

# Residents Guide

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Tide  
House



# About Tide House

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Tide House is a Residential Family Assessment Unit. This means that families live at Tide House whilst they have a parenting assessment.

Our address is  
Tide House  
21 High Street  
Bideford  
EX39 2AA

Our telephone number is 01237 237120

We are registered with Ofsted. Our Ofsted number is SC479919. Tide House is owned by a company called Inklusis Ltd, a company registered in England and Wales, under number 8231995

Craig Jones is the Responsible Individual for Tide House.

Tia Coleman is the Registered Manager for Tide House.

For more information about Tide House you can look at our website <http://www.inklusis.com/tide-house/>

# Our Statement of purpose

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Our underlying principles are:

1. Ensure the safety and well-being of placed children at all times
2. Treat all placed families with dignity and respect, regardless of background, colour, race, ethnic or national origin, sex, gender, sexuality, lifestyle, marital status, age or disability.
3. Provide safe, high quality, comfortable, spacious, independent accommodation in which families can best have their needs met, enabling them to feel as at home as possible during their assessment period.
4. Provide individually tailored placement plans, specific to the needs of each family, carrying out observations and interventions in a variety of ways and in a variety of settings. Further to ensure that every family is fully informed of the requirements of a placement, and the exact ways in which those requirements will be met.
5. Communicate with all parties involved in a placement with the highest degree of clarity and simplicity
6. Maintain sufficient staff levels to work through placements plans and to also be available for families at times of difficulty. Further, at all times and with all staff, to carry out our work with the best possible balance of professionalism and empathy.
7. Involve all families in the planning of their placements, keeping them as fully informed as to their progress as possible and ensuring they feel that they are an active participant in the process.
8. Record all information quickly and accurately and to keep that information, whether it is paper-based, digital or CCTV, fully secure.
9. Involve all parties and stakeholders in a process of continuous quality monitoring and service development.
10. Ensure that every staff member is qualified, trained and experienced as appropriate to their role, and fully shares the vision of the company as a whole.

Our full Statement Of Purpose is available on our website

# Your placement

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Families come and live at Tide House whilst they are assessed. We want families to be comfortable whilst they are staying with us.

You will have a self-contained flat with:

- At least two bedrooms
- A bathroom
- A kitchen and dining area
- A living area

There are 4 flats at Tide House. Each flat has furniture in it such as beds, wardrobes, sofas, a dining table and chairs, lamps, cookware and crockery. We provide bedding and towels. We have toddler beds, cots, Moses baskets and highchairs for children. You do not need to pay any rent or any bills whilst you stay at Tide House.

We have WiFi at Tide House. The WiFi details are  
Client Wifi: 6GCHPXEG

Tide House has some rules to keep children, families and staff safe. We ask parents to sign a license agreement. This is an agreement between you and Tide House and tells you what is expected whilst you are at Tide House.

# CCTV

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We want you to feel comfortable and at home in your flat. Your flat has CCTV cameras in it. It is important that you understand how we use CCTV monitoring at Tide House.

We will watch the cameras to make sure that your child is safe, and to help us assess your parenting.

We know that some parents find this worrying and want to know what we can see and hear.

We have a CCTV Monitoring Policy. This is to protect families. Our policy tells you how we keep your recordings private and secure.

We like to show families what we can see and hear on CCTV so that they understand what we can see and hear. We ask parents to sign a form to say that they have been shown these things because it is important that you understand and give permission for this.

If you have any questions about our CCTV cameras then please ask your Key Worker.

# Visitors

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Whilst you are at Tide House we want to support you and your child to spend time with friends and family where it is safe to do so.

When you arrive at Tide House we will have a Placement Planning Meeting. We will ask you which people you would like to be able to visit you at Tide House.

Your child's social worker needs to agree before any friends or family come to visit you and your child.

We have a Visitors Policy which explains more about how we can help families stay in touch with their relatives, friends or the people who support them.

If you have any questions about this policy or about having contact with anyone then please ask your Key Worker.

# Complaints

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If you are worried or unhappy about any element of your assessment then you can make a complaint. Complaints are taken very seriously.

You are entitled to make a complaint and your complaint will be thoroughly investigated and responded to.

We have a Complaints Policy which explains how to make a complaint and how your complaint will be managed.

If you have any questions about this policy then please ask your Key Worker.

You could also talk to the Registered Manager at Tide House, the Responsible Individual at Tide House, your child's social worker, or your solicitor.

# Fire safety and evacuation

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To reduce the risk of fires at Tide House we have some rules.

We do not allow the following items in the flats:

- Candles
- Deep fat fryers
- Lighter fluid

We PAT test all electrical items. All electrical items brought to Tide House will need to be PAT tested to make sure that they are safe. This includes:

- Laptops
- Hairdryers
- Hair straighteners

It is important that everyone at Tide House knows what to do if there is a fire. We have a Fire Policy and Procedure which tells you what to do in the event of a fire. We also have a map of the fire escape routes at Tide House.

We will test the fire alarms once a week. We will tell you before we do this. We will do fire drills. We won't tell you before we do this because fire drills are to test if everyone evacuates the building safely.



# Health

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During your first week you and your child(ren) will need to register with the following health services

## **Doctors Registration**

We will help you to register yourself and your child at a local GP surgery. If you are able to fill out the form yourself then we will ask you to do this. If you need help then we will help you. We will take you to the GP surgery to deliver the registration form, so that you know where the GP surgery is.

