

Network Healthcare Contact Centre

Information for Parents

Network Health & Social Care are offering a cosy but safe environment for families to meet their children they no longer live with. The centre is staffed by experienced workers who are there to support both the children and the parents as we understand that contact can be a stressful process for all involved. The use of the service is open to any parent who has a contact agreement with the other parent through solicitors or through the courts, CAF/CASS and Clients can self refer.

We aim to:

- Provide a cosy but safe environment for estranged parents to meet with their children
- Support the process of re-introduction and relationship building between estranged parent and child/children.
- Offer a sensitive approach to the concept of contact.
- Offer an efficient support mechanism to the work of Solicitors who refer to us.
- Develop a trustworthy relationship with local agencies and courts officers.

We offer two types of contact:

Supported contact is offered when there is an agreement that the contact parent can look after the child (ren) without supervision. In some instances, the parents just use the centre as a “pick up” and “drop off” point whereby the children are collected and taken out by the contact parent who then brings them back to the centre once contact time is over. In order to be accepted for this type of contact it is a requirement for both parents to have solicitors dealing with their case. This type of contact is run once a week on Saturdays and all the families use the playroom at the same time. Staff members check in on families throughout the allocated contact time.

Supervised contact is specifically devised for families where a court determines that there is a need for contact to happen in a supervised environment due to a number of concerns. During these contacts only one family at a time will be using the playroom and a supervisor will be in the room with the family. Additionally, part of the role of the supervisor will be to record the sessions as solicitors (and the courts) may request reports at any point in time. This service is offered throughout the week and on Saturdays.

Day Care/Respite Services. We can look after children in one of our contact suites whilst foster carers/parents/carers attend court or training programmes.

Holding Services. In the absence of the child’s carer/guardian provisions can be made safely and securely to look after the child/ren

Handover Service. Providing a safe and child friendly service for estranged parents to hand over children to the other party.

Facilities in and around Network Healthcare Contact Centre

Use of fully equipped

- Kitchen for parents to provide snacks for their children during contact
- Provision of games and toys
- Transport and escorting for the children who are attending for contact can be included upon request
- Local facilities available in the town such as The Hoe
- Train station within 10 minute walking distant
- All local bus routes close by

Are there any rules about contact?

It is really important that if you cannot come to a contact, you let us know. We need to look after all involved in contact and the contact may be cancelled or cut short if anyone

arrives under the influence on alcohol or drugs, causes a threatening atmosphere or staff feel either the child, themselves or others are at risk. You may want to bring gifts to the contact, but it is important you only bring what is agreed or we may have to ask you to take them away with you. You shouldn’t bring other people with you to contact if this has not been agreed. We will not be able to let them in. It is important to be on time for contact. If you are late, we will not be able to extend the time you have with the child. You can only go out of the contact centre if this has been agreed with whoever asked us to supervise your contact.

How will I know where and when my contact will be?

Once we received information that you are to have contact with your family member, we will organise a contact agreement meeting, which will be an opportunity for all people involved in the contact to talk about the times, dates and rules of contact. Once this is all agreed, you will be asked to sign this agreement and everyone will have a copy of this information to take away.

Our policies and how to access them

Network Healthcare work to a set of policies designed to ensure consistency and best practice in our Contact Centre. If you would like to request a list of these policies, and/or copies of any policy, please ask your Contact Supervisor or email:

Sarah.Robinson@networkhsc.co.uk

Is a record of the visit kept?

Records will be kept of any visit by the contact supervisor. How detailed these records are depends on the person who has referred you to the service. If at any time you want to see these records you must ring the Contact Centre to book an appointment. In some cases records of contact visits may be used in an Assessment or Court Report. We will always offer you the opportunity to comment on the contact too.

Child contact referral procedure

Phone enquiries, referral form sent/faxed and once referral form has been filled in and sent back to us we can then go ahead and contact both parties and arrange individual interviews. Once both clients have been interviewed and accept the services conditions and the Contact contract is signed then only can contact commence.

Our Services

Family Mediation

Network Health & Social Care Contact Centre provides a confidential, voluntary, “without prejudice” process where a neutral third party (The Mediator) helps you to discuss and negotiate all issues surrounding your divorce or separation, among others. Current studies show that mediation improves communication and helps you build for the future in your new circumstances. Mediation can also help your children keep their family relationship.

