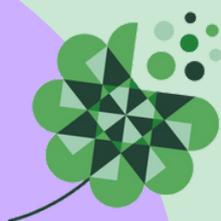


# WELCOME TO THE HUB

## Bonner House



A Guide  
to Communal  
Living at  
Bonner House



**Dudley Lodge**  
safeguarding children services

# What is THE HUB?

We understand that moving to a new home away from your family and friends can be difficult. Our aim is to try to help you settle into Bonner House as easily and as quickly as possible in a safe and supportive environment.

In the HUB you will be spending most of your time with up to 2 other families. We have a team of dedicated family assessment workers who will be based in the HUB and will support you with the basic care tasks for your baby. In weeks 1 and 2 of your time in the HUB you will be completing work around basic care of your child, this will include feeding, nappy changing, bathing and their emotional needs plus much more. This time will give you and staff opportunity to get know each other.



The family workers will help you settle into Bonner House and show you around the local area including Selly Oak and Bournville, where to get shopping and specialist foods, places of worship and community activities for you to do with your baby and can provide you of a leaflet of what is available in the area that is appropriate to you.

They will help you register your baby's birth, if needed, support you with claiming or changing your benefits and registering you and your baby with the local Doctors surgery and Dentist.



# Frequently Asked Questions



## How long will I need to attend the Hub?

Family assessment workers and your Team Case Manager will ensure that you have received the right levels of help and support for you to safely care for your baby either on your own or with support with your partner. Once you have shown that you can provide good basic care, you will no longer need to attend the Hub each day and your assessment will continue in your own flat.

Your time in the Hub could range from 2-4 weeks depending on what help and support we feel you need. This may be extended if we are worried about certain areas of caring for your baby and we may have to look at meeting with your social worker to talk about how your assessment will continue.

## What does a typical day in the Hub look like?

When you need to complete your first task of the morning with your baby, you will go along to the Hub to have this supervised. The Hub will start between 8am-10am. During the day, you will do what you would normally do in caring for your baby, Family assessment workers will be on hand to show you how to complete tasks with your baby safely and will explain to you more about your assessment. There will be times to go out shopping and do more practical things. We will also help you with more practical tasks like budgeting your money, planning and preparing meals as well as what things your baby might need as they get older.

Having a new born baby can be really tiring and disturbed nights sleep are regular. Speak with one of our family workers and arrangements can be made for you to return to the flat for you to get some rest throughout the day.

During the night you may be asked to attend the hub to feed your baby if there are a number of supervised families needing to feed at the same time.



## What facilities are in the HUB?

The HUB will have most things that you need for day to day things. There is a kitchen that you are free to use to make tea and coffee and even meals and you are more than welcome to bring your own food down to cook or warm up. There is a smart TV that you can watch TV and connect to streaming sites if you wish. You can also bring down electronic devices which can be used in between sessions.

Each baby has their own cot in the HUB - it will be your responsibility to ask for the sheets to be changed and staff will provide these. You have access to a prep machine and steriliser too.

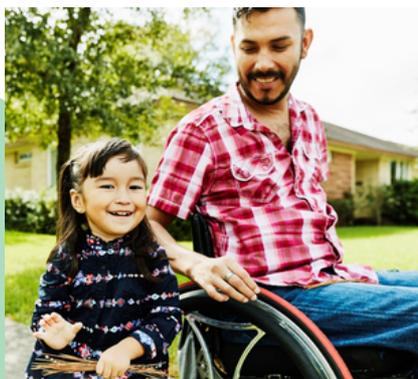


## What do I need to bring with me?

As you will be in the Hub for most of the day, you will need to bring practical things you need to last the whole day like, baby's clothes, nappies, wipes, nappy sacks, milk, bottles, and food for yourself. You should also bring something you enjoy doing, maybe like a hobby or what would usually do at home during the daytime.

There will be the opportunity for you to start a memory book for your baby, and then you will be supported to complete this during the rest of your stay with us.

Don't worry if you forget anything, you can return to your flat to collect what you need.





## What about the practical things, like making my baby's feeds and cooking for myself?

We have a shared kitchen space that you will be able to use; you will have your own steriliser for your baby's bottles and to make up feeds. The kitchen will also be where you will prepare your own food. You will have your own cupboard and space in the fridge for all of your things and will all take turns with the other residents in making your food and eating.

If you don't feel confident with cooking or struggle to find healthy options, staff will help and support you in teaching you these skills that you can then use again in the future. Taking care of yourself is an important part of being a parent so we need to make sure you are also fit and healthy. We also having a cooking club on a Tuesday morning to help you think about new healthy recipes.

## What happens when I no longer need to be in the HUB?

You can return to your own flat when we are happy that you can provide a good enough level of care for your baby. We will carry on monitoring this throughout the assessment, but this will be in your own flat and not in the Hub space.

When you are in your own flat, we will continue with the rest of the assessment. You will start to attend groups and sessions and will be completing 1:1 work with family assessment workers, link workers and Team Case Manager. Your supervision levels of basic care will be reduced; this will allow you to really focus on the next part of your assessment.



# The HUB Rules

**We don't have many but the ones we do have are important**

## RULES

- Be respectful to one another.
- Treat other residents and staff how you would want to be treated yourself.
- Share staff time and equipment with others.
- Keep the shared space clean and tidy (clean up after yourself).
- Work together to support each other.
- Look after your own baby and do not allow other residents to do this for you.
- Do not tend to or provide care for another baby. Call for a family assessment worker to help.
- Do not touch or take anything that belongs to another resident.
- Bring your own food and essentials.
- Engage in the group and individual sessions.
- Verbal aggression/threats or bullying towards other residents or staff will not be tolerated.
- Direct threats of violence towards staff or other residents will result in the immediate suspension of the assessment.



# **Valuing Children And Their Families**

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