

**Bath House**

**Parents Information Guide**

**Created: Sept 2020**

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| Our address is:  Bath House  50 Bath Street  Rhyl  Denbighshire  LL18 3LU | Image result for clip address |
| Our Telephone number is  01745 355662 | Image result for clip telepone number |
| Our e mail address:  admin@38-6solutions.com |  |
| Bath House is a family assessment centre. The centre is very close to shops, beach and promenade of Rhyl | Image result for clipart town |

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| Your Keyworker will help you make a Plan that supports you to make more positive decisions and care for your child/ren safely.  Your Key Worker is................................ | Image result for meeting clipart |
| You will have a Support Plan that you and your Key Worker have made together.  You will have classes to attend every day some will be just with your worker and some will be with other residents at the centre. | C:\Users\Bath House\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\30D208E0.tmp |

**Facilities at Bath House:**

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| You can use the communal lounge area any time. The room has comfortable sofa’s and a large TV and an area for your child to play safely with toys | Image result for clipart lounge |
| Bath House has a large communal kitchen you can use.    You will be given cupboards, a fridge and freezer, crockery and pans and other items you will need to make food for you and your baby/child. | Image result for clip art kitchen utensils |
| We have washing machines and tumble dryers for you to do your and your children’s washing.  **You will have to pay £1 each time.** | Related image |
| You will have your own bedroom with a cot or moses basket for your baby.  You will have a key to your room and a locked box to keep your money safe. Your room has a TV and other furniture where you can keep your own things safe. | Image result for image of baby's cot |

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| We have two bathrooms you can use.  The centre has baby baths and equipment you can use to bathe your children. | Bath icon Stock Vector - 39301731 |
| You can bring some of your things from home to make you feel comfortable. | Image result for clothing clip art |
| **You will not have to pay for gas or electricity whilst you are the centre.** | Image result for bills clip art |
| You will need to tell your Key worker about any tablets or medicines that have been prescribed to you.  You will have a lockable medicine cabinet to store medicine safely. | Image result for Medication Safety Clip Art |
| **You are not allowed to drink any alcohol whilst you are living at the centre or whilst you are caring for your baby.** | Image result for no drugs clip art |
| **You are not allowed to use any illegal drugs during your placement. If you do you may be asked to leave the centre.** | Image result for no drugs clip art |
| **You are not allowed to smoke cigarettes in the house or in your room.**  You can smoke in the smoking Hut which is in the back garden. | No Smoking sign |
| If you hear the fire alarms, you must leave your room straight away and go outside of the building.  You must wait until you have been told by staff it is safe to come back in. | Image result for clip art fire signs |
| You must not use violent or abusive language or behaviour to other residents or staff at Centre. | Image result for clip art no violence or abuse |
| You are responsible for keeping your child/ren safe in the centre.  Child/ren are not allowed to be unsupervised on the landings or stairwells. | Image result for clipart stairwell children keep off |
| Complaints and Feedback  In the event that a parent or visitor to Bath House has cause for complaint, in the first instance they should speak to the Registered Manager, either Phillippa Hughes or Karen Waring, who will try to resolve any issues after speaking with the complainant.  If this doesn’t lead to resolution, then the complaint should be formalised in writing to the Registered Manager who will acknowledge the complaint within 5 days and who will issue a formal response within 28 days.  If the complainant remains dissatisfied with the response, then they have the option of referring their complaint to; <https://careinspectorate.wales/contact-us/raise-concern> | Image result for clipart complaints |
| You must come to all the meetings and group work identified on your support Plan.  Staff can help look after your child/ren while you attend group. | **Your Success is our Goal** |