



Family Assessment Centre



Information guide for parents

Easy read Summary



Our address is

Serendipity

24 Victoria Road

Exmouth

Devon

EX8 1DW



Our telephone number is

01395 224835



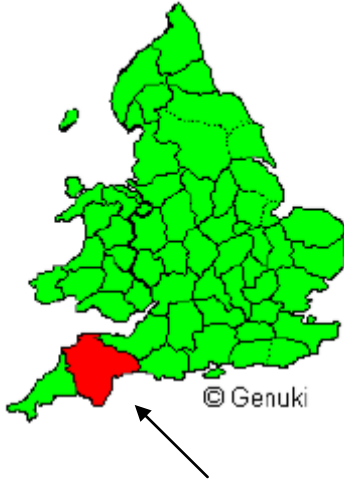
Our e-mail address is

enquires@serendipitydevon.com

Our web site address is

www.serendipitydevon.com

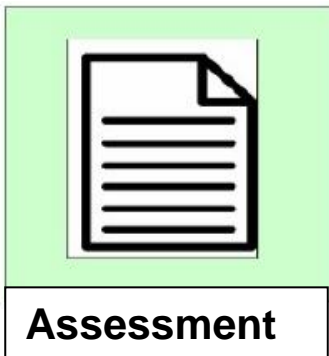
About Serendipity



Exmouth in Devon

Serendipity is a residential family assessment centre in Exmouth Devon.

There are shops, parks, bus station and leisure facilities close by.



Assessments at Serendipity help local authorities and courts to make decisions about care arrangements for children.



You can visit serendipity to see what it is like.

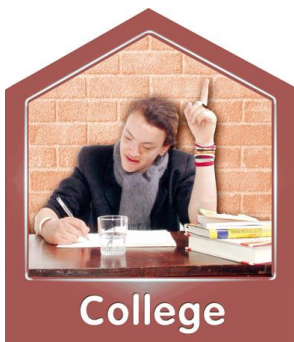
You can find out more information and what it will be like to have an assessment.

You can bring your social worker or solicitor with you when you visit for the first time.

You will be able to meet the staff and see what the accommodation is like.



There is a local primary school near to Serendipity.



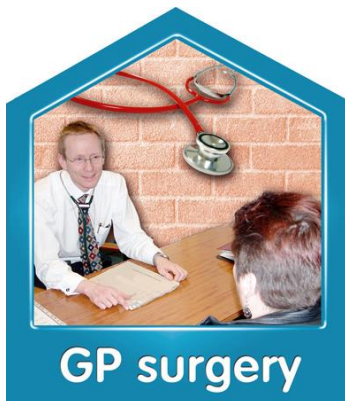
There is a Community College.

List	
_____	_____
_____	_____
_____	_____
_____	_____

Staff at Serendipity can give you and your social worker a list of local schools and day nurseries so that you can make arrangements if you need to.



Serendipity has a play co-ordinator who gives play sessions for children and their parents at set times.



There is a doctors Surgery near to Serendipity called the Imperial Medical Practise.

Staff will arrange for you to register at the surgery so that you and your family can see a doctor if you need to during your stay at Serendipity.

The Imperial Medical Practise will contact your usual doctor to ask for information about you and your family.



Exmouth Devon

When your placement starts staff will take you out to show you where things are.



We can show you the beach, the park, local shops, local schools.

This will help you to get to know Exmouth.



Staff can help you find a dentist if you need one.



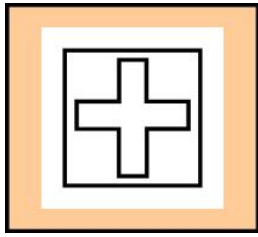
Staff can help you find an optician if you need one.



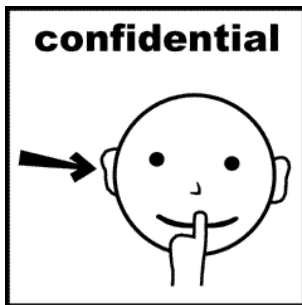
If you are a single parent or carer we can arrange for a baby sitter 2 times a week for 1 hour.



A Health Visitor visits families at Serendipity.



It is important that you make sure that your children's health needs are looked after.



Information about you and your family will not be shared with other residents.

We will not give any information about you and your family to any other member of your family without your written permission.



The information we have about you is kept in a file and is locked away.



When you arrive at Serendipity you will be given a leaflet called "Tell Us"



The leaflet gives you information about how you can make a complaint or say something about the service you have received while at Serendipity.

If you are worried about anything you can talk to a member of staff. They are here to help and support you.

Information about Assessments at Serendipity



Placement Agreement

When you visit we will talk about your placement agreement.

Your placement agreement will include the aims and objectives of your assessment.



Your placement agreement will be written down.



You will be asked to read your agreement.



Please tell us if there is something written in your agreement that you do not understand. We can help you.



Placement Agreement



You will be asked to sign your agreement (write your name).

The social worker will be asked to read the agreement and sign it (write their name).

