

NANSEN

HIGHLAND

INFORMATION PACK

The services



Redcastle
Station
Nansen Support
services



Fram House



Tigh Na Cloich



Registered Charity Number: SC 28479

Company Limited by guarantee number: 191841

Registered office: Redcastle Station, Muir of Ord, IV6 7RX ,

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www.nansenhighland.co.uk

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History of Nansen Highland

Nansen Highland takes its name from Fridtjof Nansen (1861-1930), a Norwegian explorer who was deeply involved in humanitarian work with First World War refugees.

In 1991, the headquarters of the Nansen Society (UK) were established at Redcastle Station, a disused railway near the Beaully Firth.

On 1st April 1999, Nansen Society converted to a Scottish Charity and therefore changed name to Nansen Highland.

Nansen Highland is a non-political, non-religious charitable organisation, which has grown to its present form. We operate a day training centre and two residential centres for young adults with special needs. Nansen also provides a Housing Support Service for people living in the community in their own tenancies.

The day training centre is based at Redcastle Station, Killearnan and provides academic training, life skills, and social skills to young adults with learning disabilities or related disabilities. The day training unit has a capacity for 21 young adults per day.

Fram House in Beaully has the capacity for 5 residents to learn the skills of household management, cooking and budgeting, preparing the young adult to move on to less supported living accommodation. Tich na Cloich in Muir of Ord has the capacity for 4 residents.

Nansen Highland took over the service delivery of the Bridg'it Venture, based in Drumnadrochit on 1st January 2009. Tigh-na-Cloich provides residential facilities. The focus remains the same as The Station and Fram House.

Nansen Highland is a training centre and employer committed to equal opportunities.

Specialised Day Training

Nansen Highland offers a specialised training package to young adults (16 – 30 years) with additional needs. These young people may not have the chance to learn the different skills that people need to find their way in a complex society, such as the ability to read and write; the ability to understand and work effectively within society's rules and values, the ability to organise one's daily life, and the ability to cope with difficulties at home or at work. Nansen Highland aims to offer these young adults the opportunities they deserve to develop into stable, self-confident and socially minded individuals.

With this aim, emphasis is put on developing job skills, life skills and social skills for their future.

No time limit is set on this exploration. The young adults will receive the time they need to achieve this at their own pace.

Therefore, every person joining Nansen Highland is offered a combination of vocational and non-vocational training. The time spent on each is carefully considered at the beginning of the placement and evaluated, reviewed and if necessary, adjusted at reviews and/or staff meetings.

Individualised training packages

Each person will follow a specially designed training programme, which will have been decided upon with the young adult, parents, careers officer, social worker etc. The aim here is to help the young adult develop the skills that will be most valuable to them in the future, whether these are social skills, vocational skills, independence skills or a combination of all these.

Young adults are actively involved in decision making and choices within their training plan.

The certificated and non-vocational training are not freestanding projects within Nansen Highland. They are two closely and carefully interlinked tools to enrich the whole personality of the individual.

Certified training

Nansen Highland is an approved SQA centre. We can deliver many SQA units. The full list can be found at the end of the document.

If required, other units may be obtained on a distance learning basis from other approved centres and delivered on site at Redcastle with assessments via email. This option is normally used for young adults requiring a higher level of academic studies.

As we are continually upgrading and expanding our SQA units this may not be a comprehensive list and further information can be obtained, if required.

Duke of Edinburgh

Nansen Highland is a registered centre to deliver Duke of Edinburgh awards at bronze and silver levels. We started the Duke of Edinburgh scheme at Nansen Highland as a pilot centre for individuals with additional support needs in the Highland area from April 2011. Since then, we've had three groups of young adults that completed their bronze award and one silver group completed.

Basic first aid

Nansen highland is able to provide 'basic first aid' which is regulated by 'ITC First' awarding body.

