

Date Of Review: 15/03/2027



EDENIS

FAMILY WELLNESS CENTRE

Statement of Purpose

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Mission Statement

“At Edenis Family Wellness Centre, our mission is to empower families through compassionate care, therapeutic guidance, and evidence-based parenting support. We are committed to creating safe, nurturing environments where parents can build strong, attuned relationships with their children—ensuring every child has the opportunity to thrive.”

Guided by the principles of Encouraging Direction, Educating, Nurture, Implementing Success (E.D.E.N.I.S.), we deliver tailored parenting assessments, interactive workshops, and holistic wellness programmes that promote emotional wellbeing, resilience, and lifelong growth.



This Statement of Purpose aims to provide detailed information regarding our services as mandated by The Residential Family Centres (Amendment) Regulations 2013, along with other relevant statutes and guidelines.

- Residential Family Centres National Minimum Standards 2013
- Working Together to Safeguard Children 2023
- The Children Act 1989 (as amended by Section 53 of the Children Act 2004)
- Care Standards Act 2000
- Equality Act 2010
- United Nations Convention on the Rights of the Child (UNCRC)
- Additional practice guidance where relevant.

A copy of this Statement of Purpose is made available to:

- Residents
- All members of staff
- Resident's social worker
- Local Authority Placement Teams
- Representative of Ofsted
- CAFCASS Children's Guardian
- Family Law Solicitors and legal representatives

All staff are familiar with the contents of our Statement of Purpose and work according to its contents.



The Statement of Purpose is reviewed annually or when information is updated, as required. When this occurs, Ofsted, the relevant Placing Authority, and any other connected persons will be notified of any updates and amendments.

A separate handbook (Residents Guide) for parents includes extracts from the Statement of Purpose for guidance. Both documents have been designed to be clear and concise.

Additional information regarding the services listed within this document can be provided upon request. If needed, the Statement of Purpose will be available through alternative methods of communication for parents.

GDPR – Data Retention

Edenis Family Wellness Centre recognises the importance of responsibly collecting and processing personal data during service delivery. Such information may include correspondence, legal documents, employment and operational records, images, and statements, maintained in both physical and electronic formats.

We are dedicated to safeguarding all personal data under our control and retain this information only for as long as is strictly necessary to achieve the original purpose of collection. Additionally, we ensure that only the minimal amount of data required to fulfil statutory obligations and provide goods and services is preserved, in full compliance with applicable data protection legislation, including the General Data Protection Regulation (GDPR).



1. Introduction

Welcome to Edenis Family Wellness Centre. We are a family residential centre situated in Southampton and we currently cater for up to four families.

Our core value is to ensure that parents have a non-judgmental environment where they can safely be given the opportunity to demonstrate their parenting capacity as required by the court or local authority.

A secure environment is provided for children and parents to be observed for a minimum of 12 weeks however we recommend a 16-week placement for full benefit of service, allowing them to begin forming relationships and memories.

Interested parties wishing to place families for assessment should contact us either via our secure email Secure.Edenis@proton.me or general enquiries at info@edenis.co.uk

Our operations comply with the Residential Family Centres National Minimum Standards 2013 and Residential Family Centres Regulations 2002 (amendment 2013), which form part of the regulatory framework under the Care Standards Act 2000.

We believe in equality and fairness, and our philosophy of care is as follows:

- Parents and children in our care will be at the centre of planning processes and decisions about their lives.
- We offer services that are based on everyday principles, enabling parents to develop and maintain personal independence and choice.
- We value partnerships with parents, their families and the organisations sponsoring their care.
- Every parent in our care will be helped to express their needs and preferences, and we will support them in understanding their rights and entitlements.
- Cultural needs will be recognised and respected, leading to sensitive and responsive support to those needs.
- Parents and children in our care will be protected from neglect and abuse.



- We will help parents and children to stay healthy and meet any health needs.
- Parents in our care will be supported and encouraged to participate in activities they choose.
- We will provide information in ways that are accessible, and we will help parents understand the information that concerns them.
- Parents and their families will be involved in an independent quality audit process that ensures the continuous improvement of service delivery.
- The process for recruitment of staff will ensure that parents and children are supported by those with the skills and personal commitment to deliver responsive and effective care.

2. Our Aims and Objectives

Edenis Family Wellness Centre provides an environment free from stress and prejudice where families are given the opportunity to demonstrate parenting capacity in line with the requirements of their 12–16-week assessment.

Our assessments provide evidence-based recommendations to safeguard children and families; the assessments are used to determine whether a parent can care for a child safely in the community. We provide a safe space where children can benefit from the shared experience with their parents whilst addressing the specific safety concerns related to their case.

We encourage parents to develop their confidence, skills, and abilities in parenting their children and demonstrating their potential to provide for the needs of their children while also addressing their own individual concerns.

Our residential family assessment centre conducts assessments of parenting skill and capacity, which are robust, fair and evidence-based and reflect on the family's individual needs. We provide a final report of our assessment which is clearly linked to the court instruction and local authority requirements and is delivered within the specified timescales.



We aim to assist Local Authorities, courts, parents, and children by providing thorough, fair, and evidence-based parenting skills assessments. Our goal is to ensure:

- The assessments focus on the child's welfare and needs.
- The assessment links to court instruction and/or Local Authority requirements.
- The assessment adheres to the criteria set out in Working Together to Safeguard Children 2023.

The objective is to balance detailed monitoring with efforts to assist parents in identifying and acquiring skills, thereby demonstrating their capability and/or the support required to care for, protect, and achieve positive outcomes for their children.

Edenis Family Wellness Centre welcomes referrals from all agencies, especially where there's potential for family breakdown or risk of significant harm. We provide residential assessment for parents with behavioural and lifestyle concerns such as: -

- History of neglect or abuse towards their child/children.
- Parents who were victims of abuse which could therefore result in risks and challenges in raising their own child/children.
- Parents with a history of drug, alcohol, or substance misuse.
- Parents with current or historic mental health issues
- Parents who repeatedly enter or maintain abusive relationships.
- Parents who have learning disabilities or developmental needs that require additional support to ensure they can safely care for their children.
- Parents who were care leavers themselves



- We do not accept referrals for individuals identified as a Person Presenting a Risk to Children (PPRC).

Edenis Family Wellness Centre ensures equal opportunity for all families and staff, in line with the Equality Act 2010, regardless of sex, sexuality, race, colour, age, social class, religious belief, marital status, physical or learning disability, mental health state, or medical history. The assessment allows for any combination of adults that forms a family unit for the child.

3. Facilities, Services and Accommodation

The family centre is a warm, welcoming environment and is situated in Southampton. The centre is easily accessible by train, car or bus service. There are four double bedrooms for families, one of our rooms has an adjacent room for an extended family stay which is our Edenis family suite that can cater for a family of 6.

We have a room located on the ground floor for a family with additional needs such as mobility issues or need for mental health circumstances; this room is next door to our downstairs bathroom which is a walk-in wet room which has been adapted to meet requirements and needs for all.

All rooms have adequate accommodation for two parents and two children. The family rooms are furnished to a high standard and have the necessities parents will need throughout their stay.

Each room includes dedicated bathroom or shower facilities and is furnished with a bed, cot/child's bed, storage space, and a safe place for personal valuables; each room can be securely locked when unoccupied to ensure safety of personal belongings. All rooms are adapted to ensure health and safety of children and adults including window restrictors for safety, hazards have been carefully removed, and the rooms are assessed weekly to identify any potential risks.



Displayed in every room is a fire evacuation plan along with the residents handbook; this is so residents have easy access to the fire regulations, contact details and procedures for complaints, behaviour policy and resident agreement.

There are two bathrooms in the home; one is a wet room located on the ground floor and the other is a large family bathroom on the first floor. The family bathroom has a bath and a shower unit.

There is a communal lounge/quiet room with a sensory corner, a meeting room/education room, a playroom, and a large communal kitchen with a dedicated workstation for each family that includes a lockable cupboard.

The dedicated kitchen space is to enable onsite cooking classes; each week the residents will have support from our in-house Nutritionist. The Nutritionist will help families prepare and cook healthy meals which will include the teaching on how to do this on a budget, these classes will usually include the purchasing of the ingredients from the local supermarket (this will be after it is deemed suitable and risk assessed that the resident can leave the home with supervision to go to the shop).

The Nutritionist will teach a 12-week nutrition course to assist with how to give children the best start in life, this will include a healthy weight programme and referrals to external agencies if health support is required.

There are two gardens, one with an allotment area, one garden with a kid's area and a garden room which is our dedicated wellness studio (Zen Den) that allows for classes, relaxation, training, crafts and socialisation.

There is a utility room which includes laundry facilities and exits to the garden to allow for clothes to be hung out if weather permitted.

We have onsite parking for staff and allocated parking at a nearby facility. We have a sensory area for children in the lounge which is a quiet zone and age-appropriate stimulating toys in the large playroom.

The centre is within walking distance of local amenities. Parents are encouraged to participate in groups and access education and community resources to benefit themselves and their children. The Centre also provides a parenting education



program which consists of many workshops, groups and spiritual affirming education to aid development to positive lifestyle choices.

Parenting Assessments

Edenis Family Wellness Centre provides continuous guidance and support to parents and carers, operating 24 hours a day, seven days a week. We focus on enhancing their strengths while addressing any identified areas of concern or development.

Residential assessments are typically conducted over a 16-week period, providing comprehensive individualized packages of assessment, care, guidance and support. The assessment process includes the requirements outlined in the Letter of Instruction, court directions, or Family Plans as requested. The time can be adjusted to meet the individual learning abilities of the parent(s), in consultation with the referring authority, to ensure that parents/carers have a fair opportunity to succeed.

