectives are centred on safeguarding and promoting the well-being of every child. We are committed to ensuring that each child can:

- Remain safe in a secure and stable environment.
- Feel listened to, with their needs and voices respected and valued.
- Feel loved and secure, with nurturing care at the heart of family life.
- Be happy and experience joy in their daily lives.
- Develop and achieve their potential through emotional, social, and educational growth.

- Build secure and loving relationships that foster trust and confidence.
- Minimise the impact of past or potential trauma caused by separation, harm, or adverse experiences.
- Be protected from abuse and supported in building a brighter, safer future.

Using the Parent Assessment Manual (PAMS), we provide families with detailed insights and tailored guidance. This process helps parents to understand and meet their child's needs, ensuring a safe, nurturing, and positive pathway forward for the entire family.

12.Outcomes For Parents

At Aruna Care, our focus is on equipping parents with the skills, knowledge, and confidence to create a safe, healthy, and stable future for their families. The key outcomes we aim to achieve include:

- **Being Healthy:** Supporting parents in prioritising their own physical and mental health while fostering healthy practices to benefit their child's well-being.
- **Staying Safe:** Helping parents develop the skills, awareness, and confidence needed to create a secure and protective environment for themselves and their child.
- **Growing in Confidence and Skills:** Empowering parents to build practical knowledge and parenting skills, encouraging personal growth and a positive approach to family life.
- **Achieving Stability and Independence:** Guiding parents towards financial independence, effective household management, and a solid foundation for their family's long-term success.

Through tailored support and a nurturing environment, Aruna Care helps parents develop the tools they need to thrive in their parenting role and achieve lasting positive change for themselves and their children.

13.Statement of Philosophy

At Aruna Residential Family Centre, we are driven by the belief that the welfare of every child is paramount. This principle shapes our approach to supporting parents as they work towards creating a safe, nurturing, and stable environment for their family.

Our philosophy is built on recognising and addressing the unique needs, strengths, and aspirations of each family. We believe parents deserve personalised and respectful support tailored to their individual circumstances. At Aruna, we empower parents to develop essential skills, build confidence, and foster strong, positive relationships with their child in a secure and nurturing setting.

Within our centre, parents and children are welcomed into a structured yet homely environment. Here, they are encouraged to take responsibility, respect the needs of others, and engage in activities that promote personal growth and family development. We support parents in maintaining the skills they bring to the centre while helping them cultivate new ones that enhance their independence, resilience, and overall family well-being.

Our goal is to create a supportive and enjoyable experience where parents feel safe, valued, and empowered. Through meaningful interactions with our dedicated staff, parents can build a sense of identity, self-worth, and well-being for themselves and their children.

We are committed to understanding and meeting the needs of every family member. By fostering strong, communicative relationships, we create an atmosphere of trust where parents feel confident in making decisions about their family's future.

Aruna Residential Family Centre also prioritises community integration to reduce social isolation and stigma. We encourage parents to explore activities and interests that support positive outcomes and help them engage with their community, fostering a sense of belonging and connection.

Our dedicated staff act as key workers for each family, building a deep understanding of their unique circumstances, goals, and needs. We actively support care plans, ensuring that every activity is meaningful, enjoyable, and aligned with each family's aspirations. We maintain open communication with appropriate professionals and serve as a reliable point of contact, working collaboratively to support positive outcomes for all families in our care.

14. Therapeutic Input

At Aruna Care NW, we are proud to offer a robust therapeutic programme led by **Walleed Nasr**, a Master NLP Practitioner, Addiction Recovery Specialist, and Mindset Coach. Walleed's holistic approach draws on Cognitive Behavioural Therapy (CBT), Neuro-Linguistic Programming (NLP), and evidence-based coaching methodologies. His expertise empowers parents to overcome challenges, build resilience, and create balanced, fulfilling lives for themselves and their families.

With exceptional interpersonal skills, Walleed fosters a safe and trusting environment where parents can explore personal growth, develop effective coping strategies, and address past traumas. He specialises in empowerment, self-esteem and confidence building, anger management, and breaking free from limiting beliefs to help parents embrace a positive, resilient future.

Our therapeutic programme provides holistic support tailored to each individual's needs. Key features include:

- **Behavioural Assessments and Personalised Support Plans:** Identifying challenges such as intrusive thoughts, behaviours, and addiction, and creating tailored strategies to overcome them.
- **Substance Awareness and Addiction Support Education:** Offering critical knowledge and resources to help individuals manage harmful substances and make informed, healthier choices.
- **CBT and NLP Integration:** Practical tools for managing complex thought patterns, reducing intrusive thoughts, and mitigating negative behaviours.
- **Mindfulness and Self-Directed Learning:** Encouraging self-management skills and promoting mental well-being.
- **Empowerment Workshops:** Guiding participants in setting personal goals, making positive decisions, and fostering stability through reflective practices.
- **Health and Wellness Education:** Providing guidance on balanced nutrition, physical well-being, and mental health for long-term recovery and stability.
- **Cultural Sensitivity and Diversity Training:** Promoting understanding and respect within diverse family and community relationships.

We emphasise Ongoing Monitoring and Evaluation to ensure every individual receives responsive support that adapts to their evolving journey. Our framework equips participants with the tools, skills, and community connections needed to manage addiction, navigate intrusive behaviours, and build sustainable well-being.

14.1. Staff Training

Our therapeutic approach is reinforced by comprehensive staff training. All Aruna Care staff complete a certified two-day course in Building Attachments and Bonds Service (BABS) and Trauma-Informed Care, with a focus on therapeutic parenting techniques. This training equips our team with the strategies needed to support parents effectively, fostering secure relationships and resilience.

