



**Beacon
Lodge**

**Resident's
Handbook**



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Beacon Lodge staff and residents welcome you and hope that your stay here will be pleasant.

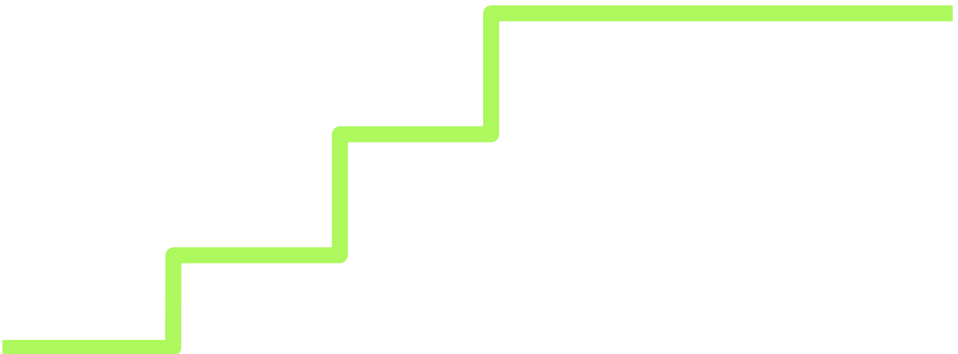
Inside this booklet you will find helpful information about Beacon Lodge and the surrounding area.

If you have any questions that have been unanswered by this booklet please do not hesitate to ask any member of staff.

Beacon Lodge is an Residential Family Centre and it is important that you understand why your Social Worker has placed you here.

We see our job as helping you to keep your baby by advising and showing you what is expected of you while you are being assessed.

We also offer to support you after you leave Beacon Lodge and until you get settled in the community.





Beacon Lodge provides care and support in a safe Residential Family Centre environment for mothers and their babies referred to the unit by the Local Authorities.

Beacon Lodge will strive to give you security and support throughout your pregnancy, the birth of your baby and into the early stages of parenthood.

With your co-operation the Staff group will observe behaviours, collate data, record situations and will provide the Referring Authority with a transparent assessment of your capability to care for your baby.

Beacon Lodge will co-operate fully with any planning process required by your Local Authority, which is consistent with the requirements of all relevant legislation.

There will be a Care Plan for you and your baby while you are with us, because it is important that you understand the reasons for your assessment and what is expected of you.

The graphic features the words "CARE PLAN" in a bold, black, sans-serif font, centered within a light yellow rectangular area. The text is enclosed in a circular loop of a thick, light green ribbon. Two white arrows are positioned at the bottom of the loop, pointing in opposite directions towards each other, suggesting a continuous or cyclical process.

The Care Plan will be discussed with you by your Social Worker and your Link Worker from Beacon Lodge, at your admission meeting.



BEACON LODGE

The Beacon Lodge Charitable Trust has been established since 1907 and since then has cared for many mothers and their babies.

From time to time you will meet members of the Beacon Lodge Charitable Trust Committee who visit to oversee the work we do and who involve themselves in the upkeep of the house.

Beacon Lodge house is dedicated to Mr Bradley, whose photograph is displayed in the hallway.

The Nursery is dedicated to Vera Hammond who was a long serving member of the committee.

The Conservatory is dedicated to Geraldine Frank who for many years was the Matron at Beacon Lodge.

Beacon Lodge is managed on behalf of Beacon Lodge Charitable Trust, by Integrated Care, which is a company that cares for many people.



**A home for
mothers with
their babies
since 1907**

STAFFING

There are staff at Beacon Lodge 24 hours a day and it may take you a little time to get to know them all!

You will be allocated a Link-Worker and this member of staff will work more closely with you, and attend any meetings that are set up for you whilst you are with us.

The Manager is **Louise Stutter** and there is a Social Care Manager **Tracy Peters**.

Everyone here is called by their first name.

There will always be two or three other staff members on duty and there is a 'Waking Night' staff in case you need any help during the night.

There are other people around who help us and whom you will meet such as:

Beacon Lodge Trust Committee Members

Jackie Gaventa the Health Visitor

Liz Good the Psychotherapist

Aileen Duhig the Social Work Consultant

Nadine Layne the Substance Abuse & Domestic Violence Consultant

Raj Amin the Administrator

Argon Vucaj who looks after the gardens and the house

Ken Leigh who cooks for you

Jackie King the Centre Cleaner

RESIDENTS' MEETINGS

The aim of these meetings is to help make your stay at Beacon Lodge more pleasant and to answer any questions, or clear up any queries. This is also the time to sort out any problems that you and the other residents might have living together, or to talk about any suggestions, opinions and possibly anxieties to the staff that attend the meetings.