A Family Placement Plan will be created for Residential Assessments before and during admission and updated as needed. In a 12–16-week assessment, reviews will occur at weeks 1, 2 and 7. At week 11, a transitional meeting will provide a verbal recommendation before the assessment is finalized at week 14. Families will participate in weekly monitoring meetings with their assigned key worker and management team to assess progress and make plans for the upcoming week. The referring Social Worker can access records of these meetings through our secure login facility on our encrypted, data protected, regulated secure record system Clear Care. Parents are encouraged to express their views, wishes, and feelings concerning all aspects of their placement, assessment, and support. Staff will consider these perspectives in the assessment process and in the daily operations and development of the Centre.

Edenis Family Wellness Centres management team can attend Case Conferences and court hearings if required; Court Reports and Child Protection Case Conference Reports can also be provided.



Edenis Family Wellness Centre has established an innovative and adaptable programme aimed at assisting parents and carers in identifying the needs of their children. The programme, named 'E.D.E.N.I.S parenting', provides a combination of skills and training designed to enhance parenting and foster the development of life skills. This initiative is delivered through sessions at the Edenis Wellness Centre.

Encouraging Direction Educating Nurture Implementing Success.

The 'E.D.E.N.I.S' Parenting has been designed following in line with the Solihull Approach – Parenting Workshops which are facilitated and delivered on a weekly basis.

Solihull Approach – Parenting Workshops.

At Edenis Family Wellness Centre, our trained staff deliver Solihull parenting workshops to support families during their placement. These workshops are tailored to the age and developmental stage of the child:

- Parents with babies (0–12 months): 8-week course
- Parents with children aged 1 and above: 10-week course

The workshops are designed to:

- Strengthen parenting skills
- Foster positive parent-child relationships
- Address common behavioural and emotional challenges

Parents participate in engaging sessions that include:

- Discussions on child development
- Effective communication strategies
- Group activities that promote peer support

Key features of the program include:

- Expert Facilitation: Led by experienced professionals in child development
- Community Support: Opportunities to connect with other parents and share experiences



- Practical Tools: Techniques for managing behaviour and promoting emotional wellbeing
- Core Topics: Discipline, communication, understanding children's needs, and building resilience

Facilitators guide discussions, encourage active participation, and create a welcoming environment where parents feel supported and empowered.

Post-Assessment Support is available following the completion of the assessment process. Edenis Wellness centre will maintain contact with the family for up to 4 weeks after they return home, regardless of the assessment outcome, with their consent. This provides the parent with a consistent point of contact 24/7 where they can discuss any concerns or seek advice. Any concerns will be forwarded to the Local Authority.

Post-Assessment visits, requested by the Local Authority, can be conducted with family consent for residents in the local area. The Local Authority will clarify the purpose of these visits to maintain focus and ensure parental understanding. The duration will be agreed upon by parents, the Local Authority, and Edenis Family Wellness Centre.

Families requiring monitoring

Edenis Family Wellness Centre provides ongoing monitoring of families, where a formal Parenting Assessment is not needed. This helps determine if parents can care for their child safely and effectively. The service may be used for additional monitoring after a formal parenting assessment has been completed or for step-down monitoring.

The monitoring timescales for families will be discussed and agreed with the Local Authority. To meet family needs and Local Authority requests, Edenis Family Wellness Centre requires a Letter of Instruction for family monitoring guidance.

Edenis Family Wellness Centre provides continuous supervision of families, available 24 hours a day, 7 days a week. If a parent appears to be having difficulties or raises concerns, guidance will be provided to ensure the child's needs are met safely. When



safeguarding issues arise, staff will act according to agreed risk assessments. Our Designated Safeguarding Lead and Management team will ensure that everyone is fully informed of what is required of them about local and national safeguarding policies, at Edenis we have fully formed liaison and professional relationships with the Local Safeguarding Children Board (LSCB) and Local Authority Designated Officers (LADO) team. All Safeguarding issues will be communicated and documented to ensure safety to staff and families.

The home is covered by CCTV in all areas and on request there is availability for audio or full CCTV in family bedrooms; this will only be utilized at the request of the Local Authority to support the monitoring of families. (Please request to review Surveillance, CCTV and Monitoring Policy for details.)

Review Meetings will be scheduled based on the placement timeframe, ensuring ongoing communication between families, the Local Authority, and the Centre. The usual structure will be meetings weeks 1,2, 7, 11 and 14.

Parents will have weekly meetings with their Key Worker to review the progress of their placement and address any noted comments or concerns. Advice and support will be provided to parents, and their feedback will be collected. Upon the completion of the monitoring placement, if necessary, a report will be generated.



4. Name and Address of the Registered Provider and Registered Manager

The Registered Provider

Name: Amanda Lea

Email: amanda.lea@edenis.co.uk

Edenis Family Wellness Centre LTD.

Address: 5b Sunrise Business Park, Higher Shaftesbury Road, Blandford Forum,
England, DT11 8ST

The Registered Manager

Name: Fionnuala Fitzgerald

Email: Fionnuala.fitzgerald@edenis.co.uk

Edenis Family Wellness Centre LTD.

Address: 18 Bridge Road, Southampton SO19 7GQ

5. Registered Provider and Registered Manager - Qualifications and Experience

The Registered Provider: Amanda Lea

Registered Midwife NMC Pin :12D0332E



Amanda, a qualified Midwife, founded Edenis Family Wellness Centre after 13 years specialising in Child Protection. She worked under the National Health Service (NHS) in partnership with the Local Authority Child Care Services to assess families during pregnancy, birth and postnatal period; her specialized role was to assess whether there were concerns for potential risk of significant child protection or child in need.

This involved identifying risks, managing Child Protection plans, and providing support packages for family stability and positive outcomes, health usually the first line of contact for support in the antenatal assessment period.

Amanda has had various midwifery roles within the NHS and the Private sector; her latest role was a specialist role in being a member of the Needing Extra Support Team. This role involved case loading families who required extensive extra support for example victims of fleeing domestic abuse, trafficking, seeking asylum, severe mental health, drug and alcohol misuse and families that were either on child protection or child in need plans; at the booking of pregnancy at risk families would be triaged and cared for by the specialist team who would then proceed with all relevant referrals and support.

Amanda has vast experience in working with families and children this includes working alongside the police and within the court process providing reports and



attendance at court proceedings, case conferences and being a representative for health and social care.

The Needing Extra Support Team Specialist Midwives are responsible for all Safeguarding Children Assessments in pregnancy; they start the process for the need for input from Local Authority. They complete referrals, initial child protection conferences, pre-birth assessments, they also contribute/attend court proceedings when needed and complete reports regularly, supporting the families throughout the process.

Amanda would attend the hospital for the birth of vulnerable families, she would assist with supporting families during PLO, PPO and court proceedings; completing in-depth family parenting assessments whilst parents and newborns reside on the postnatal wards offering 24/7 observation and monitoring.

Amanda would work alongside social care to determine whether a family residential placement would benefit the families. Amanda would be the core midwife in leading the removal of babies at birth if there was a high level of significant harm and would liaise with police and social care. Amanda has experience in escalating the missing person policy within the community and is aware of policies and procedures which enables expert knowledge in being the responsible individual for a family residential centre in which she has specialist Responsible Individual training and accreditation.

Amanda has her mentorship qualification which allows her to teach and assess other staff members and students which is accredited at degree Level through her studies at Bournemouth University.

Amanda is UNICEF BFI (Baby Friendly Initiative) Accredited allowing her to teach other professionals and has the gold standard training for supporting mothers with feeding their children and newborns.

Amanda has specialist training in smoke cessation and can provide training and support to families offering in house nicotine replacement therapy under her NMC registration once CQC dual Registration obtained.

Amanda has been a manager within the community and has her Tier Level 5 leadership and management qualification within the NHS: alongside an external level 5 leadership and management certificate. Amanda has led staff with different skill sets



and bandings and has provided residential postnatal care on wards; providing personal care and 1-1 care for vulnerable families up until 28 days on some occasions when placements for mothers and children were unavailable.

Amanda has enhanced knowledge in business management, has carried out appraisals, rostering, recruitment processes and has worked within multidisciplinary teams including liaison with the LCSB and LADO.

The Registered Manager: Fionnuala Fitzgerald

Registered Midwife NMC Pin: 14K0109C



Fionnuala is a highly experienced and compassionate midwife with 14 years of practice in maternity care under the National Health Service (NHS). Fionnuala gained her midwifery degree in Ireland prior to moving to England.

She specialises in leadership and management of case loading midwifery teams such as The Needing Extra Support Team, focusing on vulnerable families and high-risk safeguarding. She has provided strategic oversight for a dedicated team delivering 24/7 care, ensuring that families receive consistent, trauma-informed support throughout their journey.

With an in-depth understanding of complex social and medical needs, Fionnuala plays a key role in coordinating care for those most at risk, while championing staff wellbeing at every level. She monitors and supports her team with a focus on resilience, emotional safety, and professional development, recognising the demands of working in such sensitive and high-pressure environments.

Fionnuala's leadership is grounded in empathy, clinical excellence, and a commitment to improving outcomes for women, babies, and the professionals who support them. Fionnuala has a wealth of knowledge, experience and qualification to support both staff and families.

6. Staff Team - Qualifications and Experience

We currently have 14 members of staff working at the centre, and we have provided some staff biography details including qualifications and experience below.

Kayleigh Joy – Assistant Manager & Designated Safeguarding Lead DSL



Kayleigh Joy is a dedicated and skilled professional with a strong background in care coordination, leadership, and staff management. With extensive experience supporting children in primary school settings; particularly those presenting with challenging behaviours; Kayleigh brings a compassionate, structured, and safety-conscious approach to her work.

Her previous job role prior to joining Edenis family wellness centre was in a primary school environment with a focus on Challenging Children, Kayleigh plays a key role in promoting emotional wellbeing, managing behavioural incidents, and leading on best practices in behaviour intervention. Her leadership skills extend to mentoring staff, coordinating care strategies, and ensuring consistent support for both pupils and the teams around them.