14.2. Our Commitment

Aruna Care NW's therapeutic input is a flexible and compassionate service, addressing the unique needs and challenges faced by parents. By blending individualised support with structured interventions, we help parents develop the skills, mindset, and resilience needed to build a positive future for themselves and their children.

15. Aruna Care's Policies and Procedures

Aruna Residential Family Centre's policies and procedures are designed to deliver quality-assured support that empowers parents to build and strengthen positive relationships with their children and, where appropriate, extended family members. These policies align closely with each family's assessment and care plan, prioritising a nurturing environment that fosters family bonding, personal growth, and essential life skills.

We place a strong focus on integrating families into the local community, enabling them to access social support networks and participate in activities that promote healthy interactions and family well-being. By encouraging community engagement, we equip parents with the tools, connections, and resources needed to establish a stable and fulfilling future.

Collaboration is at the heart of our approach. Aruna Care promotes strong partnerships between parents and the professionals involved in their care. We ensure parents have access to:

- Essential information and independent advocacy.
- Specialised therapeutic support tailored to their needs.
- Guidance on decision-making throughout the assessment process.

We are committed to empowering parents to actively engage in their care planning and progression. By fostering independence and instilling confidence, we help create a clear and sustainable pathway towards long-term family success.

16. Accommodation Provided

Aruna Care's Home is located in Kirkby, Liverpool, within easy reach of local amenities and community resources. Nearby shops, family centres, and activities such as baby massage classes and therapeutic groups are easily accessible, with staff available to support parents in attending these valuable sessions.

The home is a spacious, semi-detached property thoughtfully designed to provide a comfortable and welcoming environment. With ample space for parents and their children, it offers a nurturing setting where families can focus on developing skills, strengthening bonds, and building a brighter future in a safe and supportive atmosphere.

17. Everything Our Residential Family Centre Includes

17.1. Picture of house TBC

At Aruna Care, each parent is provided with their own private bedroom, ensuring comfort, privacy, and personal space. Shared facilities, including a shower room and toilet, are maintained to high standards to create a safe and welcoming environment for all residents.

To ensure round-the-clock support, our team has access to an on-site office/bedroom, allowing staff to provide consistent care and guidance whenever needed.

The fully equipped kitchen is available for parents to use, with staff on hand to offer assistance as needed. This setup encourages parents to build and practice essential independent living skills, such as meal preparation and cooking, as part of their personal development journey.

Laundry facilities are also available on-site, with staff providing support to help parents develop independence and self-care skills through managing their household needs.

17.2. Pictures of internal of house TBC

17.3. Our Home Includes:

- **Baby Essentials:**
 - *Next-to-me* cribs in each bedroom
 - Nursing chairs
 - Changing units
 - Cribs and baby relaxing chairs in communal areas downstairs
 - Bottle sterilisers
 - All essential baby care items
- **Comforts for Parents:**
 - Hairdryers
 - Welcome packs with toiletries and personal care products
 - TV and radio in communal areas
 - Reading materials, including books, magazines, and daily newspapers

Our home is designed to provide a comfortable, nurturing environment that supports both parents and their babies. Parents are encouraged to settle in and feel at ease, engaging in daily routines that foster confidence and skills in caregiving.

17.4. Location of Our Home

Our home is in the suburb of Kirkby, Liverpool.

- Fitted modern bathroom with walk in shower and toilet separate.
- Fitted modern kitchens.
- Central heating
- Washing & drying facilities
- Modern facilities including TV's.
- Conservatory-Dining Room-Spacious Living Room
- Outdoor Garden with a vegetable patch
- Solar Panels

All areas will have great access to all the major motorways, M57, M62, M60, M6 and surrounding A roads.

17.5. Culture, Language, and Religion

At the Aruna Residential Family Centre, we are committed to supporting parents in recognising and embracing their religious, cultural, and linguistic backgrounds. Any specific needs or concerns related to religion, beliefs, or culture will be carefully considered within each family's assessment plan.

Parents who wish to attend religious services or observe cultural practices will be fully supported during their stay. This includes accommodating specific dietary requirements, clothing needs, or other practices that are essential to their cultural or religious identity.

Our staff are also dedicated to fostering a respectful and inclusive environment, providing parents with resources and support to learn about and appreciate the diversity of ethnic and cultural backgrounds represented within our community. We encourage parents to take pride in their heritage and identity, and we are here to support all aspects of their cultural expression.

The staff team is mindful of safeguarding considerations, especially in relation to internet use and media. Appropriate supervision and guidance are provided to ensure a safe environment for both parents and children.

18. Dealing With Complaints

At Aruna Care, we are committed to ensuring that all parents feel heard, valued, and respected. We provide clear and accessible channels for raising concerns and ensure parents always have the option to involve external agencies if they wish to address matters independently.

Upon arrival, every parent receives a Parent Guide, which includes full details of our complaints procedure and step-by-step instructions on how to raise a complaint.

We handle all complaints promptly, fairly, and with sensitivity. The manager will oversee each complaint, ensuring it is addressed thoroughly and respectfully. If a parent disagrees with the outcome, the matter will be reviewed in line with our complaints procedure, and all available options will be clearly communicated. To ensure impartiality, complaints are often managed by a team member not directly involved in the issue.

Every stage of the complaints process is fully documented and securely stored in accordance with legislative requirements. Records of meetings and discussions are signed and dated by all parties to ensure transparency and accountability.

During any stage of the investigation, complainants have the right to:

- Withdraw their complaint at any time.
- Refer their complaint to the placing authority.

- Seek support from external bodies, such as the police or relevant rights organisations.