A manager at Serendipity will sign your agreement (write their name).



Assessment

Things that will happen during your assessment while you are staying at Serendipity.

- . You will have a case manager while you are staying at Serendipity.
- . You will also have a resource worker working with you.



- Staff will be looking and monitoring all of the child care tasks you carry out.

Before you carry out a child care task like changing a nappy, feeding and giving your child a bath you should let staff know so that they can see how you are getting on.



You can use the telephone in your room to let staff know you will be doing child care tasks.



- When you first arrive at Serendipity you are not usually allowed to go out with your children unless a member of staff is with you.



You can talk about going out with your children on your own at your progress meeting.



- Staff will visit you in your unit to see how you are getting on. This is called a monitoring visit.
- There may be cameras for us to see you while you are in your unit. If so this will be agreed with your Social Worker.
- There are cameras for staff to see what is happening in the communal areas, these are places that everyone can go in.
- You will take part in the Choices and Changes programme.
- The Choices and Changes programme will help you develop your parenting and life skills.



Meeting



Report

- Sometimes when you attend the Choices and Changes programme children will be cared for in a crèche and looked after by staff.
- Children may attend sessions on their own with a member of staff to talk about their wishes and feelings.
- Assessments at Serendipity are reviewed every 4 weeks in a progress meeting. After the meeting a report will be written.
- There will be a case review meeting after a month. A report will be written. You will be able to read the report.



Parents, a Manager a Social Worker and other professionals may attend the meeting.



If staff are worried about the care of your child / children they will contact the local Social Services department who may investigate.



**Assessment
Report**

When your assessment has finished your Case Manager will write your assessment report.

The Case Manager will talk to you and the social worker about what the report says.



**Assessment
Report**

The assessment report and other Reports written while you have been staying at Serendipity will help Social Services and the courts decide what will happen next.

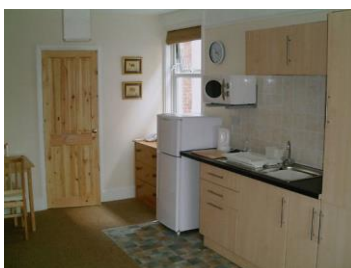
Accommodation at Serendipity



There are 3 family units at Serendipity.

2 of the units are bed sitting rooms with a shower room.

1 unit has a separate bedroom with a shower room. All units have:



Cooker

Fridge

Freezer

Kettle

Vacuum cleaner

Furniture

Television & DVD player

Plates

Knives and forks






Music player

Beds and bedding (not cot bedding)

Fire extinguisher and fire blanket.

Smoke detector



	<p>You will have your own room and key.</p>
	<p>You can bring some small things of your own to make it feel more like home.</p>
	<p>There is a lounge area that everyone can go in.</p>
	<p>There is a laundry area that everyone can go in.</p>
	<p>There is a Kitchen area that everyone can go in.</p>



When you are staying at Serendipity you will have to pay some bills.



You will have to pay to use

Gas
Electricity
Water
Laundry



2 times a week we all eat together. You will have to pay for these.



You will need to provide your own food for all other meals for your family.



If you claim welfare benefits staff at serendipity will help you to contact the local Department of Social Security.

Rules for parents staying at Serendipity

Things you must do



When you arrive at Serendipity you must give any tablets or medicine the doctor has given you for your family to a member of staff.



We will keep it in a safe place.

We will pass you the tablets or medicine when you need it so that you can arrange for it to be taken.



If you are in your unit and a member of staff knocks on your door you must open the door.

If you are in and do not open the door you will be breaking a rule in your placement agreement. If this keeps happening you may have to leave Serendipity.



If staff think you are in your unit and you do not answer the door they may get the pass key and let themselves in. This is to make sure you and your family are safe and well.



You must tell a member of staff at Serendipity straight away if your child /children is hurt or has an injury.



If you hear the fire alarm you must leave the building and go outside straight away.

Rules for parents staying at Serendipity

Things you can not do **X**



Alcohol is not allowed.

You are not allowed to bring alcohol into Serendipity.

If you have been out and come back drunk you will not be allowed back in to Serendipity until you are sober.

You may lose your placement and have to leave serendipity.



Illegal substances (drugs) are not allowed.

You are not allowed to bring illegal substances into Serendipity or take drugs while you are staying here.

You may lose your placement and have to leave serendipity.



You must not use violent behaviour to anyone.



You must not bully anyone



You must not damage or break things on purpose.

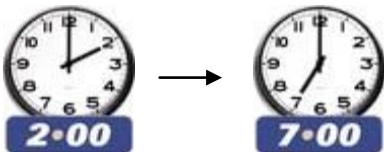


You must not mess around with the fire alarms or fire exits.



You can have visitors from family or close friends while you are staying at Serendipity.

**Saturday
Sunday**



2pm – 7pm



You will need to tell us about people who may visit you at Serendipity before your placement agreement is written.

You will need to tell us 2 days before visitors arrive at Serendipity.