Kayleigh holds a wide range of relevant certifications that underpin her specialist knowledge and practical skills, some of these include:

Kayleigh is known for her calm demeanour, ability to de-escalate high-stress situations, and deep commitment to safeguarding and inclusive education. Her blend of frontline experience and certified expertise allows her to navigate complex situations with confidence, empathy, and professionalism. Kayleigh is a strong advocate for mental health awareness and trauma-informed approaches within



educational settings, making her an invaluable asset to any team supporting vulnerable or high-needs children.

**Claire Pickersgill White –
Business Manager / Accounts**



Claire Pickersgill-White is a highly experienced finance and business support professional with over 20 years of expertise in accounting and business management. She qualified with the Association of Accounting Technicians (AAT) in 2003 and has since built a strong track record of providing reliable, accurate, and practical financial support across a range of organisations.

At Edenis Family Wellness Centre Claire plays a key role in managing financial responsibilities and supporting both organisational and personal resources. She oversees the use of Xero for accounting and bookkeeping, ensuring compliance, clarity, and efficiency in financial reporting.

Claire's background covers a wide breadth of financial management, business administration, and client support. She is skilled in applying her knowledge of accounting systems and regulatory requirements to provide advice and guidance that supports both service users and colleagues.

As a Finance Advisor at Edenis Family Wellness Centre, Claire combines her technical accounting expertise with a strong understanding of the social care environment, enabling her to contribute to the organisation's commitment to high-quality, person-centred services.

Jeremiah Petersen - Independent Social Worker

ISW Registration Number: SW116270



Jeremiah Petersen is a highly experienced and dedicated Independent Social Worker registered with Social Work England. With over eight years of frontline and court-based experience, Jeremiah has built a reputation for delivering thorough, analytical, and purpose-driven assessments across a wide range of statutory and specialist areas.

His career began in 2017, where he quickly established himself as a reliable and insightful practitioner. Since then, he has worked with multiple local authorities both as a full-time employee and as a locum through respected agencies such as Hays and Social Work Partners.

Jeremiah's core expertise lies in conducting complex assessments, including Parent Assess, Together or Apart sibling assessments, pre-birth evaluations, Merton-compliant age assessments, and capacity-to-care/change reports. He is adept at preparing Section 7 and Section 37 reports, care plans, and court evidence, and has a strong command of human rights assessments and connected persons evaluations.

Known for his ability to work autonomously and manage his own diary, Jeremiah consistently delivers high-quality reports under tight deadlines. His writing is clear, analytical, and rooted in evidence-based practice, ensuring that his assessments are both legally sound and child-focused.

Jeremiah is committed to ongoing professional development. His recent training includes Advanced Trauma-Informed Practice, the DARE programme for working with victims and perpetrators of domestic abuse, and direct work with children who have experienced trauma. He also holds a First-Class Honours degree in Social Work from the University of Portsmouth and a BA in Psychology, Language & Communications, and Anthropology from the University of the Western Cape.



Prior to his social work career, Jeremiah served in the British Military, where he developed the discipline, resilience, and leadership skills that continue to inform his practice today.

Currently Jeremiah offers flexible availability across the Southeast of England and is open to short-notice assignments. His practice is guided by integrity, empathy, and a deep commitment to improving outcomes for children and families.

**Jane Cini - Senior Support Worker
& Team Lead**



Jane has dedicated over 25 years to working in foster care and residential care environments, building a career rooted in compassion, commitment, and a deep understanding of vulnerable children and adults.

Jane began her journey as a foster carer, providing safe and nurturing homes for children in need specializing in Learning Disability. Her passion for care and her natural ability to create stability and trust led her to establish her own residential care home. She successfully ran and managed the home for 18 years, overseeing day-to-day operations, supporting staff teams, and ensuring the highest standards of care for the young people placed with her service.

Following changes in funding, Jane made the decision to lease her company and continue her vocation as a career with Shared Lives, where she provides personalised support to adults in a family home setting.

Jane's professional development has always been a priority. She holds extensive qualifications in residential care, including the Level 4 MDQ Registered Manager qualification, which underpins her ability to lead and manage services effectively. She has also gained counselling-related qualifications, including the Basics of Counselling



certificate, and has undertaken a range of Skills for Care training, further strengthening her expertise in supporting both children and adults with complex needs.

Jane's long-standing career reflects her dedication to improving the lives of others, her leadership in the care sector, and her ability to adapt her skills to meet changing needs within social care.

**Charlene Osbourne – Family Assessment
Support Worker**



Charlene Osborne brings a wealth of experience in maternity, childcare, and family support, with a deep-rooted passion for helping families navigate challenging circumstances. With a background as both a maternity care assistant and a student midwife, Charlene has provided compassionate, hands-on care to families during some of the most emotional and vulnerable moments of their lives.

Charlene has a strong understanding of safeguarding and family assessments, approaching each situation with empathy, professionalism, and cultural sensitivity. She is known for her ability to balance warmth and approachability with clear professional boundaries, making her a trusted presence for both families and colleagues. Her communication skills, discretion, and high regard for confidentiality make her an asset in multidisciplinary settings.

A resilient and respectful role model, Charlene is deeply committed to promoting the wellbeing of children and families. Her inclusive outlook and reliable team spirit ensure she contributes meaningfully to any care environment, supporting both service users and fellow professionals with integrity and care.

In addition to her work in maternity and family support, Charlene has gained valuable experience in educational settings, having worked in schools as a lunchtime supervisor and provided classroom assistance. These roles have strengthened her ability to

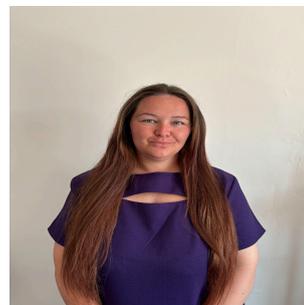


engage with children of all ages, support their emotional wellbeing, and contribute to a safe and nurturing learning environment.

Charlene has also held a communication-focused role dealing with complaints and healthcare resolutions, specifically within sensitive areas such as cancer care. This experience further deepened her skills in handling emotionally charged situations with care, professionalism, and empathy. She has supported families through complex and distressing experiences, demonstrating a calm, respectful approach and a strong understanding of the importance of clear, compassionate communication.

Across all her roles, Charlene has consistently shown her ability to build trust, provide practical support, and maintain high standards of confidentiality and care. Her diverse experience and deep compassion make her a well-rounded, dependable, and emotionally intelligent professional dedicated to making a positive difference in the lives of families and children. Charlene anticipates enrolling in the QCF Level 3 Diploma in Residential Childcare within the initial six months of business operation.

**Casey Elizabeth – Senior Support Worker
& Team Lead**



Casey Elizabeth is a committed and enthusiastic Family Support Worker with a strong foundation in working with children, young people, and families. With a Level 3 background in developing positive, trusting relationships and a suite of Level 2 qualifications in supporting children’s behaviour and wellbeing, Casey brings both professional knowledge and hands-on experience to her role.

Having completed an apprenticeship in the Children and Young People’s Workforce, Casey has developed a well-rounded understanding of child development, safeguarding, and the importance of partnership working. Her experience includes working in an After School Club setting, where she supported children during meal



and snack times, contributed to a safe and supportive environment, and promoted healthy routines and behaviours.

She also brings strong English, reading, writing, and communication skills, with a specific focus on health and social care settings. Casey has demonstrated her ability to communicate effectively with children, families, and professionals alike, supporting collaborative care and timely intervention.

With a passion for creating positive change, Casey is dedicated to promoting the wellbeing, safety, and development of the families she supports. Her practical experience, academic achievements, and calm, approachable nature make her a valued team member in any child- and family-focused environment. Casey is looking forward to achieving her QCF Level 3 Diploma in Residential Childcare which she will be enrolled in within the first 6 months of business operation.

Bonita Godden-

Family Assessment Support Worker



Bonita Godden is a reliable, hard-working, and approachable professional with a diverse background in care, education, retail, administration, and customer service. Known for her honesty, strong work ethic, and belief that “you only get out of life what you put in,” Bonita brings a proactive, positive attitude to everything she does.

With experience in care homes, schools, and the wider community, Bonita has worked as a Family Support Worker and Night Care Worker, providing compassionate, hands-on support to individuals in need. Her responsibilities have included personal care, bedtime routines, emotional support, and maintaining high standards of hygiene and safety. These roles have deepened her understanding of dignity in care and her ability to build trust with those she supports.



In addition to her work in care, Bonita has held roles in retail and with Blue Arrow Recruitment Agency, where she developed her administrative skills—organising recruitment packs, filing, printing, and photocopying.

She also has enhanced customer service experience and a strong awareness of hygiene and health & safety protocols, developed through previous roles in the food industry.

Bonita is a natural people person—friendly, confident, and team-oriented. She thrives both independently and within a team environment, always eager to learn and grow. Her excellent communication and team-building skills make her a valued colleague and a supportive presence in any workplace. With a passion for helping others and a strong sense of responsibility, Bonita continues to seek new opportunities where she can make a meaningful difference. Bonita is excited to gain her QCF Level 3 Diploma in Residential Childcare which she will be enrolled in within the first 6 months of business operation.

Suzanna Johnson -

Family Assessment Support Worker



Suzanna (Suzy) has built a varied career, gaining experience across different roles while also contributing her time through voluntary work. Her background in art and design has equipped her with a strong creative foundation and a passion for pursuing artistic and expressive approaches in her professional life.

At Edenis Family Wellness Centre, Suzy brings this creativity into practice, helping to deliver education in different styles to meet the diverse needs of learners. Her qualifications include a Level 2 Diploma in Horse Riding Management, giving her skills in animal care and an appreciation of the patience, responsibility, and adaptability required when working with both people and animals.

Suzy is currently completing her Level 3 Diploma in Health and Social Care, which will strengthen her understanding of professional values, regulations, and best practice



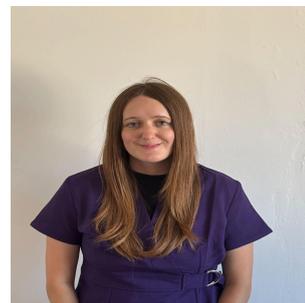
within the care sector. She has also successfully completed a Leadership and Management course and Responsible Individual Safeguarding Level 5 training, equipping her with the skills to lead teams/families effectively and ensure safeguarding remains at the heart of care practice.

