

# Illuminate Care – Parent Handbook

## Welcome

Dear Parent,

Welcome to Illuminate Care. We are dedicated to creating a safe, nurturing, and empowering environment for the children and young people in our care.

This handbook is designed to provide you with essential information about our services, our values, and how we work in partnership with you to support your child's journey.

We understand that every child is unique, and we strive to offer individualised care and support tailored to their emotional, educational, and developmental needs.

## Our Mission and Values

Our mission is to provide children and young people with a stable and supportive environment where they can thrive emotionally, socially, and academically.

Our core values are:

### Trust

We believe in building trust as the cornerstone of every interaction, ensuring a safe and secure environment where children feel valued and supported.

### Respect

We foster an atmosphere of mutual respect, honouring each child's uniqueness, ideas, and perspectives while promoting dignity and understanding among all.

### Impact

We are dedicated to making a positive impact in every child's life, striving to empower them with skills, tools, and experiences that shape a brighter future.

### Belonging

We cultivate a sense of belonging, creating spaces where every child feels welcomed, accepted, and embraced for who they are, fostering a sense of community and connection.

### Enable

We are committed to enabling and nurturing the potential within each child, providing the resources, guidance, and encouragement necessary to help them thrive and succeed.

## **Our Services**

We offer a range of integrated services, including:

- **Supported Accommodation**
- **Therapeutic Education at Illuminate You – Lifelong Learning Lodge**
- **Emotional and Behavioural Support**
- **Vocational Training and Life Skills Development**
- **Therapeutic Interventions (CBT, Music Therapy, Counselling)**

## **Our Approach**

We use a trauma-informed, child-centred approach across all services. Our staff are trained in Therapeutic Crisis Intervention (TCI), emotional regulation, and safeguarding practices. Each child has a personalised plan that includes:

- Care and support planning
- Education and learning goals
- Therapy and emotional health support
- Independence skills training
- Family contact and relationship-building

## **Working with Parents and Carers**

We believe collaboration with families is key to positive outcomes. We keep in touch regularly through:

- **Weekly updates and check-ins**
- **Review meetings and planning sessions**
- **Invitations to participate in care planning and feedback**
- **Parent support and training sessions**

If you ever have questions or concerns, we are here to listen and respond.

## **Communication**

We aim to keep communication clear and consistent. You will receive:

- Contact details for key staff
- Emergency contact procedures
- Term dates and event calendars
- Reports and progress updates

You can reach us by phone, email, or through our secure online portal.

## **Safeguarding**

Safeguarding is at the heart of everything we do. All staff are DBS checked and trained in child protection.

Any concerns raised are taken seriously and handled in accordance with local safeguarding protocols and national regulations.

## **Education and Activities**

We support each child's right to an education that suits their needs and aspirations. Our school, **Illuminate You**, offers:

- AQA Unit Awards
- Functional Skills
- Personal Development and Well-being Programmes
- Vocational and Therapeutic Learning

Activities and enrichment opportunities are built into our weekly plans to ensure balanced growth.

## **Health and Well-being**

We promote healthy routines, including nutritious meals, physical activity, and emotional support. Children are supported to attend health appointments and access mental health services when needed.

## **Policies and Procedures**

A full copy of our policies is available upon request. Key policies include:

- Behaviour and Relationships
- Complaints
- Safeguarding and Child Protection
- Health and Safety
- Medication and First Aid

## **Feedback and Complaints**

We welcome feedback and are committed to continuous improvement. If you wish to share a concern or make a complaint, please contact your child's key worker or a senior member of staff.

All concerns will be responded to promptly and fairly.

Please use the QR code which will assist you in contacting an appropriate person.



## Contact Us

### Head Office:

Illuminate Care Group

27 Tickhill Square, Denaby Main, Doncaster DN12 4AW

 [Office@illuminatecaregroup.co.uk](mailto:Office@illuminatecaregroup.co.uk)

 [www.illuminatecaregroup.co.uk](http://www.illuminatecaregroup.co.uk)

We are honoured to be part of your child's journey. Thank you for trusting us.

Warm regards,

**The Illuminate Care Team**

