



NANSEN HIGHLAND QUALITY MANUAL

Care plan policy

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Chapter

1

Statement, philosophy and values of care

Nansen Highland's memorandum and articles of association states our philosophy of care is

“To train and assist in the training of young persons and children so to develop their physical, mental and spiritual capacities that they may grow to full maturity as individuals and members of society, and to instruct and to assist in instructing young persons and children in the principles of discipline, loyalty and good citizenship.”

The trainee/resident is recognised and treated as a fully respected individual and we encourage them through education, work experience and consultation to become a full member of society in the best possible way.



Approaches to care practice

The emphasis is put on the quality of life and care with full respect of the rights of the resident/trainee. The rights¹ to privacy, dignity, independence, choice, rights and fulfilment are adhered to.

6 monthly reports

For the purpose of social work departments and our own records, we need to keep reports up to date of our clients. Every 6 months, a detailed report is made in consultation with the staff. The key worker is responsible for this and the client can comment on this.

Policy on training, care plans, assessments and reviews

TRAINING

- New trainees receive a five-day induction by the director, training co-ordinator and the project co-ordinator.
- An internal assessment involving the director, training co-ordinator, the trainee and key worker is carried out during the first month of training.

¹ National Care Standards., Support services. Care Commission.



- SQA and other educational reviews form an integral part of the weekly training meetings.
- The trainee's training plan is made during the first month and reviewed every six months by the trainee, key worker and director. The plan is then reviewed with other staff and discussed at the following care review meeting with the care manager (mainly social worker) and others involved. These meetings can be called, if any of the parties involved feel a need to it.
- Careers service reviews are held on demand or as per statutory requirements.
- Psychological reviews with the trainee are held as needed by the psychological services. Relevant reports and recommendations are made to the director.

RESIDENTIAL CARE AND DAY TRAINING

- New trainees receive a one-day induction by the director and co-ordinators
- Internal assessment is carried out by the director, key worker, co-ordinators and trainee during the first month of training.
- Care plans are made during the first month and reviewed every six months by the trainee, key worker and co-ordinators and director. They are then reviewed with other staff and discussed at the following care planning meeting.
- Psychological reviews with the trainee are held as needed by the psychological services. Relevant reports and recommendations are made to the director.



Individual's quality of life

Statement of rights for residential trainees

This statement sets down your rights as a resident. We hope that you find it useful and informative.²

To be sheltered, cared for and spoken to in a manner befitting your status as an adult, without the threat of any kind of abuse by staff or other persons.

To be involved, whenever possible, in decisions affecting your life.

To manage your own financial affairs. If unable to do so, to authorise Nansen Highland or a third party to administer your money and to receive an accounting of all financial transactions you have thus authorised. (Residential Trainees)

To receive a weekly monetary allowance, as determined by the guidelines laid down by the department of social security (Residential Trainees) or to receive a Skill seekers allowance if on this training program.

To exercise the full civic and legal rights of a citizen, and to be kept informed of and involved in issues that affect you.

To have unhindered access to a mechanism to express personal feelings, criticisms and grievances, that will exclude access by the director if desired, without fear of reprisal or discrimination.

To refuse medical treatment and medication and to be informed of the medical consequences of such a refusal.

To receive assistance towards independence and self-care at the maximum level possible in comfort and dignity.

² National Care Standards, Care homes for people with learning difficulties. Care Commission



To receive all necessary assistance to be able to participate in and have access to all activities that Nansen Highland has to offer at the discretion of the director judgement on issues of Health & Safety.

To form friendships with other residents without hindrance or embarrassment.

To know that your personal records are kept in confidence and are available only to those for whom the information is essential.

To have access to personal records within current national regulations.

To write, or to have written, and to receive any mail or otherwise to communicate without any interception or interference by any member of staff.

To enjoy privacy in counselling, treatment or care for personal needs, and to be provided with space for private communication with your family, friends, lawyer, clergyman, government representative or any other person. Persons not directly concerned in your care and treatment must have your permission to be present.

To have adequate and nutritious meals and snacks appropriate to your needs and requests. (Residential Trainees)

To have all studies, surveys and polls adequately explained and to have the freedom to refuse participation.

To expect all staff to be informed of, and to assume that all staff will respect, the above rights.

As a trainee with Nansen Highland you will be a member of a small community. As such, you will have obligations of conduct towards your fellow trainees and members of staff. The above rights should not be regarded as in any way over-riding these obligations.



Statement of rights for day trainees

This statement sets down your rights as a day trainee. We hope that you find it useful and informative.

- To be sheltered, cared for and spoken to in a manner befitting your status as an adult, without the threat of any kind of abuse by staff or other persons.
- To be involved, whenever possible, in decisions affecting your life.
- To exercise the full civic and legal rights of a citizen, and to be kept informed of and involved in issues that affect you.
- To have unhindered access to a mechanism to express personal feelings, criticisms and grievances, that will exclude access by the director if desired, without fear of reprisal or discrimination.
- To refuse medical treatment and medication and to be informed of the medical consequences of such a refusal.
- To receive assistance towards independence and self-care at the maximum level possible in comfort and dignity.
- To receive all necessary assistance to be able to participate in and have access to all activities that Nansen Highland has to offer at the discretion of the director judgement on issues of Health & Safety.
- To form friendships with other residents without hindrance or embarrassment.
- To know that your personal records are kept in confidence and are available only to those for whom the information is essential.
- To have access to personal records within current national regulations.
- To write, or to have written, and to receive any mail or otherwise to communicate without any interception or interference by any member of staff.
- To enjoy privacy in counselling, treatment or care for personal needs, and to be provided with space for private communication with your family, friends, lawyer, clergyman, government representative or any other person. Persons not directly concerned in your care and treatment must have your permission to be present.
- To have adequate and nutritious meals and snacks appropriate to your needs and requests.



