



Parents' Handbook

Welcome to Churchfields Family Services. This handbook has been created to help parents and carers understand what to expect during their stay at our residential family assessment centre. It explains how the centre works, what support is available, and the expectations that help us create a safe and supportive environment for everyone.

Our aim is to provide families with a respectful, structured and home-like setting where parents and children can focus on daily routines, learning, and positive change while professionals complete a thorough family assessment.

About Churchfields

Churchfields provides residential family assessments for parents and children. During your stay, our experienced team will observe day-to-day parenting, offer guidance and support, and gather information that will contribute to a professional assessment report.

The purpose of the assessment is to understand how families function in everyday situations, identify strengths, and explore what support may be needed for the future.

What to Expect During Your Stay

Families live at the centre for the duration of the assessment. This allows staff to observe daily routines such as mealtimes, bedtime routines, play, and general family interactions.

Parents remain responsible for caring for their children throughout their stay. Staff may offer guidance, practical support, and structured sessions to help parents develop confidence and skills.

There may also be scheduled meetings, key-work sessions, or visits from professionals involved in your family's case.

Daily Life at the Centre

Life at Churchfields is designed to reflect normal family routines. Parents are expected to take part in everyday tasks such as:

- Preparing meals
- Maintaining routines for children
- Keeping living spaces tidy
- Managing laundry
- Participating in planned sessions

These routines help provide a realistic picture of family life and parenting capacity.

Support from Staff

Our staff team is available to offer guidance and support throughout your stay. This may include:

- Parenting guidance
- Support with routines and practical tasks
- One-to-one discussions
- Emotional support
- Structured sessions to help develop parenting confidence

Staff are also responsible for recording observations which contribute to the final assessment report.

Facilities

Families have access to both private accommodation and shared communal spaces during their stay.

Family Accommodation

Families are provided with private bedrooms and living spaces designed to create a comfortable and stable environment for parents and children.

Communal Areas

Shared areas are available to support family life, learning and relaxation. These may include:

- Communal kitchen
- Dining room
- Family room and play areas
- Garden and outdoor play space
- Quiet or TV room
- Games room
- Laundry room

Families are expected to use these spaces respectfully and keep them tidy for others.

Rules and Expectations

To maintain a safe and supportive environment for everyone, all families are expected to follow the centre's rules.

Respect and Behaviour

Everyone at the centre must treat others with respect. Aggressive, threatening or discriminatory behaviour will not be tolerated.

Alcohol, Drugs and Smoking

Alcohol and illegal substances are not permitted on the premises. Smoking may only take place in designated outdoor areas.

Child Supervision

Parents remain responsible for supervising their children at all times.

Visitors

Visitors must be agreed in advance with staff and the referring professional.

Safety

Families must follow all safety procedures including fire safety guidance and evacuation procedures.

Assessment Process

During your stay, staff will observe everyday parenting and family interactions. These observations, along with professional discussions and structured sessions, contribute to the final assessment report.

The report may include:

- Observed family strengths and interaction patterns
- Parenting capacity and child wellbeing
- Progress made during the placement
- Recommendations for future support or planning

The final report will be shared with the professionals involved in your case.

Confidentiality and Privacy

Churchfields respects the privacy of all families staying at the centre. Families are expected to respect the confidentiality of others and not share personal information about other residents.

Working Together

Residential assessment can feel challenging at times, but our team is here to support you. By working together respectfully and engaging with the process, families can make the most of the opportunity to demonstrate strengths and develop positive routines.

If you have any questions during your stay, please speak to a member of staff who will be happy to help.

Contact Information

Churchfields Family Services 5 Teston Rd, Offham West Malling ME19 5PD

If you need to speak with a member of the team during your stay, please contact staff at the centre.