British Safety Council

We also deliver a qualification in 'workplace hazard awareness' through the British Safety Council. These skills are to develop safety awareness prior to undertaking work experience or employment. (level is comparable to National 3)

Non-vocational training

The emphasis of the non-vocational training is more on the inter-personal, independence and social skills rather than the academic skills of the young adult. Young adults are encouraged to make informed choices and decisions, learn to communicate and co-operate with others effectively, while in a supportive and safe environment. All these skills are of extreme importance to succeed in an employment situation and the individual's future.

The various activities used to enhance the interpersonal, independence and social skills could consist of practical work, excursions, camping trips, sporting activities, group work and having fun.

The full list of the non-vocational training delivered can be found at the end of the document.

Practical Work

At our day centre, Redcastle Station, a nature trail and buildings offer a great deal of challenging practical work. Renovations and repairs are carried out by young adults, supported by staff, to enable practical and organisational skills to be learned within a safe environment. This can vary from woodwork, painting, gardening and identified projects carried through from start to finish.

Vehicle checks are an important task to ensure the maintenance and safety of each vehicle. Each week all vehicles are checked to ensure all safety standards are maintained and vehicles are cleaned. Some young adults choose this responsibility as part of their practical tasks.

Sports Activities

It's very important to have a healthy lifestyle and we give every young adult the opportunity to join a weekly sport activity in a small group. The group decides which sports they would like to do. Sports include swimming, football, gym, badminton, walking, cycling, dance aerobics, tennis, and many more. Young adults also have the opportunity to participate in the majority of the Highland Disability Sports events.

Project

The young adult can choose their own subject they're interested in and would like to find some more information about. They can make a PowerPoint presentation with the found information and present their presentation to a few of their peers.

Social Training

With Nansen Highland, we try to arrange educational visits. Some of the visits we have done in the past is visiting a castle, explore a work environment by visiting a supermarket behind the scenes, visit Inverness airport, ...

We also attend most of the Highland Disability Sporting events like the swimming gala, the 5-a-side football tournament, Athletics and the Come and Try day.

We also organise a yearly camping trip with tents to a campsite with facilities. We try to explore different areas like Perth, Embo, ... where we also take the opportunity to see local landmarks and events. Glamping may also be an alternative.

Work Experience

Work experience can be incorporated within the training package for individuals who are ready to explore the world of work and develop these skills further to progress towards employment.

Staff

Most of the staff at Nansen are permanent, however there are also other staff members who are volunteers and students who may be here for a short or long term. The staff group have a variety of qualifications and experience in social work, youth work and education. Nansen Highland promotes an ongoing staff training and development plan to enhance the quality of service to our service users. All permanent staff members have training in first aid and all drivers are required to complete a competence mini-bus test. All staff have an enhanced disclosure check and are complying with the SSSC code of conduct.

Keyworker

Nansen Highland operates a keyworker system so each young adult will be appointed a member of staff shortly after their arrival. The keyworker will work closely with the young adult to monitor and evaluate their Personal Plan and training plan. The keyworker will also liaise with the care team, parents, and attends review meetings, as required. Personal Plans and risk assessments are reviewed in line with the current legislation. The keyworker can also provide the young adult with access to their personal files.

Medication

All medication should be handed into the staff at the training centre so it can be stored safely until required. Further details are available on request.

Visitors

Parents/carers are very welcome to visit us here at Nansen and should contact the office to make arrangements.

Smoking

If anyone should choose to smoke, they can do so only outside the building. We are committed to an approach, which actively promotes good health so we will not condone or assist young individuals who smoke, therefore anyone who does should supply their own. To avoid the risk of fire within the building, smoking is forbidden except outside in the designated area.

Equal opportunities

We feel that it is very important to make sure that all young adults have equal rights. This means that young adults will be treated with equal respect, whatever your background, disability, sex, age, nationality, religion or other characteristics.

Residential Care Home

As well as the training centre at Redcastle Station, Nansen Highland runs two residential centres, Fram House in the village of Beauly and Tich na Cloich in Muir of Ord.



The accommodations are designed for four residents, each having their own bedroom with en-suite facilities. Combined facilities of kitchen, lounge and sitting room are available on the ground floors.