- To have all studies, surveys and polls adequately explained and to have the freedom to refuse participation.
- To expect all staff to be informed of, and to assume that all staff will respect, the above rights.

As a trainee with Nansen Highland you will be a member of a small community. As such, you will have obligations of conduct towards your fellow trainees and members of staff. The above rights should not be regarded as in any way over-riding these obligations.



Equality in practice



We feel it is very important at Nansen to make sure that all trainees have equal rights. This means that they must be treated with equal respect, whatever their background, disability, sex, age, nationality, religion or other characteristics.

So please - be careful how you talk to, and treat, other people here, and remember not to bring any provocative sexual, racial or political material to Nansen. For the same reason, swearing is forbidden at all times as are all forms of aggressive behaviour, including verbal aggression.



Admissions and moving on

Induction procedure

When a new trainee joins Nansen Highland, an introduction procedure is followed, so the person feels at home as quickly as possible and they know what is expected from them and what they can expect. The check list is detailed in the Nansen Highland Quality Manual.

Recruitment policy The recruitment procedure Nansen Highland uses, flows from its recruitment policy.

The following 'checklist' is followed before the recruitment procedure is started. Depending on the outcome of the first initial meeting, this checklist is run through again.

Checklist:

- Fundamental is the consideration whether the client can benefit in one way or another from being at Nansen Highland.
- Can we accommodate the care and training necessary for the proposed care/training plan to fulfil the needs of the proposed client?
- Addictions (past and present) of a client of all kinds have to be discussed, in order to establish the success of the proposed care plan.
- Diet and medication of the client are considered in order to assess the possible organisational consequences.
- If the client would have therapeutic needs, the staff has to consider if they can meet these needs by providing them within the organisation itself, or in close co-operation with an external organisation/specialist.
- The staff considers leisure- and weekend activities of the client. Can this be organised balancing the expectations of the client and the expectations of and the physical possibilities (e.g. transport) in the organisation?
- Would we exceed the registered capacity when we take on another client?
- Is the financial responsibility allocated to the relevant authority?
- Is transport from Nansen Highland and to Nansen Highland sorted out?



The combination of clients at Nansen Highland

- It is important to consider if the needs of the applicant fit in the present client group.
- Can the spiritual and cultural needs of the applicant be met at Nansen Highland?



Chapter 6

Complaints procedure for trainees

Nansen Highland has a grievance procedure. Staff grievance procedure is determined as in the Nansen Highland Quality Manual and staff hand book.

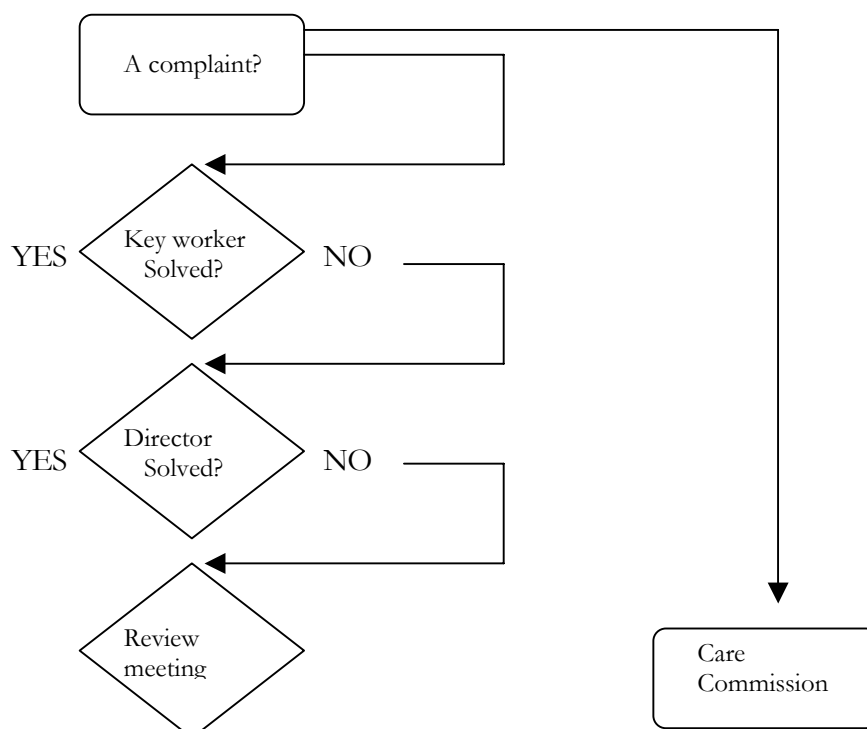
When a trainee, residential or not, has a grievance, the first port of call is the key worker.

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 registration and inspection unit. The complaint forms are obtainable from the staff or from the meeting room at Nansen Highland.





Targets



As well as the training centre at Redcastle Station, Nansen Highland runs a residential care centre in Beaulieu.

Fram house is a renovated and upgraded bank house situated on the square.

The emphasis here is on the development of domestic skills and interpersonal- and social skills to enhance their capabilities for progression to supported housing or independent living.

The centre is 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 unit. Regular activities are organised to ensure and promote contact with parents/guardians. The residents choose to return home for a weekend when they want if this is stipulated in the care plan.

Overall, the target is to move on from Nansen Highland. We endeavour to supply our service till the time is right to progress onto the next stage. This might be employment (with or without support), further education or other housing arrangements (with or without certain levels of support).



References



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- Care Commission website.
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- National Care Standards. A care home for people with learning disabilities.
- Nansen Highland Quality Manual.