Child Contact Centre

Our Child Contact Centre is a safe, friendly and neutral place where children of separated families can spend time with one or both parents and sometimes other family members. Our centre is a child-centred environment where we have toys, games and facilities that reflect the diverse needs of children affected by family breakdown.

Counselling

Our Counselling Service is here to help our clients with a variety of problems. More often than not, it helps to talk to someone neutral who is not a family member or a friend. The centre’s Counsellors aim to be as understanding as they can of the issues and feelings you bring. Counselling is a process of helping you explore and express your thoughts, feelings and behaviour. Doing this usually brings relief and may enable you to make some changes in your life, or it may help you deal more effectively with things that cannot be changed.

Home and School Mediation

Network Health & Social Care Contact Centre’s Home School Mediators aim to support children, young people and their families, who are experiencing difficulties within the Educational system. The Home School Mediation started due to the high level of fixed and permanent exclusion of black children especially boys, parents not knowing what to do and feeling lost within the educational systems, left them feeling vulnerable, stressful, anxious and frustrated about their child/children future.

Information for Children

The break up of families has become very common. Due to this many young people have no choice but to deal with the pain and uncertainty caused by their parent’s decisions to separate. They are many reasons for family breakdowns. In some cases parents stay friends however more often there can be arguments and difficulties, which could have a negative impact. Whatever the reason parents split up for, in most cases the children feel many emotions at the loss of the way the family used to be, as a result there is a sense of insecurity about what the future may hold. (Change can be scary for people of all ages). Unfortunately, when you need the most support and understanding, parents can often be too busy caught up trying to deal with their own issues. The result of this is that you may feel neglected and forgotten.

Questions Asked About Family Breakdown

- What will I do if my parents are angry towards each other?
- My little brother/Sister keeps on asking me if mum and dad will break up.
- I am scared that my parents may break up as they argue over everything.
- My parents never speak to each other.

Many children are worried when their parents argue because they may think that they might break up. If or when parents break up, it could lead to a lot of worries.

- About where you will end up living?
- If you will have to change your school?
- Which parent are you going to live with?
- Will you see the other parent again?

Note: it is not the entire time parent’s argue that they split up; sometimes they seek help such as counselling where they can learn of different ways of understanding each other.

Family Breakdown - the Effects

The effects of Families breaking up are different from person to person. You may feel OK about it all; on the other hand you may face difficulties. Some feelings that you may be able to relate to:

- You may feel worried and insecure after a family breakdown. Everything you believed to be permanent in your life has suddenly changed.
- Anxiety can cause - nightmares, low concentration, lack of sleep, loss of appetite, comfort eating amongst others.
- You may worry about your own future relationships. It may make you become very careful about choosing your future partner. You may also vow never to get married. This is very common in young people who have witnessed their parents split up.
- Your parents may look for support from you by telling you their problems. If you are uncomfortable with that it is OK to let them know. If you are uncomfortable telling them or not sure how to tell them talk it over with a school counsellor.
- You may feel torn between the two of your parents.
- You might want to blame one particular person for the break up. This would mean that all your anger is directed at that person. It is hard to be fair when angry and worried in this way.
- Roles may change in the family; you might have to do some of the things one of your parents used to do like looking after your younger siblings.

Family Breakdown - Surviving

It is important to know that when your parents split up it is not your fault. They are

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separating from each other not you. You can not keep them together as much as you think of ways of trying to keep them together - that is up to them.

Sometimes things are better off for the family when parents decide to separate. Even though your parents are splitting up remember the both of them are still your parents. Try to keep in contact with both of them unless one of them may try to harm you.

In some cases the parent who leaves may cut off all form of contact with the family. This can be very hard to deal with. Sometimes a way of dealing with this situation are pretending that you don't care and that you hate that parent but in reality you may feel really hurt and sad, angry or rejected inside. When you feel this way it is important to get some support and talk about your feelings.

Also in some cases one parent might criticize their ex-partner. This could make you feel uncomfortable if so it is important for you to try and tell them that this is upsetting for you, because even though they have split up, there are still your mums or dad and you still love them. You may also be used as a messenger because mums and dads may try and get information off you about their ex-partner. This can put you in an awkward position. It may be of some help if you explain to them that you do not want to be a middle person.