18.1. How to Make a Complaint

Complaints can be made in person, verbally, or in writing to:

Aruna Care (NW) Ltd

Floor Unit 2, 92 Liverpool Road North

Maghull, L31 2HN

Tel: [Your Contact Number]

Alternatively, complaints can be directed to the **Children's Commissioner, Dame Rachel de Souza**:

Tel: 0800 528 0731

Email: help.team@childrenscommissioner.gov.uk

19. Safeguarding, Preventing Bullying, and Missing Persons

19.1. Parent Protection and Prevention

At Aruna, the safety and well-being of parents and children in our care is our top priority. We work proactively with the Local Authority Designated Officer (LADO) and the Local Safeguarding Children Board (LSCB) to prevent and address safeguarding concerns. All staff are fully trained and remain vigilant in recognising and responding to signs of abuse, neglect, or exploitation.

Any serious incidents involving the protection of families are managed swiftly and in strict adherence to established procedures and protocols. Allegations or concerns regarding abuse, neglect, or exploitation are taken extremely seriously and are handled in line with LSCB guidelines and our robust internal Safeguarding Policy.

For more information, a copy of our Safeguarding Policy is available upon request via telephone or email.

19.2. Bullying Prevention

At Aruna Residential Family Centre, we are committed to maintaining a safe, respectful, and supportive environment for everyone. Our clear anti-bullying policy aligns with current standards and best practices, ensuring that all forms of bullying are addressed with seriousness and sensitivity.

We recognise that bullying can take many forms, including:

- Name-calling
- Teasing
- Verbal or written abuse
- Physical assault
- Threatening behaviour
- Humiliating actions
- Spreading rumours
- Taking money or possessions
- Racial discrimination
- Prejudice against others
- Cyberbullying

Bullying, in any form, is unacceptable and will not be tolerated at Aruna. We understand the serious impact it can have on individuals and families, and any incidents or allegations will be thoroughly investigated by the manager and/or the Responsible Individual.

Our staff are trained to take a proactive role in preventing and addressing bullying. They are committed to fostering a safe and inclusive environment where everyone feels valued and protected.

For further information, a copy of our Bullying Policy is available upon request via the contact details provided.

19.3. List of the main policies

1. **Safeguarding and Child Protection Policy**

- Outlines procedures to ensure the safety and protection of children and families, including reporting and handling safeguarding concerns.

2. **Bullying Prevention Policy**

- Defines bullying, its consequences, and outlines procedures for preventing and addressing bullying incidents.

3. **Anti-Discrimination and Equality Policy**

- Ensures that all individuals are treated with respect and fairness, promoting equality and inclusion regardless of race, gender, sexuality, religion, or disability.

4. **Complaints Policy and Procedure**

- Provides a clear process for families and staff to raise and resolve complaints effectively and transparently.

5. **Confidentiality and Data Protection Policy**

- Protects the privacy of personal information in line with GDPR, ensuring that all personal data is stored and shared appropriately.

6. **Whistleblowing Policy**

- Encourages staff to report concerns about misconduct or unethical behaviour within the centre without fear of reprisal.

7. **Health and Safety Policy**

- Ensures a safe environment for families and staff, covering procedures for emergencies, accidents, and risk assessments.

8. **Medication Management Policy**

- Outlines safe procedures for administering, storing, and recording medications for parents and children in the centre.

9. **Behaviour Management Policy**

- Provides guidelines for managing challenging behaviour, focusing on de-escalation and positive reinforcement.

10. **Substance Misuse Policy**

- Addresses procedures for handling substance misuse concerns, including support and guidance for affected parents.

11. **Internet and Technology Use Policy**

- Regulates the use of internet and technology within the centre, promoting safe and appropriate use.

12. **Parental Support and Development Policy**

- Outlines support services and developmental programs available to parents, including life skills, parenting classes, and therapeutic support.

13. **Missing Persons Policy**

- Details procedures to follow if a resident goes missing, including reporting protocols and preventative measures.

14. **Admissions and Referral Policy**

- Specifies criteria and procedures for admitting families into the centre, including referral pathways and assessment criteria.

15. **Cultural and Religious Respect Policy**

- Ensures that families' cultural and religious practices are respected, supported, and accommodated as appropriate.

16. Food and Nutrition Policy

- Focuses on promoting healthy eating and catering to dietary requirements, including cultural and religious food preferences.

17. Staff Recruitment and Safer Recruitment Policy

- Outlines processes for hiring staff, including safeguarding checks, to ensure the safety and suitability of employees.

18. Staff Supervision and Training Policy

- Details ongoing training and supervision for staff, including professional development and appraisal processes.

19. Visitor and Security Policy

- Defines guidelines for visitors to the centre, ensuring the security and safety of all residents and staff.

20. Financial Management Policy

- Governs the handling of financial matters within the centre, including budgeting and support for parents in managing personal finances.

These policies establish a structured, safe, and supportive environment, addressing all aspects of family and staff welfare at the assessment centre. Let me know if you'd like more information on any specific policy.

20.Views, Wishes, and Feelings of the Parents

At Aruna, we believe it is vital for parents to feel a sense of autonomy and influence over their lives and their family's care during their time with us. When parents know their voices are heard and valued, it fosters respect, builds trust, and encourages active engagement and collaboration. This sense of empowerment helps families feel confident and supported in making decisions, leading to a positive and fulfilling experience.

To promote this, we have established clear structures that enable parents to openly express their views, wishes, and feelings. These include:

- **Regular Key-Work Sessions:** Providing a safe and structured space for parents to share their thoughts and feedback.
- **Collaborative Planning:** Involving parents in decisions about daily routines, menu options, and activities to ensure their preferences are reflected.
- **Transparent Communication:** Encouraging parents to speak openly with any member of staff, fostering a culture of trust and mutual respect.

We also respect and accommodate each family's religious, cultural, and personal backgrounds, ensuring these are thoughtfully considered in all aspects of their care.