Looking ahead, Suzy would like to further her studies in counselling, with the goal of becoming a qualified counsellor.

In addition to her professional development, Suzy is actively involved in her community. She volunteers at Manor Farm and Victoria Country Park, where she contributes her time, skills, and enthusiasm to support others and stay connected with nature and local activities.

Suzy's combination of creativity, care knowledge, safeguarding expertise, and dedication to voluntary service reflects her commitment to supporting others and her aspiration to build a career centred on wellbeing and personal development.

**Natasha Jones - Senior Support Worker
& Team Lead**



Natasha has extensive experience working in family support and care roles, having held positions as a support worker and taken on responsibilities within local organisations. She is known for her commitment, empathy, and strong listening skills, always aiming to help people overcome challenges and improve their wellbeing.

Throughout her career, Natasha has worked closely with children with learning disabilities, providing practical and inclusive support tailored to individual needs. She also has experience in administering medication, ensuring this is done safely and in line with regulations.

Natasha has taken on responsible roles within the local council, supporting children's groups and working alongside youth leaders. She has also been involved in life skills work with children aged 6 to 9 years old, offering both encouragement and structured



support. Her positive attitude and enthusiasm make her a valuable member of any health and social care team.

Ambitious and dedicated to her professional growth, Natasha is eager to develop her skills and take on greater responsibilities. She has completed Level 5 Leadership and Management certificate and the Level 5 Safeguarding & Responsible Individual Training.

By combining her hands-on experience, developing leadership skills, and caring nature, Natasha continues to make a meaningful contribution to social care and looks forward to further advancing her career in the sector.

**Charlotte - Ann Dowling -
Family Assessment Support Worker**



Charlotte has grown up surrounded by the care sector, gaining valuable experience from a young age. Her immediate family all work for Shared Lives, and Charlotte grew up in a family home alongside three women who required additional support. This early exposure has shaped her passion for helping others and built her understanding of the importance of empathy, patience, and inclusivity.

Charlotte went on to complete her Health and Social Care certificate at Southampton City College and has since worked in various support worker roles, developing her skills in supporting both individuals and families. She is a hardworking, adaptable team player who is always willing to learn and open to new challenges.

She has experience handling challenging situations, demonstrating resilience and a calm approach under pressure. Charlotte's professional skills include strong communication abilities, an awareness of child protection and safeguarding, and a clear understanding of confidentiality and data protection in care environments.

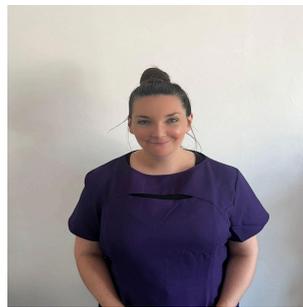


To support her career progression, Charlotte has achieved her Level 5 Safeguarding and Responsible Individual Training certificate, equipping her with the knowledge to take on leadership and safeguarding responsibilities.

Charlotte is dedicated, reliable, and passionate about providing high-quality care, with a strong ambition to continue building her career within health and social care.

Jade Dowden -

Family Assessment Support Worker



Jade brings a wealth of experience from both healthcare and customer service, underpinned by over 20 years of working in retail and as a customer service advisor at Boots. Throughout her career, she has developed excellent communication and problem-solving skills, particularly in handling challenging situations and supporting individuals with sensitivity and care.

Building on this strong foundation, Jade pursued her passion for healthcare by completing an Access to Healthcare course, which covered psychology, biology, and sociology. She has also achieved GCSE qualifications, completed her Level 5 Safeguarding training, and undertaken Responsible Individual training, further strengthening her ability to work safely and effectively with families and individuals.

Jade has gained valuable hands-on experience within GP surgeries, working as both a receptionist and through e-consultations. In these roles, she has supported patients seeking urgent medical help, routine appointments, and mental health crisis support, demonstrating her calm, compassionate, and patient approach in high-pressure environments.

Alongside her professional journey, Jade has dedicated time to volunteering with the Breastfeeding Network, where she has provided informed support and guidance to



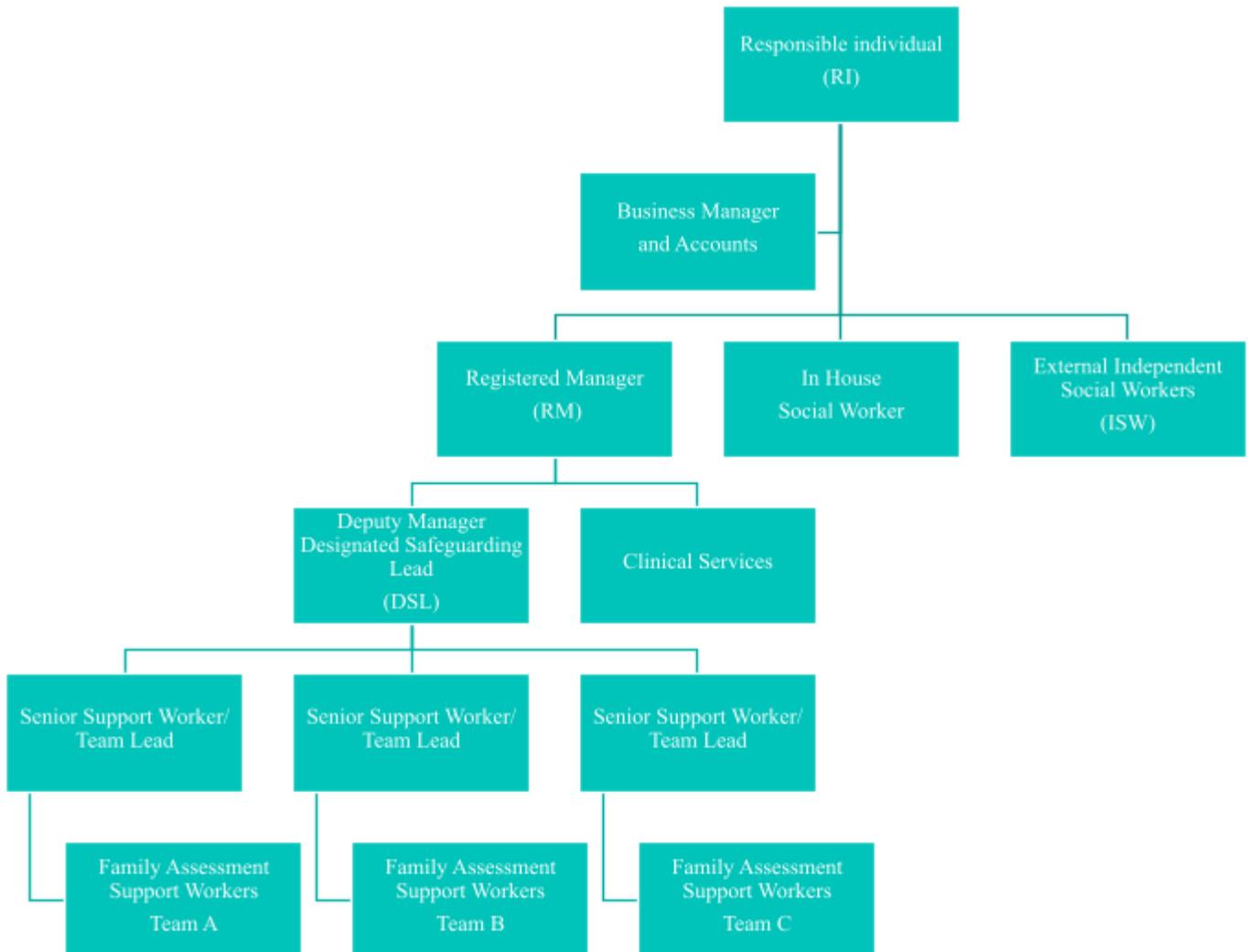
new mothers. Her knowledge, personal breastfeeding experience, and empathy make her a trusted source of encouragement and reassurance for families.

Currently, Jade is pursuing her long-held ambition to qualify as a midwife, having completed her university studies and now awaiting her qualification. Her enthusiasm, kindness, and commitment to helping families thrive are evident in everything she does, and she looks forward to bringing her skills and passion into her professional practice.