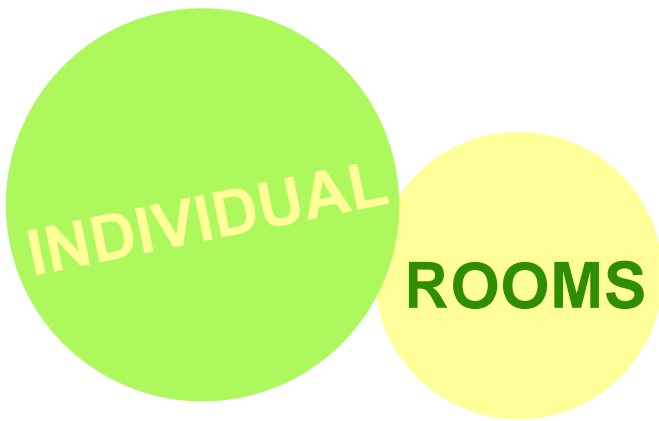
These meetings are held weekly, usually on Wednesday evening, unless an emergency meeting is called. We believe that it is important that you are heard, so make sure you have your say at the regular Resident's Meetings.



WELCOME PACK

When you first arrive at Beacon Lodge, you will be given a Welcome Pack that includes cot linen, duvet, pillow, sheets, mattress protector, a laundry basket, a waste basket and a nappy bin, a bedside lamp and a clock radio.

If you require any other essentials such as towels, dressing gown or slippers, speak with the staff and they may be able to help you with these also.



SITTING ROOM

There is a television and video for everyone's use. You are asked to keep the volume of these items at a respectable level.

There is a 'no eating rule' in the sitting room, and cups should be removed and washed after you have finished with them. Please respect the house at all times.

NURSERY

This is where the group sessions are held during the week. There are baby baths available (for the use of all Babies), these are to be cleaned after each use. There are various toys for the babies, which must be returned to the nursery each day.

There are cots available in the nursery for when you are downstairs and want to put your baby down for a nap.

No food, drink or buggies are to be taken into the Nursery.

MAIN KITCHEN

The meals are prepared here by staff. Due to health and safety regulations residents are not allowed into the main kitchen area without staff.

No babies must be in this area at any time.

RESIDENTS' KITCHEN

This is for the use of everyone. It is to be kept clean and tidy at all times.

DINING ROOM

On weekdays lunchtime meals are provided for you. Meals are not provided for your visitors or family.

Only babies who are in high chairs are to be in the dining room at meal times, as over crowding is dangerous. There must be no car seat or baby bouncers in the dining room at meal times.

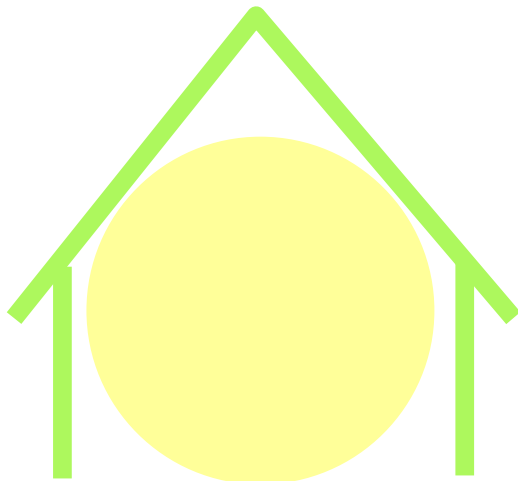
Babies must be settled in the Nursery at mealtimes and if you ask the staff will keep an eye on them for you.

UPSTAIRS KITCHENS

This is where you can make up bottles for feeding. Kettles are provided and there are fridges if you need them, but they must not be used to store your baby's feeds. You will be provided with a locked cupboard and this is where you keep your baby's bottles and sterilizers.

YOUR ROOM

This is your private space. Beacon Lodge provides Basic furniture and a TV and you must take care of it. If you wish to add any furniture, this will be your responsibility. Your room will be checked once a day by staff. You are advised to keep your room locked at all times when you are not actually in it to keep your property safe.