Fram House, took its name from Nansen's exploration ship, which translated from Norwegian means 'Forward'. This name giving our residential centre encompasses our philosophy in one word: Forward.

We do not intend to retain our residents but prepare them to move onwards!

Tigh-na-Cloich, Gaelic for "house on the rocks" located in Muir of Ord has similar aims and objectives as Fram House. The accommodation is designed for 4 residents.



The emphasis here is on further development of free-time management, domestic skills, interpersonal and social skills to enhance their capabilities for progression to supported housing or independent living. The training provided incorporates budgeting, shopping, cooking etc. on an individual basis with the support from staff. The staff ratio is one to four young adults.

The centres are not isolated from the day training. The method of interaction is more informal, and the input of the residents is encouraged in the running of the units. Regular activities are organised to ensure and promote contact with parents/guardians and residents can choose to return home for a weekend.

Aims

Within the residential care at Fram House and Tigh-na-Cloich, our aim is to provide a safe, secure, stimulating and caring environment whilst also respecting each person as an individual. We strive to promote opportunities for each young adult to develop skills and plan for their own future.

The emphasis is put on the quality of life and care with full respect of the rights of the resident/young adult. The principles adhered to, from the Health and Social Care Standards are:

Dignity and respect

- My human rights are respected and promoted.
- I am respected and treated with dignity as an individual.
- I am treated fairly and do not experience discrimination.
- My privacy is respected.

Compassion

- I experience warm, compassionate and nurturing care and support.
- My care is provided by people who understand and are sensitive to my needs and my wishes.

Be included.

- I receive the right information, at the right time and in a way that I can understand.
- I am supported to make informed choices, so that I can control my care and support.
- I am included in wider decisions about the way the service is provided, and my suggestions, feedback and concerns are considered.
- I am supported to participate fully and actively in my community.

Responsive care and support

- My health and social care needs are assessed and reviewed to ensure I receive the right support and care at the right time.
- My care and support adapt when my needs, choices and decisions change.
- I experience consistency in who provide my care and support and in how it is provided.
- If I make a complaint it is acted upon

Wellbeing

- I am asked about my lifestyle preferences and aspirations, and I am supported to achieve these.
- I am encouraged and helped to achieve my full potential.
- I am supported to make informed choices, even if this means I might be taking personal risks.
- I feel safe and I am protected from neglect, abuse or avoidable harm.

Induction

Each young adult receives an induction, which includes introduction to staff and young adults, health and safety procedures, house rules and practical arrangement to mention a few. It is hoped that this will assist in a smooth and supportive transition to the young adult's new home.

Communal Facilities

Fram House and Tigh Na Cloich accommodates two living areas, which include digital television with DVD, computer with broadband, and board games for recreational use. The fully fitted kitchen area has been specially designed to suit individual cooking facilities.

Individual Bedrooms

All bedrooms in Fram House and Tigh Na Cloich are equipped with furniture and en-suite facilities. Any personal items the young adults wish to take can be discussed with the senior. Nansen Highland's insurance covers the content of each bedroom up to a maximum of £500. Individual young adults may wish to take extra insurance to ensure all personal items are covered, this can be discussed with the senior support worker or the project co-ordinator.

House Meetings

Regular house meetings are held, where all the residents have the opportunity to meet together with a staff member to discuss any issue relating to living in the House. House meetings are held approximately every 2 months. It is important that the young adults listen to each other and that everyone gets the opportunity to speak. Ideas for house meetings should be brought to the senior support worker. After the meeting possible "action points" are put up in the kitchen and the minutes are kept so that they can be looked at again.

Health & Safety

A health and safety induction is held with every new young adult on arrival at Fram House or Tigh-na-Cloich and reinforced during their stay. All health and safety equipment is checked and maintained regularly.

The Fire Brigade Officer inspects the house on a regular basis, and it is the responsibility of the staff to carry out fire drills and inspection of the fire alarms on a weekly basis.

Both Fram House and Tigh-na-Cloich are also inspected by the Care Inspectorate.