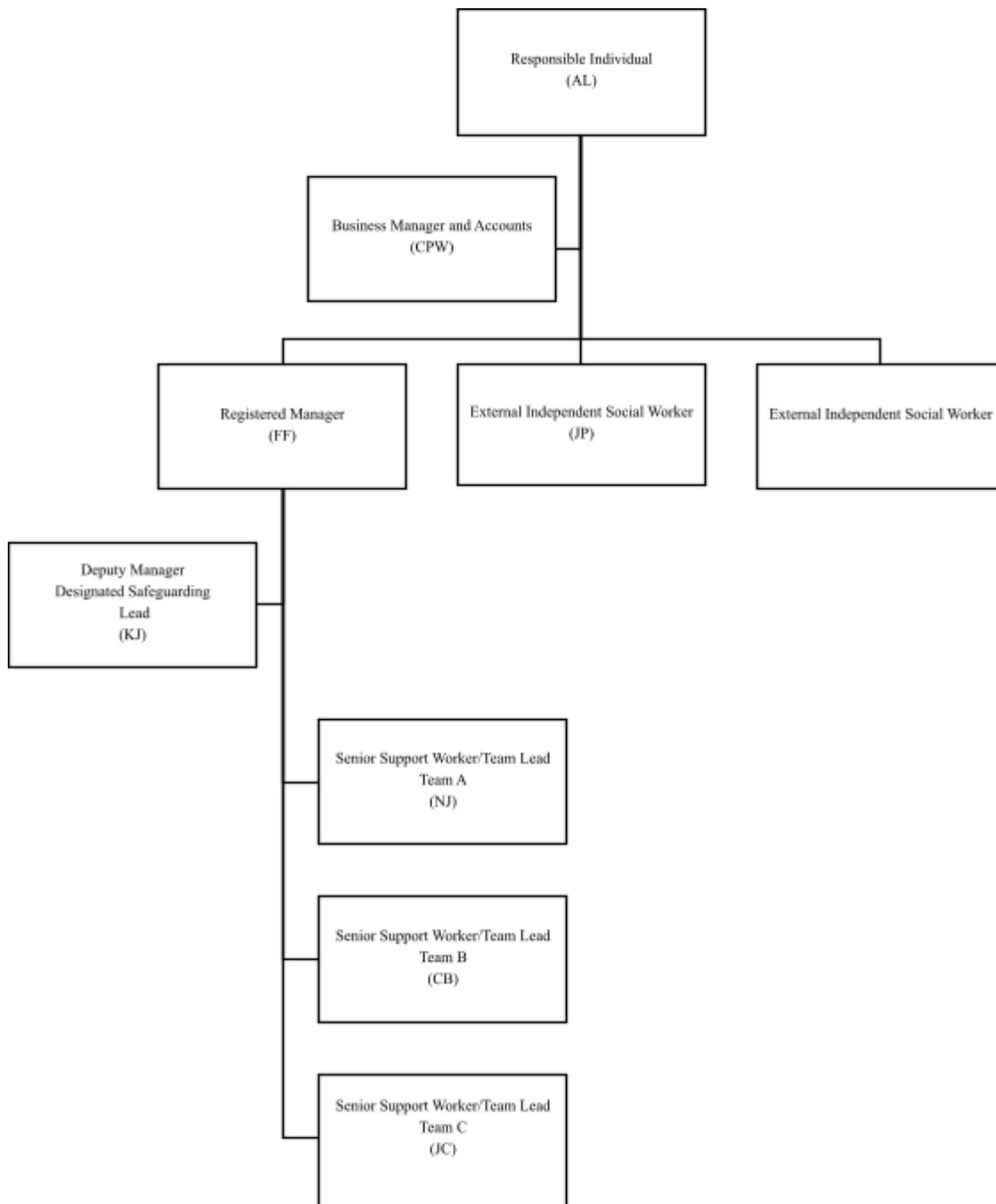
Outside of work, Jade enjoys baking and spending time with family, reflecting her warm and nurturing nature.

With her broad experience, caring personality, and dedication to supporting others, Jade will undoubtedly be an asset to any team

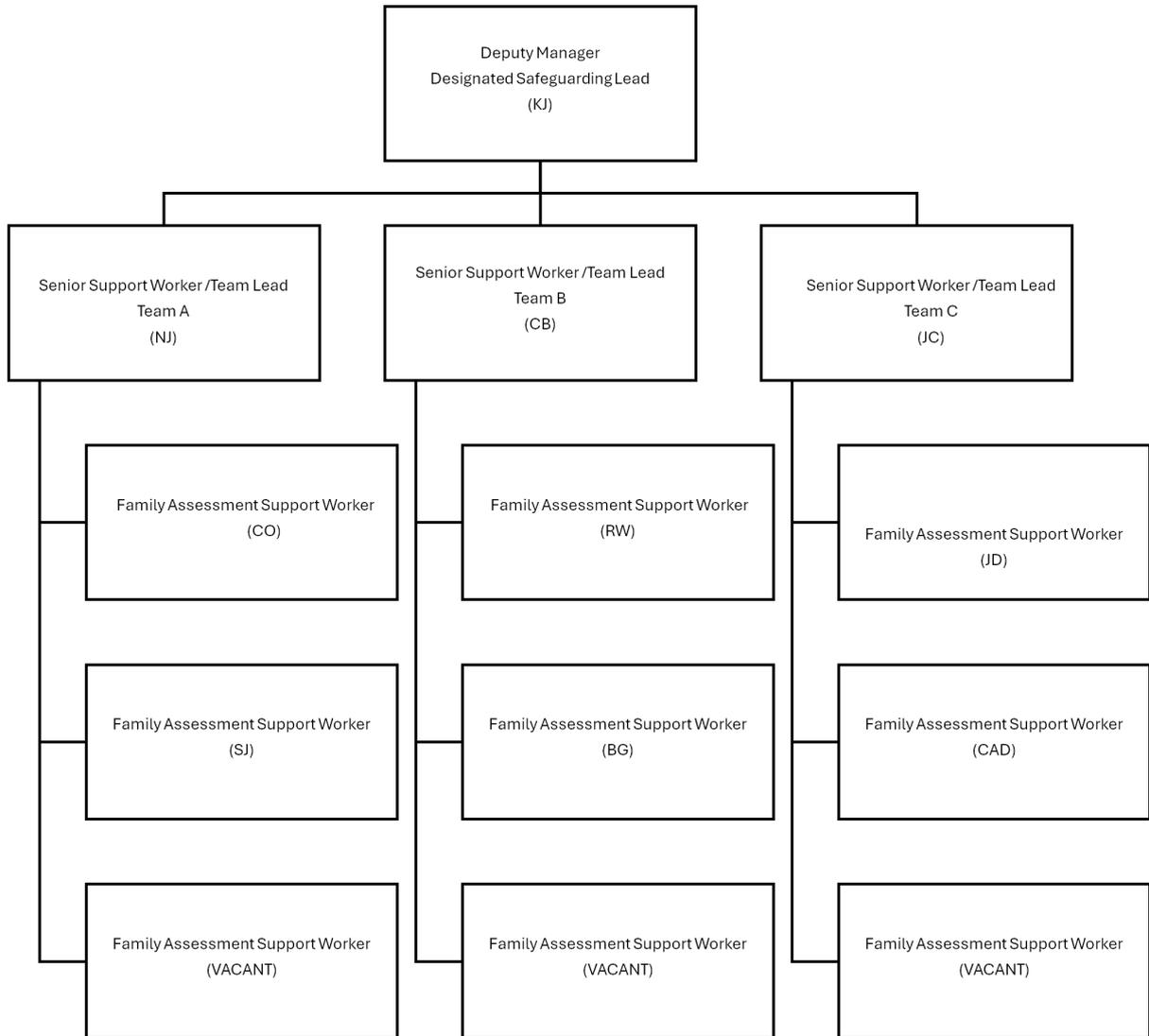
7. The Organisational Structure



Team Structure including Roles, Line Management Responsibilities and Qualifications



Family Support Team Roles



Job Role (Job Holder)	Qualifications
Responsible Individual (AL)	<ul style="list-style-type: none"> • BSC Midwifery Hons Degree • Mentorship Teaching Qualification at Degree Level • Sociology A Level • Health and Social Care BTEC double award • Certificates in Handling difficult conversations • Conflict resolution certification • Freedom to speak up and raising concerns certification • In Depth Responsible Individual Training & Certificate • Level 5 Safeguarding & Responsible Individual Training • Level 5 Leadership and Management Training and certification • Anticipated Parent Assess Training and Certification within 6 months of operation • Tier 5 leadership and Management Qualification within the NHS • Solihull Foundation Training • Solihull Parenting Programme Facilitator Training • Solihull Understanding Trauma Training • Solihull Understanding Attachment Training • NCPCC Intrafamilial child sexual abuse training • Risk Management and Safer caring • Food Safety & Hygiene Childrens Homes Level 3&4 • Health & Safety Childrens Homes Level 3&4 • ACT for Education Training • General Wellbeing Makaton Practitioner
Business Manager/Accounts (CP-W)	<ul style="list-style-type: none"> • Association of Accounting Technicians (AAT) Qualification • Xero Certified Advisor • Business Management Qualification
Registered Manager (FF)	<ul style="list-style-type: none"> • BSC Midwifery Hons Degree • Mentorship Teaching Qualification at Degree Level • Diploma in Logistics and Materials Management • In Depth Responsible Individual Training & Certificate • Level 5 Safeguarding & Responsible Individual Training and certification • Level 5 Leadership and Management Training and certification • Anticipated Parent Assess Training and Certification within the first 6 months of operation <p>+ Working towards Level 5 Children, Young People and Families Manager Community</p>

<p>Independent Social Worker (JP)</p>	<p>Academic Degrees</p> <ul style="list-style-type: none"> • BSc (Hons) Social Work – University of Portsmouth (2014–2017) <i>Graduated with First Class Honours</i> • BA in Psychology, Language & Communications, and Anthropology – University of the Western Cape (2004–2008) <p>Professional Registration</p> <ul style="list-style-type: none"> • Qualified Social Worker – Registered with Social Work England (SW116270) <p>Specialist Training & Certifications</p> <ul style="list-style-type: none"> • Parent Assess Accredited Practitioner • Advanced Trauma-Informed Practice • DARE Programme – Working with Victims and Perpetrators of Domestic Abuse • Direct Work with Children Experiencing Trauma • Working with Adults with Mental Health Needs • Child Sexual Exploitation Awareness • Life Story Work & Restorative Practice • Working with Resistant and Violent Adults • Substance Misuse & Dual Diagnosis Training • Contextual Safeguarding • Working with Parents with Learning Disabilities • Tier One Substance Misuse Intervention (SORTED) • Child Neglect Awareness • Motivational Interviewing Techniques • Safeguarding Level 5 Certification • Manual Handling & Personal Safety • Conflict Resolution & Handling Difficult Conversations • Freedom to Speak Up & Raising Concerns Certification <p>Assessment & Reporting Expertise</p> <ul style="list-style-type: none"> • ASSET PLUS and ROSH Assessments (Youth Offending Team) • Section 7 and Section 37 Reports • Human Rights Assessments • Merton-Compliant Age Assessments • Capacity to Care and Capacity to Change Evaluations • Connected Persons and Viability Assessments • Parenting Capacity and Sibling Assessments • Pre-birth and Risk Assessments • Court Statements and Care Planning
<p>Independent Social Worker (Employed By Meller & Peterson)</p>	