All significant views, discussions, and opinions shared by parents are promptly recorded to maintain an accurate and respectful account of their input, ensuring their voices remain central to the support they receive.

21.Promoting Rights and Anti-Discrimination Practice

At Aruna, we are committed to fostering equality, fairness, and respect for all. Every individual—regardless of gender, race, disability, age, religion/belief, or sexual orientation—is treated with dignity and valued for their unique identity. We believe that embracing diversity is fundamental to creating a positive and inclusive environment, and this principle is deeply embedded in our core values and daily practices.

Our commitment is upheld through the following measures:

- **Job Role Integrity:** Regularly reviewing job descriptions and person specifications during supervisions to ensure that equality and diversity remain clearly defined and prioritised.
- **Inclusive Recruitment:** Shortlisting candidates strictly against person specification criteria, guaranteeing fair opportunities. Applicants with a disability who meet the criteria are guaranteed an interview.

- **Safer Recruitment Practices:** Adhering to robust recruitment and selection processes aligned with safer recruitment guidelines.
- **Comprehensive Staff Training:** Providing induction and ongoing training to equip staff with the knowledge and skills to recognise and address all forms of discrimination, promoting anti-discriminatory practices.
- **Empowering Environment:** Encouraging parents, children, and staff to challenge prejudice and confidently raise equality concerns.
- **Continuous Focus on Equality:** Treating equality as a dynamic and evolving priority, fostering open discussions within the centre to promote awareness and responsiveness.
- **Diverse Representation:** Ensuring the centre reflects positive images of diversity, helping families feel valued and supported in their unique identities.
- **Cultural and Identity Support:** Proactively understanding and respecting each family's identity, ethnicity, religion, language, and beliefs to provide tailored, meaningful support.
- **Encouragement to Raise Concerns:** Creating a supportive atmosphere where parents, children, and staff feel empowered to raise concerns about equality or anti-discrimination practices without hesitation.

Our unwavering dedication to these principles ensures that Aruna Family Assessment Centre remains a place where every individual feels valued, respected, and supported in their journey toward growth and success.

22. Supporting Parents Goals and Aspirations

At Aruna, we are committed to empowering parents to identify and achieve their goals, paving the way for a stable and fulfilling future beyond their time at the centre. Our support extends beyond immediate care, helping parents build the skills and confidence needed to create a secure and positive environment for their families.

We provide comprehensive guidance on housing applications, enabling parents to secure a safe, permanent home following a successful assessment. Our **Money and Me** course equips parents with essential financial skills, including:

- Budgeting effectively.
- Managing benefits.
- Setting up utility payments.
- Understanding rental obligations.

The course also offers practical tips on shopping healthily on a budget, helping parents make informed choices to support their family's well-being.

Our **Food is Your Mood** sessions focus on the vital connection between nutrition and mental and physical health. These sessions teach parents the importance of a balanced diet for themselves and their children, including guidance on introducing solid foods to babies to ensure they receive the nutrients needed for healthy development.

Through these targeted resources and personalised support, Aruna helps parents build a solid foundation for a stable, healthy, and financially secure future for their families.

22.1. Enjoy and Achieve

At Aruna, we encourage parents to take part in a variety of enriching activities designed to support bonding, well-being, and social interaction with their baby or young child. These activities help parents build confidence in their caregiving role while creating positive, shared experiences with their child.

Each week, parents collaborate with staff to create a personalised activity planner that includes opportunities both on-site and within the local community. Activities may include:

- Walks in local parks, enjoying fresh air and time in nature with their child.
- Visits to family centres for baby sensory and baby massage sessions.
- Social connections, with opportunities to meet other new parents and build support networks.
- Parent-and-child groups, exploring age-appropriate play and interaction.
- Gardening and cooking, tending to the vegetable patch and preparing meals using homegrown organic produce.

These activities provide enjoyable, constructive ways for parents to engage with their child while supporting early development, relaxation, and community integration.

Our dedicated staff are on hand to guide and encourage parents, ensuring each activity is a safe, positive experience that promotes personal growth, family bonding, and confidence in parenting.

22.2. Our Objectives in This Regard are to Promote

- **Engagement in planned activities** that encourage bonding and enjoyment for parents and their children.
- **Improved personal and social development** for parents, with an emphasis on having fun and building positive family memories.
- **Happiness and pride in achievements**, fostering confidence in parenting skills and personal growth.
- **Increased independence and purposeful functioning**, equipping parents with the skills to care for themselves and their child with confidence.
- **Autonomy and active involvement** in planning their own goals, care, and future aspirations, fostering a sense of ownership and direction.
- **Awareness of rights and responsibilities** as parents, promoting empowerment and informed decision-making.
- **Pride in their living environment**, encouraging respect and care within the centre and their future home.
- **Strengthened family connections and social inclusion**, supporting parents in building positive relationships within the community.
- **Resilience to navigate life's stresses and changes**, helping parents to manage challenges effectively and build a stable future for their family.