## **Health Visitor**

We will help you to register your child with the local Health Visitor. If you have a copy of your child's Red Book then we will ask to see this.

## **Dentist**

We can help you register yourself and your child at a local dentist. If you are able to fill out the form yourself then we will ask you to do this. If you need help then we will help you. We can take you to the dentist to deliver the registration form, so that you know where the dentist is. If you need an appointment then we can help you make this.

# Education

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If your child is old enough to attend nursery or school then we can help you enrol them.

We have three local nurseries/pre-schools which have a 'Good' Ofsted rating. They are:

**East the Water Stepping Stones Pre-School**

<https://services.pinpointdevon.co.uk/kb5/devon/services/service.page?id=xBsxinCHXtE>

**Bideford Baptist Pre-School**

<https://www.bidefordbaptistpreschool.co.uk/>

**Tarka Tots**

<https://www.tarkatots.co.uk/>

We can help you to arrange to visit a nursery and support you to choose one for your child.

# Medication

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We ask that families keep their medication safely in the lockable medication cabinet provided in the flat.

If it is safe to do so then you will have a key to this. We will keep a spare key to the medication cabinet.

If it is not safe for you to have a key to the medication cabinet then we will look after the key and open the medication cabinet when you need your medication.

We ask families to fill out medication records. This is a form to show what medication you have taken, or what medication you have given your child. This helps to give us evidence of how you are meeting your child's health needs, and how you are looking after your own health needs.

We 'check in' medication. This means that when you bring medication into the flat we record what the medication is and how much of the medication there is.

We sometimes do 'medication checks'. This is where we count how much medication is left. It can help us work out if you are taking your medication correctly. We will tell you if we are doing a medication check.

# Security

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Tide House main doors are kept closed and must not be left 'on the latch' or propped open at any time. If you need to come into Tide House you will need to ring the doorbell and we will let you in.

The main doors are shut and alarmed between 11pm and 7am for the safety of families and staff. In an emergency or exceptional circumstances families can ask for the alarms to be deactivated. Please talk to staff about this.

Each flat has a lockable front door. Please do not leave your front door 'on the latch' or propped open at any time.

Tide House staff have the keys to all of the flats. Tide House staff will knock before they enter your flat and call out to let you know who it is coming into the flat, unless it is an emergency and they need to come into the flat very quickly.

You must not allow any other families to enter your flat at Tide House, or enter the flat of another family.

You will be given a key to your own flat. You must keep this key safe. If you lose your key, please tell staff straight away.

# Smoking

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We have a Smoking Policy to help families at Tide House understand the rules around smoking. If you have any questions about this policy then please speak to your Key Worker.

If you are going out to smoke then you may need to ask for staff to come and look after your child. If your child is an infant and is asleep when you go out to smoke then you may be asked to use a baby monitor.

# Safeguarding children and adults at Tide House

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Tide House has a responsibility to safeguard children and vulnerable adults at Tide House.

This is some information about the ways that we safeguard:

## **Body Maps**

If your child has an accident and/or sustains an injury (like a bruise, red mark or a cut) then we need to record this. We use a Body Map to show what the injury is and to record how it happened (if we know).

## **Safeguarding Referrals**

If we are worried that a child or vulnerable adult has been hurt, harmed or is not safe at Tide House then we have to share these worries. This might mean us talking to social services or to the police.

## **Residents, visitors or professionals**

If we are worried that a resident, visitor or a professional at Tide House is a risk to children or other adults then we have to share these worries. This might mean us talking to social services or to the police.

# Drug and Alcohol Testing

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Illegal drugs and alcohol are not allowed on the premises at Tide House. Parents are not allowed to be under the influence of drugs or alcohol at Tide House.

Tide House uses drug and alcohol testing as part of the assessment.

Our drug tests are Matrix Oral cube 6-Panel tests, which detect Amphetamine, Benzodiazepines, Cocaine, Methamphetamine, Opiates and Cannabis. Our breathalyser tests are done using a Lion Alcometer.

Drug and alcohol tests may be requested on arrival at Tide House, and may be requested throughout the assessment.

You do not have to consent to drug and alcohol testing. However, we use drug and alcohol testing as part of our assessment and to help us keep children, families and staff safe. If you are asked to do a drug or alcohol test and do not want to do it then we will ask you to explain your reasons why. We will recommend that you talk to your solicitor about your choice.

# House Rules

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We want Tide House to be a comfortable place for everyone to stay. We have some House Rules that we ask all families to follow:

- Please be polite and respectful to staff and other families at Tide House. We do not tolerate abusive or threatening behaviour.
- Please do not use the washing machine between the hours of 9pm and 8am as the noise may disturb other residents.
- Please be considerate of other residents when listening to music or watching television and keep the volume at a reasonable level.
- Please tell us if you or your child are unwell with an infectious illness such as vomiting and diarrhoea or chicken pox so that we can help prevent staff and other families from catching it.
- Please put your bins out regularly in the designated area to keep Tide House hygienic



# Have you got any questions?

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If you have any questions about Tide House then some of the people you can speak to are:

- Your family Key Worker
- The manager at Tide House
- Your advocate
- Your solicitor
- Your child's social worker

# What could we do differently?

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It is important that families at Tide House are able to provide feedback on their experience.

The QR code below will take you to a simple online form that you can use to give feedback about your thoughts and feelings when you first arrived here, Tide House staff and the assessment experience overall.

All feedback is considered by our Director, Craig Jones, and Registered manager, Tia Coleman. It is used to help improve the quality of the work we do.