<p>Deputy Manager</p> <p>Designated Safeguarding Lead</p> <p>(KJ)</p>	<ul style="list-style-type: none"> ● Preventing and Managing Disruptive Pupil Behaviour ● Safeguarding Level 5 ● Anticipated Parent Assess certification for managers course within the first 6 months of operation ● Senior Mental Health Lead for Primary Schools and Academies ● Manual Handling ● Understanding Female Genital Mutilation (FGM) for Primary Schools and Academies ● First Aid Certification ● Safeguarding for Staff ● Training in Challenging Behaviour Management and Personal Safety, including: ● Competency in intervening and managing high-risk behavioural incidents ● Physical intervention and personal safety skills ● Full restraint training, delivered to professional standards ● Designated Safeguarding Lead Certification <p>+ Working towards Level 5 Children, Young People and Families Manager Community</p>
<p>Senior Support Worker /Team Lead</p> <p>Team A</p> <p>(NJ)</p>	<ul style="list-style-type: none"> ● Level 5 Safeguarding & Responsible Individual Training ● Level 5 Leadership & Management Training ● 9 GCSE's / 6 Grade C and above ● First Aid Training <p>Anticipated Qualification</p> <ul style="list-style-type: none"> ● QCF Level 3 Diploma in Residential Childcare – Planned enrolment within the first six months of business operation at Edenis Family Wellness Centre
<p>Family Assessment Support Worker</p> <p>(CO)</p>	<ul style="list-style-type: none"> ● Access to Higher Education - Health Sciences 2009 ● NVQ Level 2 Beauty Therapy 2012 ● BTEC National Diploma in performing arts- Distinction 2003 ● GCSE'S English Literature (B) English Language (B) Maths (C) Science (D,D) Textiles (B) German (C) 2001 ● GNVQ Level 2, Leisure and Tourism- Distinction- 2001 ● In Depth Responsible Individual Training & Certificate ● Level 5 Safeguarding & Responsible Individual Training and certification <p>Education & Professional Background</p> <ul style="list-style-type: none"> ● Student Midwife – Completed clinical placements and maternity care training ● Maternity Care Assistant – Hands-on experience supporting families during pregnancy, birth, and postnatal care

	<ul style="list-style-type: none"> • Family Assessment Support Worker – Current role at Edenis Family Wellness Centre • School-Based Support Roles – Experience as a lunchtime supervisor and classroom assistant in primary education settings • Healthcare Communications Role – Managed complaints and resolutions in sensitive areas such as cancer care <p>Skills & Competencies</p> <ul style="list-style-type: none"> • Safeguarding awareness and family assessment understanding • Emotional intelligence and trauma-informed care • Strong communication and confidentiality skills • Cultural sensitivity and inclusive practice • Professional boundaries and resilience in high-pressure environments • Experience in multidisciplinary collaboration <p>Anticipated Qualification</p> <ul style="list-style-type: none"> • QCF Level 3 Diploma in Residential Childcare – Planned enrolment within the first six months of business operation at Edenis Family Wellness Centre
<p>Family Assessment Support Worker (SJ)</p>	<ul style="list-style-type: none"> • Responsible Individual & Safeguarding Level 5 certificate • Leadership and Management Level 5 Certificate • BTEC Art & Design • Level 2 Diploma Horse Management • Level 3 Diploma Health & Social Care <p>Anticipated Qualification</p> <ul style="list-style-type: none"> • QCF Level 3 Diploma in Residential Childcare – Planned enrolment within the first six months of business operation at Edenis Family Wellness Centre
<p>Family Assessment Support Worker (VACANT)</p>	
<p>Senior Support Worker/Team Lead Team B (CB)</p>	<ul style="list-style-type: none"> • Level 2 Certificate in Children and Young People’s Workforce • Level 2 Award in Employment Responsibilities and Rights in Health and Social Care/Children and Young People Settings • Level 2 Diploma in Health and Social Care • Safeguarding Children and Young People (Level 2) • Level 1 Award in Personal and Social Development, which included planning and delivering an enterprise activity • In Depth Responsible Individual Training & Certificate • Level 5 Safeguarding & Responsible Individual Training

	<ul style="list-style-type: none"> Level 5 Leadership and Management Training and certification <p>Anticipated Qualification</p> <ul style="list-style-type: none"> QCF Level 3 Diploma in Residential Childcare – Planned enrolment within the first six months of business operation at Edenis Family Wellness Centre
Family Assessment Support Worker (JD)	<ul style="list-style-type: none"> Level 5 Safeguarding & Responsible Individual Training Access to Health Care GCSE'S 8 level C and above <p>Anticipated Qualification</p> <ul style="list-style-type: none"> QCF Level 3 Diploma in Residential Childcare – Planned enrolment within the first six months of business operation at Edenis Family Wellness Centre
Family Assessment Support Worker (BG)	<ul style="list-style-type: none"> Level 2 in communication Skills AS- Pass Reasoning and Thinking AS- Pass Business and Administration NVQ Certificate Level 2 - Pass AS Level Fine Art- Pass AS Level Graphics- Pass NCFE Level 2 in Creative Craft Life Drawing- Pass Travel and Tourism Industry- Merrit Customer Service- Pass European Holiday Destinations- Pass Literacy Level 2 Numeracy Level 1 and Finance- Pass Art & Design- Pass <p>Anticipated Qualification</p> <ul style="list-style-type: none"> QCF Level 3 Diploma in Residential Childcare – Planned enrolment within the first six months of business operation at Edenis Family Wellness Centre
Family Assessment Support Worker (VACANT)	
Senior Support Worker/Team Lead Team C (JC)	<ul style="list-style-type: none"> NVQ Level 4 Registered Manager in Residential Care Basic Skills in Counselling Qualification Skills for care - common induction standards certificate
Family Assessment Support Worker (VACANT)	



EDENIS

FAMILY WELLNESS CENTRE

Family Assessment Support Worker (C.AD)	<ul style="list-style-type: none">• In Depth Responsible Individual Training & Certificate• Level 5 Safeguarding & Responsible Individual Training Anticipated Qualification <ul style="list-style-type: none">• QCF Level 3 Diploma in Residential Childcare – Planned enrolment within the first six months of business operation at Edenis Family Wellness Centre Health & Social Care Certificate Level 2
Family Assessment Support Worker (VACANT)	



8. Fees and Charges

Fees are determined individually based on the specific level of parenting assessment or support required. Consequently, we offer flexible service options that enable us, in collaboration with referrers, to customise our services to meet the unique needs and preferences of each family. Please see attached schedule of fees (Appendix 1).

Invoices are issued every two weeks. Payments are due within 30 days from the invoice date unless otherwise agreed in writing by Edenis Family Wellness Centre.

If the Placing Authority ends the assessment early, Edenis Family Wellness Centre may charge for a minimum of 1 month after the family's departure.

If the Placing Authority cancels a placement before it begins, a cancellation fee equivalent to two full weeks will be applied.

The fee for parenting assessment is outlined in Appendix 1. Contact the centre to discuss your needs and any possible adjustments to the pricing schedule. Costs for alternative assessments can be discussed during a conversation about your referral requirements.

Our fees cover the 12–16-week full parenting assessment, including reports and meeting attendance. Additional charges apply for extended assessments or support, such as monitoring. All required reports and parenting programmes during the placement are included.

Additional costs will be determined and applied for high-risk placements and community-based assessments. These are calculated individually based on specific needs, so please contact the centre for further discussion.

Fees and charges are individually arranged with the placing authority. Contact us for referrals and fee information. Placements require a written agreement on fees between the centre and the placing authority.



Edenis Family Wellness Centre LTD.

Secure Email/Confidential Data : Secure.Edenis@proton.me

General Information Email: info@edenis.co.uk

Responsible Individual Email: Amanda.lea@edenis.co.uk

Registered Manager Email: Fionnuala.fitzgerald@edenis.co.uk

Office Hours Telephone: 02380 361433

Out of hours Mobile: 07584352814

9. The Admission Criteria

We evaluate each referral individually, considering the needs of families who are already undertaking their assessment. A careful matching process ensures that all families have the best chance of success.

We undertake assessments with parents who have multiple and complex needs, which may include:

- Parents who are care leavers.
- Parents who have experienced domestic abuse
- Parents with current or past drug and/or alcohol-related issues
- Parents who may have had older children removed from their care
- Parents with presenting mental health concerns and are engaging with mental health services
- Parents with learning difficulties or a learning or physical disability

We consider each referral on individual merits and reserve the right to refuse to offer an assessment.



Edenis Family Wellness Centre is registered with Ofsted to provide services for up to four families. The service conducts comprehensive assessments and parenting programmes according to a written plan that outlines how the assessment of parenting skills and capacity will be conducted, ensuring the welfare and safety of the child. The plan explains the support provided to help parents develop their parenting skills and identifies how this relates to the final report. This is based on Working Together to Safeguard Children 2023.

Edenis Family Wellness Centre will accept families only after an in-house risk assessment confirms no unmanageable risks to the Centre, staff, or existing residents/clients.

Referrals are assessed individually, adopting equal opportunities in all instances taking full account of gender, nationality, religion, age, sexual orientation, race, culture, mental health needs, and levels of physical and learning needs.

Edenis Family Wellness Centre reserves the right to refuse a placement. Risk assessments may highlight concerns relating to violence, arson or sexual offending behaviours.

If any issues stated above in relation to offences were highlighted we would seek enhanced advice from our insurers prior to a conclusive agreement, some cases may require Psychological Assessment.

Some families may need external support from agencies in relation to drug, alcohol and substance misuse. Parents would be expected to engage with services.

To receive and achieve maximum benefits families must be willing to work with Edenis Family Wellness Centre.



Edenis Family Wellness Centre is committed to provide positive processes for all which include the following tasks.