23. Health Needs and Sexual Health

23.1. Health Care

At Aruna, we are committed to meeting the health needs of both parents and their babies or children, ensuring informed decisions and promoting overall family well-being. We achieve this through:

- **Access to Health Services:** Parents and their children have full access to local health services, including walk-in centres, emergency dental care, and optician appointments when required.
- **Support for Medical Appointments:** Our staff actively encourage parents to attend all medical appointments for themselves and their children. We provide practical support to facilitate attendance and ensure parents are aware of their right to consult healthcare providers privately if they wish.
- **Medication Safety:** Tailored discussions and risk assessments are conducted with parents to ensure the safe storage and administration of prescribed medication, considering each family's specific circumstances.
- **Emergency Medical Care:** In the event of a medical emergency, staff are trained to administer first aid where appropriate. For further treatment, out-of-hours health services or hospital accident and emergency departments will be accessed without delay.
- **Culturally Sensitive Healthcare:** We respect and accommodate the diverse health needs of parents and children from all cultural backgrounds, ensuring care plans align with their individual preferences and beliefs.
- **Promoting Healthy Lifestyles:** Parents receive tailored advice and resources on maintaining a healthy lifestyle, including exercise, relaxation, and balanced nutrition for themselves and their children. We also provide guidance on infant feeding, such as introducing solid foods, to support the health and development of babies.
- **Protecting Privacy and Dignity:** All health needs are addressed with sensitivity, ensuring privacy and respect for the individuality and gender of both parents and children.

23.2. Sexual Health

At Aruna, we offer tailored advice and guidance on sexual health, designed to meet the unique needs and circumstances of each parent. Our aim is to promote informed choices, support healthy relationships, and empower parents in a respectful and inclusive environment. This includes:

- **Sex and Relationships:** Education and guidance on building and maintaining healthy, respectful, and consensual relationships.
- **Sexually Transmitted Infections (STIs):** Clear, practical information on the prevention, testing, and treatment of STIs, helping parents make informed decisions about their sexual health.
- **Sexuality:** Support and respect for individual identities and sexual orientations, fostering an environment that is inclusive and free from judgment.
- **Hygiene:** Guidance on personal hygiene practices that support sexual health and overall well-being.
- **Contraception:** Comprehensive information on contraceptive options, empowering parents to make choices that align with their personal preferences and family planning goals.
- **Recognising Abusive Relationships:** Education on identifying signs of abuse, understanding the dynamics of healthy relationships, and accessing appropriate support if required.

Our guidance is delivered with sensitivity, ensuring parents feel comfortable and confident discussing their sexual health needs in a safe and supportive setting.

24. Contact With Family and Friends

At Aruna, we recognise the importance of maintaining relationships with family and friends as a source of vital support for parents. Our team actively encourages parents to stay connected with their loved ones, provided there are no restrictions outlined in their assessment plan. To support this:

- **Family members** and friends are welcome. However, all visits are supervised, and they are all conducted off site at a mutually convenient location.
- **Advance Notice:** We kindly request prior notice of visits to ensure they do not disrupt scheduled activities or appointments.
- **Coordinated Contact:** In cases where legal restrictions or child protection concerns apply, contact arrangements will be carefully planned in consultation with the relevant Social Worker to prioritise safety and appropriateness.

Our approach ensures that contact with loved ones is supportive, well-structured, and conducive to the well-being of both parents and their children.

25. Protection of Children: Surveillance and Monitoring

At Aruna, safeguarding the well-being of parents and their babies or young children is our highest priority. To uphold this commitment, surveillance may be used selectively as a tool to support assessments and maintain a secure environment. We ensure that any monitoring strictly adheres to regulatory guidelines, ethical standards, and best practices, respecting privacy while remaining proportionate to the specific needs outlined in each family's assessment plan.

In accordance with the **Residential Family Centres (Amendment) Regulations 2013 and National Minimum Standards**, our approach includes:

- **Informed Consent:** We seek informed consent from parents before implementing any form of electronic monitoring. Parents are fully briefed on how surveillance may be used during their assessment, particularly to safeguard the welfare of their child.
- **Privacy and Respect:** Surveillance is only used when necessary and always in a manner that protects the privacy and dignity of families. It is considered a last resort, after exploring all other options to support safety and assessment.

- **Clear Policy and Transparency:** Aruna has a comprehensive and transparent policy on the use of surveillance, clearly outlining how it contributes to the protection of babies and young children. This policy is shared openly with families to ensure they understand its purpose, methods, and the safeguards in place.

In line with Ofsted guidance, surveillance is a supplementary measure, not a default approach. Regular reviews ensure its use remains necessary and proportionate, always prioritising the best interests of the child.

At Aruna, we are dedicated to fostering a safe, respectful, and supportive environment where the protection of children is balanced with the empowerment of parents. Our commitment to care, transparency, and privacy underpins everything we do.

26. Use of Physical Intervention, Workforce Training, and Competence

At Aruna, we focus on empowering parents to take responsibility for their behaviour and manage interactions in a positive, constructive way. Our approach prioritises proactive techniques, including de-escalation strategies, conflict resolution skills, positive role modelling, and tailored behavioural management support.

- **Behaviour Management Plans (BMP):** Each parent has an individual BMP, designed to support positive behaviours and address challenges. These plans outline effective strategies that encourage parents to reflect on their behaviour, understand the impact of their actions on themselves and others, and develop healthier, purposeful habits. We promote adaptive behaviours by recognising strengths, reinforcing positive actions, and using rewards based on realistic expectations.
- **Training and Competence:** All staff are trained in Team Teach, a recognised framework for managing challenging behaviour in compliance with legislation and best practices. Training includes:
 - Risk assessment and alternative strategies to minimise the need for physical intervention.
 - Techniques such as body language, positioning, non-forceful contact, and safe restraint holds.
 - Clear demonstrations, hands-on practice, and written guidance to ensure competence.
 - Training is delivered over two days during induction and refreshed annually.
- **Incident Management and Reflection:** After any incident involving physical intervention, a detailed debrief is conducted by the Manager. This process documents each team member's involvement, incorporates the views of all parties, and assesses staff competence. Reflective practice ensures continuous improvement and the safe, appropriate handling of challenging behaviours.
- **Commitment to Safety:** Aruna is dedicated to creating a safe, supportive environment for parents, children, and staff. Mutual respect and understanding are the foundation of our thriving, positive community.
- **Zero-Tolerance Policy:** We have a zero-tolerance policy for any violence, threats, or aggression towards staff, residents, or visitors. Staff are here to provide compassionate care and deserve to be treated with respect and kindness. Similarly, we prioritise the safety and security of all families and children within our home.