Remember it is perfectly normal for you to have strong reactions and emotions like feeling worried about your parents separating. It is also normal to feel bad if they are hostile towards each other. Keep an eye on your siblings they may need support. They may also be good at supporting you too. It is of utmost importance to have an outlet for your feelings and to find emotional support. They are a lot of changes to deal with; some of these might be a new home, a new step-parent or a new school. Importantly you must ask for support from your parents, brothers, sisters, relatives, friends or a counsellor.

Sometimes when parents are at war with each other it is important to seek external help such as counselling where they can learn of different ways of relating to each other.

When parents have separated and they continue fighting about unresolved issues, most commonly is when should the other parent have contact with his or her child or children, also property and financial issues? Mediation could be a way of resolving these conflicts.

Quality Assurance

The dedicated Quality Assurance (QA) team at Networkcare promotes continuous improvement in all aspects of service. QA ensures that we not only comply with both internal and external minimum standards, but that we strive to exceed them. Our Quality Assurance team works tirelessly to maintain the highest quality of care for the children or young people we place, as well as for our carers and Local Authority partners. QA also acts as a source of information, advice, support and evaluation to staff at all levels across the organisation. This includes conducting customer surveys and producing analysis of their feedback.

Registrations and Accreditations

Network Healthcare is proud to offer a safe service for children, young people and families. We enjoy a proud record of awards and accreditations.

Network Healthcare has a strong record of achieving awards and accreditations in quality management and is proud to have received the following:

- Investors in People (IiP)
- NACCC Accreditation
- CQC registered

Complaints, Compliments and Feedback

Complaints and Representations

If you have a complaint or a representation about any aspect of the service you have received from Network Healthcare, please let us know about it. We are always sorry if someone is dissatisfied with our work, but we welcome the opportunity to look into it, and put it right if we can. Many important lessons can be learnt this way, and this is part of our commitment to continuously improving our services. We believe that the best people to resolve a problem are those most closely involved with providing the service,

therefore the first stage of investigating a complaint is for the local manager to investigate the issue and try to satisfy the concerns. So if you have a complaint or comment to make about Network Healthcare, please tell your worker or their manager about it, and they will work to resolve it, usually within three weeks and often more quickly.

If you are not satisfied with what happens at this first stage, or if you don't consider your complaint suitable for the local manager to investigate, the complaint can move on to Stage Two, where it will be investigated by someone independent, who has had nothing to do with the management of the service you have received. If you are still dissatisfied with the independent investigator's report, a Panel, which includes a director of the company and independent members, will meet, reconsider the matter and reach a final conclusion.

Compliments

We are also delighted to receive compliments about our services and our staff, and any suggestions for further improvement and development.

Contact us to register a complaint or compliment

Please contact your local office with your comments, compliments or complaints. Alternatively, contact Sarah Robinson Branch Manager at Network Healthcare at the address below:

Network Healthcare Family Contact Centre
First Floor, Prideaux Court,
Palace Street,
Plymouth PL1 2AY

Telephone: **01752 604600** Email: Sarah.Robinson@networkhsc.co.uk

Feedback

Network Healthcare works in partnership with children, their families, and with commissioners of services, and we encourage all to take part in decisions and planning at all stages, and to feedback on their experience of Network Healthcare as the service takes place. We also seek feedback from parents and from children when services are reviewed, and when we reach the end of any service to a child or young person. We have different forms for our various services, and for a range of ages and developmental stages.

Our Goals

The Vision, Mission and Goals at Core Children's Services represent the organisation's commitment to quality childcare provision, sustained growth, and improvement in service delivery.

Mission

Working together with our customers, partner agencies, parents, carers and young people, Core Children's Services will establish and continually refresh a range of services to meet both the social care and educational needs of children and their families which transform outcomes for children.

Goals

- To be the national provider that delivers positive outcomes for children, young people and their families making a positive and lasting difference to people's lives
- To deliver quality and compliance and safeguard vulnerable people through holistic and flexible services to children, young people and their families
- Through recruiting, developing and retaining great people, to deliver excellent services
- Apply a solution focussed approach to the market to deliver cost-effective sustainable growth
- Working in collaboration with a range of partners utilising creative synergy, to innovate and ensure best outcomes

We maintain and adhere to the quality framework of the National Association of Child Contact centres (NACCC)



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