- Prompt decision to accommodate with appropriate risk management.
- Enhanced communication with services to allow smooth pathways; Parents and families will then be informed by their Social Worker when a placement has been decided.
- Confirmation of placement is then given to the Social Worker/Placing Authority and/or Court along with a Contract to confirm placement agreed.
- Staff and Families at Edenis Family Wellness centre will be notified of agreed placement.
- If practicable the family and parent will visit the centre at least once prior to residential placement.
- If practical and required a pre-placement planning meeting will be held with all parties concerned
- Accommodation commences and the family Key Worker is allocated.
- Management will ensure the all the appropriate Placing documentation and information is received by Authority
- Within the first 3 days of arrival an initial placement meeting will take place, and an Initial LAC Review will happen within the first 28 days of placement, further reviews will be arranged in accordance with statutory requirements of the Children Act 1989.



Emergency Admissions

Edenis Family Wellness Centre adopts a strictly streamlined admission process; this is to ensure the transition to the centre is as welcoming as possible.

Having structured procedures and processes will minimise stress for all and allow opportunities or:

1. To facilitate a smooth transition, families are invited to a "meet and greet" session before admission. This allows them to meet management or their child's key worker, fostering professional relationships and enabling open communication. Any unanswered questions can be addressed, ensuring a comfortable start to the placement.
2. Where possible a pre-visit to the Centre may take place
3. If families are out of the area, we will conduct a video call; this will allow us to introduce ourselves and show them their bedroom and bathroom. Where this is not possible, we will contact the parents by phone, both scenarios will be upon the Local Authority confirming agreement to do so.
4. Edenis Family Wellness Centre will complete preadmission paperwork in conjunction with parties involved including parents.

In some cases, there may be times when planned gradual admissions may not happen or be possible; some examples which may result in emergency admission could be due to location of the centre and the family home, poor engagement initially from the family resulting in last minute sourcing and organisation of the placing Local Authority. Unexpected early delivery of a newborn can sometimes result in emergency admissions meaning some aspects of preplacement cannot be undertaken.

Edenis Family Wellness Centre can facilitate emergency admissions and prioritize essential preplacement processes to ensure smooth transition.



1. As a minimum the refer should ensure that information such as pre-birth assessments or core assessments have been completed and communicated as soon as able to.
2. Within 48 hours it is essential to receive the letter of instruction
3. Prior to admission it is paramount that there has been some communication with Edenis Family Wellness Centre and the family
4. Where possible management from Edenis will attend a pre discharge meeting
5. Safeguarding and monitoring strategies have been agreed.
6. All services to be informed of placement and contact details of all services involved, including midwifery services and health visiting services
7. It is crucial that the Local Safeguarding Children Board have been notified.

10. Underlying Ethos and Philosophy

The most difficult decisions faced by social workers and allied professionals are when there are serious child protection concerns and children are on the cusp of care are those relating to parental capacity to change.

It is necessary for the professionals to determine which parents are unable to provide for their children, what aspects of parents' behaviour need to change, and whether the parent can make such changes within a reasonable timeframe.

Decisions will be based on the professionals' understanding of how continuing abuse and neglect may impact children's lives, as well as their assessment of parents' motivation and ability to change behaviour that compromises their children's development.

We recognise parenting does not take place in isolation: professionals must also consider the child's specific needs about whom there are concerns and take wider environmental factors such as poverty and inadequate housing into account when making their assessments. They also need to consider the availability and effectiveness of interventions designed to support parents through the change process.

Parents with learning disabilities or mental health problems, including impaired personality functioning, may not understand the impact of neglectful or abusive



behaviour on children's welfare. However, parents may also deny that there is a problem and appear unwilling to change. Such apparent 'resistance to change' can reflect internal factors such as shame, ambivalence about the need to change, and parents' lack of confidence in their capacity to change.

The centre aims to support all parents through the assessment process by understanding the barriers to change and focusing on the capacity to change using the good enough parenting model.

Parenting that is considered good enough involves being sensitive, warm, and empathic to the child, being physically and emotionally available and meeting their needs responsively. It also involves providing a nurturing environment where the child feels safe, contained, and held – literally and emotionally.

At Edenis Family Wellness Centre we complete parenting assessments informed by the principals and premise set out in Working Together to Safeguard Children 2023.

We use the following systems/methods to inform the process of assessment.

- Parent Assess
- E.D.E.N.I.S parenting programme alongside the Solihull Approach – Parenting Workshops, a bespoke parenting training programme which offers inhouse training and skills designed to enhance parenting and foster the development of life skills. This initiative is delivered through sessions at the Edenis Wellness Centre; this involves creative and educational workshops catered to individual parenting needs and delivered at a level of understanding. Learning styles are explored to ensure maximum benefits are achieved.
- Common Assessment Framework (CAF)

We work in partnership with Parents; our philosophy is to recognise the parents as individuals and for staff and parents to understand that they have equal rights and responsibilities



The outcomes of the assessments will depend on the family's willingness to engage and change; to adapt and be proactive in changing their current circumstances.

11. Assessment Process and Monitoring Arrangements

Each parent entering the centre will be assessed regarding their parenting knowledge, understanding, skill, motivation, and capacity to change against the identified areas within the Letter of Instruction.

Skill, motivation, and capacity to change will be assessed through staff observations. These may be formal in nature, for example, when a bathing observation is carried out or informal when staff are in the house's communal areas. A qualified social worker will undertake specific work concerning risk.

Assessments will be carried out with a specific focus and relate to the Letter of Instruction provided at the referral stage by the referring agency, along with issues highlighted by the Parent Assess tool and as they arise throughout the assessment period.

Opportunities for families to discuss their progress and areas for development occur weekly with their key workers from week two onwards.

Formal opportunities for families and professionals to monitor, discuss and plan each family's progress occur at weeks 1,2, 7, 11 and 14.

Each family's assessment will be fair, robust and evidence based.

For each assessment, a report will be provided to the placing authority. The report will be evidence-based, clearly expressed and non-stigmatising.

The report will distinguish between opinion and third-party information, clearly focus on the child, and outline the parent's strengths, weaknesses and any ongoing risk or safeguarding issues.

The report will contain clear recommendations for follow-up care to ensure the smoothest possible transitions back to the home environment or further care.

The organisation has CCTV availability in the bedrooms, which is available on request. The organisation has due regard to the UK General Data Protection



Regulation (UK GDPR) and the [Surveillance Camera Code of Practice](#), and, in particular, the 12 guiding principles contained therein.

12. Advice, Guidance and Counselling

We support a core package of parenting classes through our E.D.E.N.I.S parenting programme as standard and additional classes identified in placement. Our program focuses on good enough parenting, as defined by British psychoanalyst Dr Winnicott, improving parenting capacity and includes Parent Assess, which is a tried and tested assessment tool. Our core parenting package ‘E.D.E.N.I.S’ adopts the teaching and implementation of meeting Maslow’s Hierarchy of needs, common assessment framework triangle and the Solihull Approach – Parenting Workshops.

The focus of the parenting assessment will be on addressing the concerns raised by the family court or the placing authority. Our team of qualified social workers and support workers will agree on a family placement plan. Over the course of 16 weeks, we will seek to assess the parents’ ability to address those concerns and demonstrate good enough parenting.

We will cover the following areas within the assessment period as standard parts of the parent assess process. However, we will also develop assessment criteria as the placement requires based on the identified risks of the parents.

- Childcare and development
- Behavioural management
- Independent living skills
- Safety and hygiene
- Parental health
- Relationships and support
- Parenting and the environment



Parents will have signs of safety risk assessment designed to address the specific concerns of the family court or local authority.

All managers, family workers and support workers receive individual supervision and support.

13. Fire and Emergency Procedure

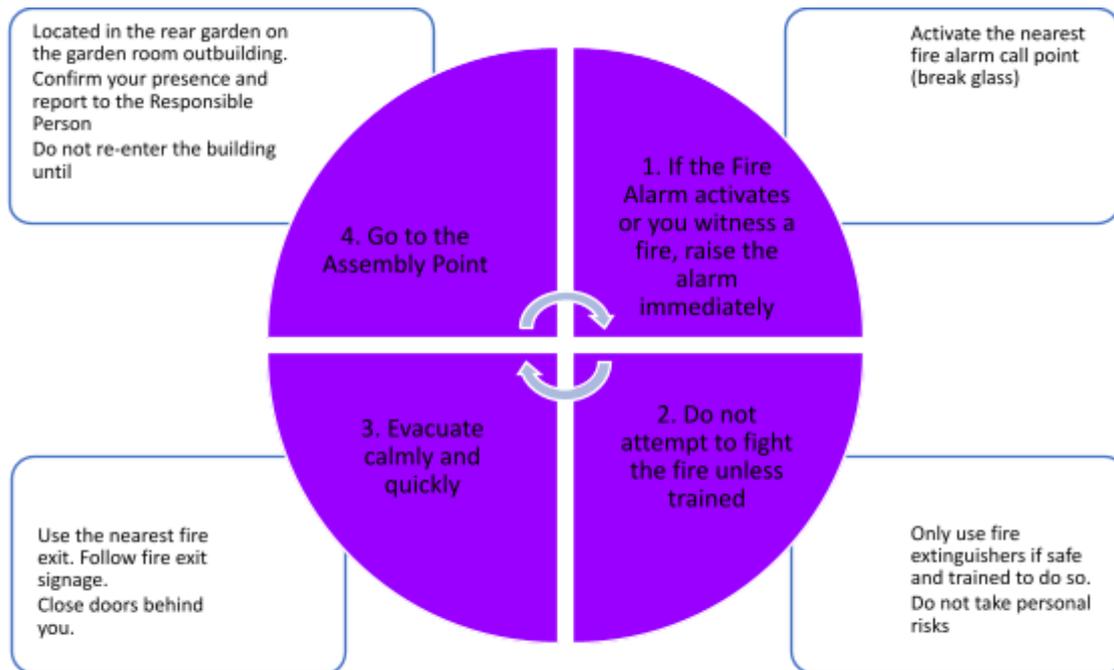
The centre undertakes a monthly review to ensure fire systems, procedures and risk assessments are carried out in accordance with the Regulatory Reform (Fire Safety) Order 2005.