If any behaviour jeopardises the safety and welfare of others, immediate and appropriate action will be taken to protect our community.

27.Contact Details and Staff Structure

27.1. Staffing Document Control

Position	Name	Telephone No:	Statement	Completed Date
RI	Jeane Lowe	07749157536	No	
Service Director	Ann Norris	07749130565	No	
Service Director	Kelly Nasr	07757417313	No	
RM	Hannah Brown	07950884325	No	
Therapeutics Lead	Walleed Nasr	07537 957 368	No	
Team Leader	TBC			

27.2. Referrals and Enquiries

- Hannah.Brown@Arunacarenw.co.uk - Referrals Manager Tel: 07749130565
- Ann.Norris@Arunacarenw.co.uk – Referrals Manager Tel: 07749130565
- Kelly.Nasr@Arunacarenw.co.uk – Referrals Manager Tel: 07757417313
- Jeane.Lowe@Arunacarenw.co.uk – Responsible Individual Tel: 07749157536
- Walleed.Nasr@Arunacarenw.co.uk - Therapeutics Lead Tel: 07537 957 368
- Kelly.Nasr@Arunacarenw.co.uk – Director Tel: 07757417313
- Ann.Norris@Arunacarenw.co.uk – Director Tel: 07749130565

27.3. Personal Statement

27.3.1 Hannah Brown – Registered Manager, RM

History: Hannah Brown is an experienced healthcare and child services professional with over 15 years of dedicated work supporting vulnerable children, young people, and families. Her extensive career spans roles as an Enhanced Vulnerable Young Person's Nurse, Health Visitor, and Youth Worker, both in the U.K. and Australia. Hannah's expertise includes safeguarding, multi-agency collaboration, and delivering tailored care plans, with a focus on promoting resilience, independence, and well-being. Her qualifications, including a Postgraduate Diploma in Specialist Community Public Health Nursing (Health Visiting) and ongoing studies in Agile Leadership and Management, complement her practical experience, making her a compassionate and knowledgeable advocate for children and families.

Suitability as a Registered Manager (RM): Hannah's proven leadership and safeguarding expertise make her exceptionally suited to the role of Registered Manager at Aruna Care NW. Her ability to manage large caseloads, facilitate multi-disciplinary collaboration, and mentor junior staff highlights her strong organisational and people skills. Hannah's experience in overseeing care plans, conducting assessments, and ensuring compliance with regulatory standards demonstrates her readiness to lead Aruna's team effectively. Her commitment to trauma-informed practice, conflict resolution, and promoting child development aligns seamlessly with Aruna's mission of creating a safe, nurturing environment for families.

Duties as a Registered Manager (RM): As an RM for Aruna Care NW, Hannah's role would involve ensuring the center meets all statutory requirements, safeguarding children's welfare, and maintaining the highest standards of care and compliance. She would oversee quality assurance, conduct regular audits, and provide strategic leadership to the management team. Hannah's skills in policy implementation, safeguarding expertise, and multi-agency collaboration would be instrumental in ensuring that Aruna operates efficiently while fostering a positive and empowering

environment for both staff and families. Her extensive background positions her to lead with integrity and professionalism, ensuring continuous improvement and exceptional outcomes for the families in her care.

27.3.2 Jeane Lowe – Responsible Individual, RI

History: Jeane Lowe brings over 33 years of experience working with children, young people, and families, primarily through her role as CEO of a children's and young persons' charity in the deprived inner-city area of Knowsley. During her tenure, she led impactful initiatives addressing issues such as poverty, housing instability, and social isolation, creating holistic support systems for those in need. Jeane's extensive expertise includes safeguarding, project development, and staff leadership, all underpinned by a deep commitment to improving outcomes for vulnerable communities.

Suitability as the Responsible Individual, RI: Jeane's vast experience and qualifications make her exceptionally suited to the role of Responsible Individual at Aruna Care NW. She holds a Level 4 Management qualification and has led multidisciplinary teams to deliver safe, effective, and innovative programs. As a Level 5 Safeguarding Lead with over 20 years of experience in implementing and monitoring safeguarding protocols, she is highly equipped to ensure the well-being of children and young people. Her additional qualifications in counselling, psychotherapy, and reflective supervision further enhance her ability to oversee trauma-informed care practices, provide strategic guidance, and promote a nurturing environment across the organisation.

Duties as the Registered Individual, RI: As Responsible Individual for Aruna Care NW, Jeane will ensure the centre operates in full compliance with regulatory standards and aligns with best practices in care. She will oversee the leadership team, support the Registered Manager, and provide strategic direction to ensure the highest quality of service delivery. Jeane will also be responsible for safeguarding governance, monitoring care standards, and liaising with regulatory bodies to maintain compliance. Her role will include implementing robust quality assurance processes, fostering a culture of continuous improvement, and ensuring the organisation delivers effective and compassionate care for children and families.

27.3.3 Walleed Nasr – Therapeutic Lead

History: Walleed Nasr is a highly skilled therapeutic professional with extensive expertise in helping individuals navigate trauma, build resilience, and foster personal growth. A Master NLP Practitioner, Addiction Recovery Specialist, and Mindset Coach, Walleed's holistic approach combines Cognitive Behavioural Therapy (CBT), Neuro-Linguistic Programming (NLP), and evidence-based coaching methodologies. His work is rooted in creating safe and trusting environments where individuals can explore personal growth, address past traumas, and embrace balanced, fulfilling lives. With a focus on empowerment, self-esteem, and confidence building, Walleed has guided countless parents in overcoming challenges and breaking free from limiting beliefs.