Funding

The funding arrangements for a young adult to stay in either residential care home will partly be paid from social security benefits and partly by the Local Authority. The care manager, or social worker, will work out these figures in detail. All young adults are entitled to a weekly residential allowance.

Appointee arrangements on personal finances can be agreed within the Care Team, if required. Further information available in the policies.

Personal Plan

Each individual has a Personal Plan to encompass the independence and life skills. The Personal Plan is monitored by the keyworker and used as a tool to focus on the identified development areas. Personal Plans and risk assessments are reviewed as per the current legislation and young adults have the right to comment on their reports. Young adults can request their keyworker for access to their personal file.

Any medication can be held by staff or the young adult depending on what is agreed in their Personal Plan.

All ethnic groups and cultural practices are respected and if an individual would wish to attend religious activities, this can be arranged through the keyworker.

Development Areas

Each young adult is supported in developing skills in cooking, house maintenance, budgeting, shopping, free-time management and personal hygiene.

Interpersonal skills for integration into community life, such as listening, communicating, joint problem solving and socialising are developed through individual and group activities. More specialised skills depend on the individual young adult's interests and abilities.

As part of their independence development, the young adult is responsible for the organisation and upkeep of their own bedroom and participating in the duty rota. The "duty" rota will be displayed in the kitchen to show what duties each resident will be responsible for throughout the month.

Support Services

Nansen Highland provides a housing support service. This is a new service under development with Nansen Highland accepting new clients when possible. The service will be small scale in order to provide a quality service. Nansen Highland provides support with cooking, shopping, budgeting, home maintenance, correspondence, finance, social and leisure activities... as detailed in the support package agreed with the wider care team.

The aim of the Housing Support Services is to support Young Adults to live in their own tenancy, as independently as possible.

Nansen Highland does not act as a landlord for Housing Support Services.

Nansen Highland are able to provide support services for SDS packages. These are assessed on an individual basis, depending on support required.

Admission policy

Nansen Highland has an active equal opportunity admission procedure, which closely interlinks with the marketing procedure.

The first step in the admission is the initial enquiry. The referrals are mostly received from social work departments, education department and/or from the career's office.

On referral, we invite the persons who participate in the possible placement: the prospective young adult, parents/guardians and the care manager, mostly social worker.

In the initial visit, the prospects, desires and aspirations of the young adult are taken into account and compared with Nansen Highland's statement of intent.

Following this initial visit, we invite the prospective young adult for a visit at the service. This enables both parties to get to know each other.

When considering a placement, we scrutinise:

- the availability of a place at Nansen in relation to the waiting list
- the compatibility of the new young adult with the young adult group and vice versa
- the availability of agreed funding

The application can develop from here onwards. Either when both parties feel the placement would not be productive, we end here, or further arrangements are made explore the possible placement further.

Complaints procedure for young adults

Nansen Highland has a grievance procedure.

When a young adult, residential or not, has a grievance, the first port of call is the key worker.

Together, things are looked at and as objective as possible view and solution is sought for.

If this does not work out, the director will be consulted.

The director, in consultation with the people involved, will call a (review) meeting if this is deemed necessary.

Anyone can make a complaint directly to the Care Inspectorate. The complaint leaflets are obtainable from the staff or from the meeting room at Nansen Highland.

LIST OF SQA UNITS

National 2

- Building Positive Relationships (Group setting)
- Digital Photography – Capturing Digital Images (G)
- Communication (listening/speaking/writing/reading) (G)
- Completing a Work Placement
- Creating Materials for Display (G)
- Exploring a Local Area (G)
- Food For Health (G)
- Food Preparation
- Fundraising (G)
- Independent Living (G)
- Internet Applications
- Investigating the Workplace
- Leisure Time Activities (G)
- Life in Another Country – Optional Country
- Life in another Country – Optional Language
- Life skills Mathematics:
 - Measurement
 - Money
 - Number and Number Processes
 - Shape, Space and Data
 - Time
- Media: Creating Media Products (group activity)
- Media: Creating Media Products (Individual)
- Multimedia Applications
- Personal Achievement – Looking after your Home.
- Personal Health and Wellbeing (G)
- Practical Abilities – Making Journeys
- Practical Craft skills – Making a Craftwork Item (woodwork)
- Preparing for Employment
- Problem Solving (G)
- Safety and Security (G)