This is to protect the health, safety and welfare of our employees, families, and visitors while on our premises against the risk of fire.

General

- Parents, carers, and children (of appropriate age) should know the emergency evacuation procedures, the fire evacuation plan is located within their resident handbook and available in their rooms, fire procedures are discussed during their Induction.
- Staff are regularly informed of the emergency evacuation procedure, this is also clearly outlined during their Induction, there are fire exit routes identified in all areas.
- The procedure for emergency evacuation is displayed in all rooms of the centre.
- Appropriately trained fire wardens and marshals are appointed for each shift.
- Personal emergency evacuation plans (PEEPS) are implemented, and specific procedures agreed upon for those with disabilities.
- Visitors to the centre are given information regarding fire safety on their arrival at the centre.
- Fire alarm systems are tested weekly.

On locating a fire or On hearing the fire alarm



In the event of a fire alarm or suspected fire:

1. Staff shout “FIRE!” and activate the nearest alarm point if not already sounding
2. All persons evacuate the building via the nearest exit
3. Staff guide families, ensure no one is left behind, and support children or vulnerable individuals
4. No one should stop to collect belongings
5. Go directly to the fire assembly point:
Rear Garden Main Garden (next to Garden Room)
6. Fire Wardens or Managers perform a headcount using the register
7. The fire brigade is contacted immediately by calling 999
8. No one may re-enter the building until authorised



Fire drills

- Fire drills consider changes in the residential families and are held on the day of a new family being admitted to the centre, and after that at 3-monthly intervals if no new families have been admitted.
- Fire drills should be conducted during daytime and night-time.
- The senior member of staff on duty will be responsible for sounding the alarm.
- Fire drills will be unannounced.
- Evacuation time should be recorded.
- When a parent does not participate in a fire drill, their risk assessment should be updated, and the issue should be discussed in their key work session.

Please see Appendix 2 for our Fire Safety Policy.

14. Complaints Procedure

Parents are encouraged to express their views, wishes and feelings about their placement, assessment, and support. Staff act upon these views, wishes and feelings in the day-to-day running and development of the centre.

Information is provided to parents and children (if they are old enough) about how to file complaints and representations, as well as how to seek the assistance of an independent advocate. This information is available within the Residents Handbook; a copy of the handbook is available in each family room at the centre; this handbook is also given to the families prior to their admission and explained/discussed during their induction at the centre.

Where necessary, access to an advocate who is suitably skilled in signing or speaking the complainant's preferred language can be arranged.

In taking up issues appropriately, parents do not need to worry about adverse consequences. When concerns or complaints are raised, parents receive prompt feedback.



Complaints should first be made to the registered manager. A complaint can be made verbally or in writing. The registered manager will follow the complaints process designed to ensure that complaints are dealt with promptly and fairly. In all cases, we will ensure that the person making the complaint is involved in the process of resolving the complaint where possible.

Any complaint made will be treated in confidence, and we will respond in writing within five working days. There are three stages to any complaint we receive.

Stage 1: Problem-solving

This stage is where we try to meet with the complainant to discuss the complaint and whether we can resolve the issues there and then.

Stage 2: The Investigation

If they decide they are not happy with the proposed resolution at stage 1, they can ask for the complaint to be investigated, and it would be arranged for an independent person to do this. They will report on the findings of the complaint and any proposals to resolve it.

Stage 3: Appeal

If the complaint is still not satisfied with the outcome of the investigation, they can appeal your complaint. The stage 2 investigator will tell them how to do this and help them to do it if that is what they want.

We want to ensure that everyone is supported in making complaints, and if they wish an advocate to help them or speak on your behalf, we will help them arrange for this. Everyone has the right to file a complaint and would never be violated; they will never be penalised for it. A family can contact their social worker if they are unhappy with their parenting assessment. If there is a reason that they do not feel comfortable making a complaint to the manager, you may also contact the following:



The Responsible Individual

Amanda Lea

18 Bridge Road Peartree Green Southampton SO19 7GQ

Email: Amanda.lea@edenis.co.uk

Telephone: 02380 361433

Mobile: 07584352814

OFSTED

National Business Unit Piccadilly

Gate Store Street

Manchester

M1 2WD

Or by e-mailing; enquiries@ofsted.gov.uk

Or by telephoning; 0300 123 1231

The Children's Commissioner for England; Rachel de Souza

The Office of the Children's Commissioner Sanctuary Buildings

20 Great Smith Street

London SW1P 3BT

Tel: 020 7783 8330

Email: info.request@childrenscommissioner.gsi.gov.uk

www.childrenscommissioner.gov.uk



15. Terminating a Placement

All families will agree to an individual contract when they begin their stay at the centre. The contract will outline the requirements and expectations of families during their stay, including looking after their children and behaviour toward residents, staff, and guests.

The centre has a policy in place to consider when a parent fails to abide by their agreement. It is the centre's policy to provide a fair, reasonable, and consistent method of dealing with possible breaches of discipline. Where such steps prove unsuccessful, the family's placement may be terminated on the grounds of gross misconduct.

Gross misconduct at the centre includes but is not limited to the following:

- theft
- vandalism of the centre
- fighting or physical violence
- alcoholic intoxication or being under the influence of illegal drugs
- indecent behaviour
- offensive behaviour such as racist or sexist abuse
- bullying or intimidation

16. Privacy & Dignity

We hold privacy and dignity in the highest regard. Our commitment to creating a supportive and respectful environment extends to safeguarding the privacy and dignity of all residents throughout their stay with us.

Personal Space and Confidentiality

We understand that families entering our centre often come with unique circumstances and challenges. To ensure privacy, each family is provided with dedicated living quarters that offer the necessary space for personal reflection and family interactions. Additionally, we adhere to strict confidentiality protocols, ensuring that any personal



or sensitive information shared during assessments or interactions remains strictly confidential.

Respectful Interactions

Our staff are trained to engage with residents in a manner that upholds their dignity and respects their individuality. We promote open communication, actively listening to residents' concerns, ideas, and preferences. We foster an environment where families feel comfortable discussing their challenges and aspirations, knowing that they are being heard without judgment.

Shared Decision-Making

Residents' input and involvement are pivotal in the decisions that affect their lives. We prioritise including families in the planning, assessment, and intervention processes, allowing them to actively contribute to the formulation of goals and strategies that align with their needs and values.

Empowering Choice

We recognise that residents have the right to make choices that reflect their unique circumstances and preferences. From daily routines to participation in assessment activities, we encourage families to exercise their autonomy and actively engage in shaping their own journeys.

Modelling Respect

By upholding principles of privacy and dignity, we aim to model respectful behaviour for residents. This practice creates a conducive atmosphere where families learn to value each other's perspectives and grow in their understanding of effective communication and relationship-building.

Physical and Emotional Wellbeing

We are dedicated to ensuring that residents' physical and emotional wellbeing is respected. This includes providing access to appropriate healthcare services and emotional support tailored to their specific needs.

Open Dialogue



We maintain an open dialogue with residents about our commitment to their privacy and dignity. We encourage families to voice any concerns or suggestions they may have regarding these aspects, fostering a collaborative approach to maintaining a safe, respectful, and empowering environment.

By prioritising the privacy and dignity of residents, we aim to create an atmosphere where families can focus on their growth and development, confident in the knowledge that their personal space, information, and choices are valued and always upheld.

17. Drugs and Alcohol Policy

We are committed to ensuring that parents' health is a high priority and a constant focus of the staff group's attention. We ensure that staff are trained to recognise and support those with substance misuse problems and have access to information and services in the community.

We have a zero-tolerance policy regarding the possession and consumption of illegal drugs, misuse of legal substances and the unauthorised possession and consumption of alcohol while residing at the centre. A placement may be terminated immediately if drugs or alcohol are used on the premises.

The centre's policy is to ensure parents are sufficiently educated about the dangers of smoking, alcohol, drugs, and substance misuse and can make informed choices and decisions in this regard. In this respect, we will work with parents who have known issues and are engaged with community treatment programmes.

It is company policy to support parents concerning any smoking, alcohol, drugs or substance misuse problem. Such support must, however, ensure the necessary safeguards are in place for all. The company is committed to ensuring specific health and safety, safeguarding and support measures are in place.



18. Confidentiality Policy

The organisation is committed to ensuring that parents' and family's information and records are stored appropriately and only shared with those who have a right to access them. The organisation complies with Data Protection Act 2018 to safeguard any information related to families.

In the UK, confidentiality is governed by common law, the Human Rights Act 1998 and Data Protection Act 2018.

If the information is to be disclosed, this should be justifiable. An example is the disclosure of information to professionals from other agencies working with the child. Where possible and appropriate, the agreement of the person concerned should be obtained.

Those working with families must make it clear to them that confidentiality may not be maintained if the disclosure of the information is necessary for the interests of their children.

Even in these circumstances, the disclosure will be appropriate for the purpose and only to the extent needed to satisfy that purpose. Occasionally, third parties have statutory rights to access information, or a Court Order may require that the information be made available.

In other cases, where third parties such as advocates request access to information, this should only be given if the person concerned gives written consent.

The organisation agrees to:

1. Handle the information held about families with confidentiality and respect
2. Ensure staff and parents are clear on the premise under which information will be shared with other professionals
3. Ensure where it is possible and lawful to do so, the parent's permission will always be sought during confidential information sharing
4. Ensure confidential information is held securely and that access can be granted at a reasonable time.



19. References

- The Residential Family Centres Regulations 2002
- The Residential Family Centres (Amendment) Regulations 2013
- Residential family centres: national minimum standards
- Care Standards Act 2000 (Part II Section 22)
- Children Act 1989
- The Care Standards Act 2000 (Registration)(England) Regulations 2010
- Equality Act 2010
- Working together to safeguard children - Statutory guidance
- Assessing Parenting Capacity to Change
- Assessing parenting capacity
- Residential Assessment Effectiveness
- Munro review reports
- Good enough parenting, Wikipedia
- Good Enough Parenting Practitioner Study