Suitability as the Therapeutic Lead: Walleed's qualifications and experience make him exceptionally suited for the role of Therapeutic Lead at Aruna Care NW. His deep understanding of trauma-informed practices and his ability to tailor therapeutic interventions to individual needs ensure a compassionate and effective approach to care. Walleed excels in using evidence-based strategies such as attachment theory and CBT, guiding mothers through their healing journey while equipping them with effective parenting skills. His expertise in anger management, self-esteem building, and mindset coaching aligns perfectly with Aruna's mission to create a nurturing environment for growth. Additionally, his ability to train staff in therapeutic principles fosters a consistent and holistic care approach across the team.

Duties as the Therapeutic Lead: As Therapeutic Lead, Walleed's responsibilities include designing and implementing tailored therapeutic programs to support mothers and families, addressing trauma and promoting emotional well-being. He will lead one-on-one and group sessions, working closely with the care team to develop personalised interventions that align with everyone's needs. Walleed will also play a pivotal role in training staff, ensuring trauma-informed practices are embedded in daily interactions. In addition, he will maintain regular contact with commissioning teams, social workers, and stakeholders to review progress and strengthen collaborative efforts,

ensuring Aruna Care delivers exceptional and consistent support to all families in its care.

27.3.4 Kelly Nasr – Director and Major Shareholder

Overview: As Director, Kelly will oversee day-to-day operations and overall management of the children's home, ensuring a safe, nurturing, and supportive environment, maintaining a hands-on approach by visiting the home fortnightly and contributing to operational tasks. With an enhanced DBS, significant experience in strategic and operational management, will be committed to delivering high standards of care.

27.3.5 Ann Norris – Director and Major Shareholder

Overview: As Director, Ann will oversee day-to-day operations and overall management of the children's home, ensuring a safe, nurturing, and supportive environment, maintaining a hands-on approach by visiting the home fortnightly and contributing to operational tasks. With an enhanced DBS, Level 3 Safeguarding certification, and extensive training in ACEs, conflict resolution, and youth work, committed to delivering high standards of care.

27.3.6 In Summary

Visits will be conducted in accordance with **Regulation 44 Inspections by NYAS** monthly, and Ofsted will conduct mandatory inspections in line with the **Social Care Common Inspection Framework (SCCIF)** and the **Care Standards Act 2000 and Children's Homes (England) Regulations 2015**. The Responsible Individual will also perform monthly audits to ensure compliance and high-quality standards for both mother and child.

The RM, RI, Therapeutic Lead and Company Directors are collectively responsible for the ongoing development of the service, including Service Development Plans specifically tailored for the mother and baby assessment home.

27.4. Staffing – Management Team and Workforce Structure

At Aruna, our team is united by strong values focused on providing nurturing, supportive, and empowering care to parents and their children. Each staff member is carefully selected, thoroughly trained, and dedicated to helping families build skills, independence, and resilience.

- **Comprehensive Induction and Training:** Every staff member completes a rigorous induction programme designed to equip them with the skills and knowledge required to meet the diverse needs of the families we support. Only those who successfully complete this training are assigned to work with families, particularly in sensitive or crisis situations.
- **Tailored Support:** The level of support is customised to each family's unique circumstances, as identified during the referral and assessment stages. This ensures that every family receives care that is both appropriate and effective.
- **Staffing Ratios and Structure:** Aruna operates with a consistent 2:1 staffing ratio, guaranteeing the availability of personalised and attentive care. Our team includes:

A deputy manager, team leaders, and support staff, all working within a structured rota to ensure senior team presence at all times.

A robust management structure led by a centre manager, a Responsible Individual, a therapeutic lead, and a Service Director, who collectively oversee the service with a focus on continuous quality assurance.

At Aruna, our workforce is the foundation of the supportive, high-quality care we provide. Through strong leadership, ongoing training, and a commitment to excellence, we ensure that every family receives the guidance and support they need to thrive.

27.5. Staffing Roles

- **Service Director**
- **Responsible Individual (RI)**
- **Manager**
- **Therapeutics Lead**

- **Team Leader**
- **Support Staff**

27.6. Commitment to Supervision, Training, and Professional Development

At Aruna Residential Family Centre, we are dedicated to the ongoing supervision, training, and professional development of our team. This commitment ensures that staff are equipped to provide the highest standard of care for parents and their children.

- **Supervision and Support:** Staff receive daily guidance and support from the manager, participate in both formal and informal supervision sessions, and engage in daily handovers and team meetings. This structured approach fosters vigilant monitoring, reflective practice, and collaborative problem-solving.
- **Quality Assurance and Audits:** The centre maintains rigorous quality assurance processes, including:
 - Monthly audits conducted by the Manager to review practices, identify areas for improvement, and ensure compliance.
 - Bi-monthly audits carried out by the Regulation 44 Officer, a professional with extensive regulatory experience, to ensure all practices meet the highest standards of care and compliance.
- **Focus on Continuous Improvement:** Through robust auditing, reflective practice, and an emphasis on learning, Aruna promotes a culture of continuous improvement, ensuring that families receive compassionate, effective, and compliant care at all times.

By prioritising professional development and maintaining high-quality standards, we empower our staff to deliver exceptional care and support to every family in our centre.

27.7. Professional Development Review (PDR)

At Aruna, every team member participates in an annual Professional Development Review (PDR) to assess their training needs and plan their personal and professional growth. This process incorporates a variety of training and learning methods tailored to individual roles and aspirations. Progress and development plans are reviewed regularly throughout the year to ensure continuous improvement and alignment with both personal goals and the centre's high standards of care.