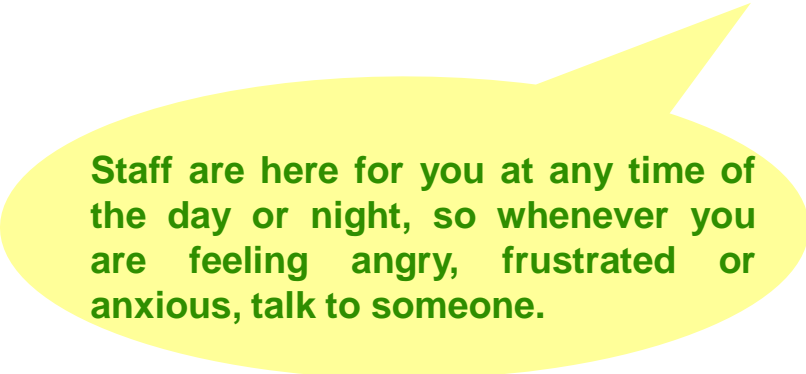
HOUSE RULES

1. **No meals** to be taken upstairs, or in the lounge. This is for Health and Safety reasons.
2. **No alcohol or non-prescribed drugs** are allowed in Beacon Lodge and we carry out random testing.
3. **No laundry after 9pm.** Because of the noise.
4. **The volume** of radios and televisions must be kept low.
5. **Your bedroom** must not be used to socialise, please use the communal rooms downstairs.
6. **Babies MUST be upstairs by 9 pm.** Unless stated otherwise in your Care plan.
7. **Visitors to sign in and out of visitors book.** So that we know who is in the building if we have a Fire Alarm your visitors must sign the Visitors Book when they arrive at Beacon Lodge and when they leave. For everyone's safety and privacy your visitors must leave Beacon Lodge by 9pm or their allocated time, and you are expected to tidy up after they have left.
8. **Room Check** this happens once a day so we can ensure that your personal space is safe and being kept to a acceptable standard for you and your baby.
9. **Night Checks** are made 2 hourly throughout the night.
10. **Morning call** - weekdays - 9.00 am, if you are not already up and about. Weekends - 10.30 am.
11. **Weekdays we ask you to be upstairs by midnight.** You need your sleep. The television is to be off by midnight. The telephone is disconnected at midnight.

12. **Weekends we ask you to be upstairs by 1.00 am.** You still need your sleep.
13. **Please Respect** other people and their property.
14. **No physical violence** to clients or staff will be tolerated.
15. **You need to be in the house** at night according to your care plan.
16. **You are required** to use a baby monitor that can be heard by staff in your room, unless it is agreed in your Care Plan that this safeguard is not necessary.

If any of these rules are broken by you, then a meeting may take place with you, your Social Worker and a Manager from Beacon Lodge. You may have two verbal warnings, and one written, before Beacon Lodge terminates your placement. If you bring in, or use illegal substances or alcohol at Beacon Lodge, or if you are violent or threatening towards another person, you may have your placement terminated without these warnings.

Please think carefully about your behaviour, as it could have consequences for you and your baby.



Staff are here for you at any time of the day or night, so whenever you are feeling angry, frustrated or anxious, talk to someone.

MEAL TIMES



Breakfast:	7.30 am to 9.00 am
Lunch:	12.00pm to 1.30pm
Supper:	6.00 pm to 8.00pm

Food in the form of snacks (toast, cereals etc.) is available on request, but the main kitchen is not to be used after 8pm. No cooking is to be done after this time.

Meals will be saved for you if you ask.

As you progress through the levels of assessment you will be expected to show that you can cook for yourself.

BREAKFAST

Cereals, bread or toast are always available. It is your responsibility to prepare and clean up for yourself.

LUNCH

Lunch is the main meal of the day and is prepared by the cook every weekday.

At weekends, the residents and staff prepare the meals

EVENING MEALS

The residents, with the help of staff if necessary prepare supper for everyone. There is food available if you wish to have snack, and drinks and fruit are available any time.

VISITORS

VISITING TIMES

	Main Named Visitor	Other Named Visitors
Monday	1:30pm-9:00pm	3pm - 6pm
Tuesday	3:30pm-9:00pm	3:30pm-6pm
Wednesday	1:30pm-9:00pm	3pm-6pm
Thursday	3:30pm-9:00pm	3:30pm-6pm
Friday	1:30pm-9:00pm	3pm-6pm
Saturday	1:30pm-9:00pm	2pm-8pm
Sunday	1:30pm-9:00pm	2pm-8pm

VISITORS

Only visitors agreed by your Local Authority and who are named on your Care Plan are allowed to visit the Centre. You may nominate one of these Named Visitors as your Main Named Visitor, someone who is likely to offer you the most positive support.

Full names and addresses must be provided to the Centre before anyone can visit. On arrival at the Centre visitors must show staff a valid form of identification, and must sign the Visitors Book giving their full names and addresses. Staff must be made aware of all visits in advance.