- Science – Practical Experiments (G)
- Working With Materials

National 3

- Analysing Media Content (G)
 - Computing Science
 - Building Digital Solutions
 - Information Solutions
 - Cookery Processes; an Induction
 - Core Skills – Maths
 - Core Skills – Communication
 - Modern Studies; social issues in the UK
 - Crime and the Law in society (G)
 - Wealth and Health in the UK (G)
 - Office Practice
 - Organisational skills for cooking
 - Problem Solving (G)
 - Working With Others (G)
- Entry level award in workplace hazard awareness (*British Safety Council*)

National 4

- E-touch Typing
- Gardening skills: an Introduction
- Modern Studies
 - Democracy in the UK and Scotland (G)
 - International Issues (G)
- Problem Solving (G)

Fundraising Group

This National 2 unit gives our young adults the chance to help raising some funds for Nansen. In the past, the group has organized a quiz night for everyone and an afternoon tea party.

The group also looks at what the funds will be used for. In the past they have been used to help paying for the Christmas party, to help fund the glamping and to buy new equipment.

LIST OF NVT

- Art
 - Egyptians
- Aqua Aerobics (Friday)
- Bike Maintenance
- Body Balance (Thursday am)
- Collection group (G)
- Computers For Fun (G)
- Cooking/Baking
- Creative/Positive writing
- Cycling (G)
- Digital Photography (G)
- Drama (G)
- Drama (Eden Court)
(Monday am or Tuesday am)
- Driving Theory
- Events Group
- First Aid Awareness (G)
- Gardening
- Geography:
 - Countries
 - Animals
 - Climate
 - Oceans
- History:
 - WWII
 - Victorian Time
- Kitchen hygiene
- Line dancing (Tuesday pm)
- Newsletter (G)
- Office work
- Organising Group
- Personal Development
Planning
- Photo board
- Practical work
- Project
- Shopping
- Skills
- Social & Emotional Skills
 - Healthy Relationships
 - Personal Awareness
 - Social & Emotional
Wellbeing
- Space Exploration
- Sports (G)
- Van Checks
- Video Project (G)
- Walking (G)
- Shopping
- Word

Events Group

This group has young adults helping to organize social and educational outings for everyone at Nansen. Some of these events are a visit to the Highland folk museum in Newtonmore, Christmas party at a local hotel, Inverness Airport visit behind the scenes, fire station visit, Easter activity, ...

Nansen Highland

Young Adult Application form

Please identify service required:

Residential

Day training

Housing Support Service

Nansen On-line

Identification

Surname	
First name	
Date of birth	
Address	
Telephone number	
Email	

Parents/ carers

Name	
Relationship	
Telephone number	
Mobile number	
Address (if different from above)	
email	
Name	
Relationship	

Telephone number Mobile number	
Address (if different from above)	
Email	
Siblings	

Placement management

Date of proposed start	
Care manager for placement	
Address	
Telephone mobile	
Source of funding	
email	

Medical information

Medical information or physical need	
Medication	
Dietary requirements	

Known allergies	
Reason for medication	
POP / child plan	Yes/No

Education and interests

SQA number	
Qualifications achieved	
Current education/training	
Reading and writing	
Level of concentration	
Results of any IQ/aptitude tests	
Learning disability	Yes/No

Particular qualities/ skills	
Leisure Activities/ hobbies?	

Independence

Independent travel	
Personal care	
Budgeting	
Life skills	

Social behaviour

General	
Towards leaders	

Towards peers	
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Emotions/feelings

Any anxieties, Phobias, ...	
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Any important meetings/events in the past and future

Past	
Future	

Future plans

Short term	
Long term	
Young adult's aspirations	

Training expected from Nansen Highland	
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Completed by

Name	
Relationship to Young Adult	
Telephone number Mobile number	
Email	
Date	