27.8. Probationary Period and Induction Standards

New employees at Aruna complete a six-month probationary period, supported by structured fortnightly supervisions. This process ensures their progress aligns with National Induction Standards and equips them with the skills and knowledge needed to excel in their roles. The probationary period focuses on:

- Embedding the principles and values of Aruna's practice.
- Gaining a clear understanding of the job role and responsibilities.
- Learning essential health and safety requirements.
- Developing knowledge of child and parent development.
- Building effective communication skills to support and protect families in our care.

This comprehensive approach lays the foundation for high-quality, compassionate care and ensures every new team member is fully prepared to contribute to Aruna's mission.

28.Care Planning

28.1. Admission Criteria and Admission Process

At Aruna, we believe every family has the potential to grow, develop, and build positive futures. However, we understand that not every referral will be a suitable fit for our centre. An unsuitable placement can affect the well-being of both parents and children, making it essential to gather comprehensive information to assess whether our services can meet a family's specific needs.

1. **Referral Sources:** Referrals to Aruna may come from a variety of sources, including:

- **Social Services:** Local authority child protection and family support teams. Our focus will be the greater Liverpool area, but we will also work with Social Services on a nationwide basis.
2. **Matching and Pre-Admission Assessment Process:** To ensure placements are appropriate, our thorough process includes the following steps:
 - **Initial Discussion with the Manager:** This conversation explores key details about the family, such as:
 - **Family History:** Including previous placements and relationships with extended family.
 - **Purpose of the Placement:** Specific goals and objectives of the assessment process.
 - **Psychological and Social Needs:** Current emotional, social, and intellectual requirements of the parent.
 - **Behavioural Concerns:** History of aggression, violence, or other risks.
 - **Health Considerations:** Relevant physical or mental health information.
 - **Risk Assessments:** Including impact and compatibility considerations to ensure a safe environment for all residents.
 3. **Decision-Making:** Once the information is gathered, the management team evaluates whether the placement is suitable for Aruna's services.
 4. **Admission Meeting and Transition:** If the placement is agreed upon, an admission meeting is scheduled. Where possible, parents are invited for a transition visit to familiarise themselves with the centre and its services. During this visit, they receive a welcome pack and meet staff, easing the adjustment process.

Our Commitment

At Aruna, we are dedicated to ensuring every placement aligns with the family's needs and goals. By carefully assessing suitability, we create a safe, nurturing environment where parents and children can thrive and work toward a brighter future.

29. Why Choose Aruna Care?

Aruna Care stands out as a trusted choice for local authorities, offering a comprehensive and holistic approach to family support and assessment. We are committed to providing the highest standard of care, nurturing growth, building resilience, and fostering positive change.

At Aruna, families benefit from a safe, respectful, and supportive environment where they can thrive and develop the skills needed for a brighter future. Our dedication to excellence ensures that every family receives tailored care, empowering them to overcome challenges and achieve their full potential.

29.1. What sets Aruna Care apart:

1. **Tailored Assessments:** We deliver thorough, evidence-based assessments that focus on each family's unique needs, strengths, and areas for growth. Our structured process provides a clear and objective understanding of parenting capacity while empowering parents to build the skills they need to succeed.
2. **Highly Qualified Team:** Our team comprises experienced professionals, including social workers, mentors, addiction recovery specialists, and behaviour experts. All staff are fully trained in trauma-informed practice, conflict resolution, and therapeutic support, ensuring every family receives compassionate and expert guidance.
3. **Comprehensive Support Programmes:** Beyond parenting assessments, we offer a variety of programmes addressing financial management, healthy living, personal development, and family bonding. Courses like "Money and Me" and "Food is Your Mood" equip parents with essential life skills that support both immediate needs and long-term stability.
4. **Focus on Health and Well-Being:** We prioritise the physical and emotional health of parents and children through tailored health education, nutritional advice, and activities that promote mental resilience. Our facilities include resources for baby care and spaces for parent relaxation, creating a comfortable and supportive environment.

5. **Commitment to Safety and Transparency:** Our safeguarding, privacy, and informed consent policies ensure families feel protected and empowered. Regular audits by our Regulation 44 Officer uphold the highest standards of care, accountability, and quality.
6. **Strong Community Connections:** We actively encourage parents to engage with local community resources, helping them build supportive networks and access ongoing assistance beyond their time at Aruna.

By choosing Aruna Care, local authorities invest in a service that not only evaluates but actively strengthens family units. Our holistic approach to assessment and development equips parents with the tools for lasting change, empowering families to build a brighter and more sustainable future.

30. Market Analysis

There is a significant shortage of Family Support Homes (Mother and Baby Homes) in the Northwest of England. This scarcity often forces parents and their babies to be placed in assessment units far from their local communities, familiar surroundings, and support networks. Such displacements can negatively impact the outcomes of their assessments by adding unnecessary stress and isolation.

Existing Family Assessment Centres Within a 50-Mile Radius of Liverpool:

- **Family ACE – Liverpool, UK:** A five-bedded Residential Family Centre providing 24-hour support and social care assessments.
- **Family Ace – Finsley House, Burnley, UK:** A private Residential Family Centre offering accommodation and comprehensive assessments for families.
- **Family Assessment Centre Northwest – First Steps North West, Accrington, UK:** A bespoke family residential centre focused on enabling children to remain safely in the care of their parents.
- **First Steps NW Ltd. – Sisu Services, Ribble Valley and Rossendale, UK:** Offers 12-week parenting programmes and tailored assessments.

Aruna's Opportunity: The lack of sufficient Family Support Homes in the region highlights a clear demand for additional, high-quality services that are locally accessible. Aruna Care is uniquely positioned to address this gap, providing families with the support they need in a nurturing and familiar environment, helping them thrive and achieve positive outcomes.