Visitors are not allowed to smoke anywhere in the Centre or grounds and a maximum of three people, including children, are permitted. Visitors must remain in the Conservatory during their visits and anyone who does not abide by the Centre's rules will be asked to leave.

BEACON LODGE SESSIONS

There are usually four group sessions a week. These are:

Monday	10:00 –11:00am	The Rucksack Music Group
Tuesday	10:30-11:30am	Nursery Session
	1:30-2:30pm	Baby Massage & Lively Rythems Session
Thursday	11:00am	The Health Clinic
Friday	am	Domestic Violence and Substance Misuse Support is available from Nadine Layne with pre-booked individual appointments
	pm	Liz Good, the Centre's Visiting Psychotherapist, will be available.

There is also a Bathing Session every evening in the nursery.

You are expected to attend all these groups and group sessions as they are part of your assessment. It is important that you arrive for sessions on time and properly dressed, and all mobile phones must be switched off. Because of the importance of these sessions you should not make any appointments that clash with these times.

EQUAL OPPORTUNITIES

We are an Equal Opportunities Centre and we will **NOT** tolerate people discriminating on the grounds of Race, Ethnicity, Gender, Sexuality, Religion, Culture, Creed, Disability or Age.

Bullying in any form will not be tolerated.

We take these Rights very seriously, and discrimination or bullying will result in action being taken against the offender.

PAYPHONES

There is a payphone for the use of all the residents.

The payphone takes 10p, 20p and 50p coins

This telephone does accept incoming calls, but not reverse charge calls.

The payphone number is: **020 8883 5294**

YOU MUST PROVIDE YOUR OWN CHANGE

At midnight, the telephone is disconnected and is not connected again until 8 am the following day.

The telephone is not to be used during any group sessions.

FIRE DRILLS

When you arrive at Beacon Lodge you will be told about the Fire Alarm System, where the fire exits are and what to do if there is a fire.

If you see a fire, sound the nearest fire alarm, pick up your baby and leave by the nearest exit.

For everyone's safety we are required to regularly carry out Fire Drills. Please take these seriously as they may one day save your baby's life.



When you arrive at Beacon Lodge you will be given a key to your room. You are responsible for this key and if you lose it you will be expected to pay for the cost of having a new key cut.

Staff will have access to your room, but it will only be in exceptional circumstances that they enter it without your knowledge or when you are not present. One instance would be when the house has its monthly inspection by the Directors as part of the requirement from **OFSTED**.



Laundry

Beacon Lodge will supply all your bedding for you during your stay at Beacon Lodge, but you are expected to do all your own laundry.

Cot linen is also provided for you when you arrive, but please do not use duvets in the cot as these are dangerous and can cause babies to become too hot.

There is a washing machine and tumble dryer available for you to use.


The cost of these is:

Washing machine	50p per cycle
Tumble Dryer	20p per cycle

You are expected to supply your own soap powder and softener.

If you do not wish to use the tumble dryer, there are indoor clothes racks, and there are washing lines available in the garden.

To avoid everyone wanting to use the machines at the same time, there is a rota system for doing your washing. This is kept in the Laundry Room. The iron and ironing board that are available must only be used in the Laundry Room.



BABY'S SLEEP SAFETY

A leading charity which aims to prevent deaths in infancy and to promote infant safety has made a number of recommendations which we insist that you follow whilst at Beacon Lodge.

The safest place for your baby to sleep, day or night, is in a cot or crib, in a room with you, but never in bed with you!

It is especially dangerous for your baby to sleep in your bed if

- You or your partner are smokers
- You or your partner have been drinking alcohol
- You or your partner take drugs or medication that makes you drowsy
- You feel very tired
- Your baby was premature (born before 37 weeks)
- Your baby had a birth weight less than 2.5 kg or 5.5 lbs

Don't forget that accidents can and do happen. You might roll over in your sleep and suffocate your baby. Or your baby could get caught and crushed between the wall and the bed. Baby can also roll out of your bed while you sleep and be injured hitting the floor.

So, don't take risks!

BABY'S SLEEP SAFETY

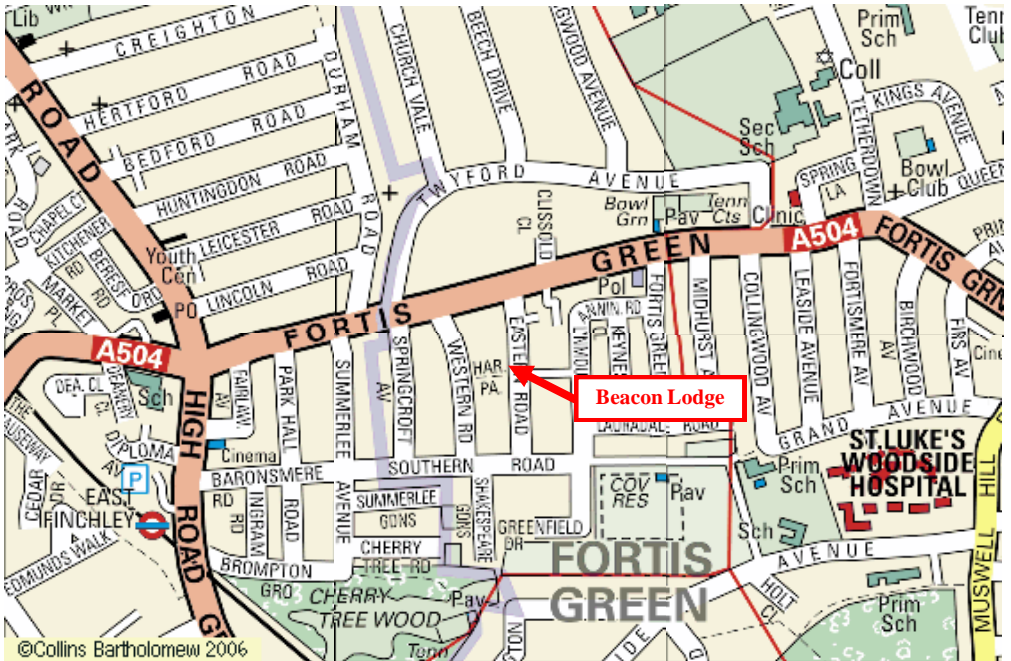
It is also extremely dangerous for you or the father to sleep with the baby on a sofa , armchair, or settee. It is also very dangerous to let a baby sleep alone in an adult bed.

Lying in bed with your baby, even if you do not feel tired, is very dangerous, as you can accidentally fall asleep. New mothers do tend to fall asleep very easily! And baby can so easily overheat! We therefore recommend that you never use this as a means to settle your baby at any time of day or night.

We do appreciate that at times babies are difficult to settle and often want the security of being close to their mother. However we cannot allow babies to sleep in bed with you at any time. We recommend that you settle your baby in their cot or Moses basket immediately rather than you lying in your bed with your baby. In any case this can make the task of settling baby in its crib or cot more difficult for you in the long run and can cause unnecessary anxiety and upset to you and your baby.

Failure to follow these basic rules on Sleep Safety can result in a Cause for Concern being issued to you.

MAP OF THE AREA



**Our address is:-
Beacon Lodge
35 Eastern Road,
East Finchley,
London.
N2 9LB
Tel:- 020 8883 4468**



Having Your Say & Advocacy

Your Link-worker can help you to put your point of view or opinions across at any Planning Meetings at Beacon Lodge, or to your Local Authority.

And we can also help you to get an independent “**Advocate**” - someone skilled to speak for you - if this is necessary.

You can discuss this with your Link Worker or Social Worker, or go directly to an ‘Advocacy’ service if you would prefer.

Below are two addresses of organisations that might be able to ‘speak’ for you, but if these aren’t able to help you then if you want us to, we will find some others for you.

National Youth Advocacy Service (NYAS)

freephone number 0800 616101

Text 077 333 4555

or

Family Rights Group

The Print House, 18 Ashwin St. London E8 3DL

freephone number 0800 731 1696

(advice line open 10am-12pm. 1.30pm-3-30pm.)

COMPLAINTS PROCEDURE

We hope you won't need to, but if during your stay at Beacon Lodge you have any concerns or complaints then please talk to a member of staff.

If you then feel that you would like to take your complaint further, put it in writing and give it to the Manager. Your Link worker or any other member of staff, or your Social Worker, will always help you to do this.

If your complaint still cannot be resolved, the Manager will send a copy to our Managing Director and to your Social Worker and a meeting will be held to discuss it.

Also, at any time you can contact **OFSTED** who inspect and regulate what we do, if you have concerns or a complaint.

Their address is:-



OFSTED
National Business Unit
Royal Exchange Building
Manchester
M2 7LA
0845 640 4040

(OFSTED, stands for Office For Standards in Education)

A large yellow circle containing the text 'Beacon Lodge' in a bold, green, sans-serif font.

**Beacon
Lodge**

020 8883 4468

A home for mothers with their babies since 1907