



Nansen Highland Residential Experience

Welcome to your new home!



FRAM HOUSE



Fram House
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BEAULY
IV4 7BT
Tel: 01463 783977

Nansen Highland (headquarters)
Redcastle Station
Killearnan
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Welcome to Fram House

We hope you will enjoy living with us and will soon feel settled and confident here. Starting off in a new place always feels a bit strange at first, so don't be surprised if it takes a few days before you start to feel settled in. Everybody will try their hardest to make you feel at home here, and this welcome booklet should give you an idea about the residential care in Fram House. However, if you have any further questions or if there is anything you are unsure about, please ask a member of staff - he or she will be only too glad to help.

Introduction

Nansen Highland is a non-political, non-religious charitable organisation providing care and training to young people, who have additional needs through learning difficulties and related disabilities.

Nansen Highland provides day training at Redcastle Station, Muir of Ord and residential care at Fram House, Beauly. Residential trainees also come to Redcastle Station during the day.

There is a video available to watch which covers this induction pack, if you wish.





Aims

Within the residential care at Fram House, 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 you to develop and plan for your own future. Fram House took its name from Fridtjof Nansen's boat during his explorations, which translated from Norwegian means "Forward." The name of our residential centre encompasses our philosophy in one word: Forward! We do not intend to retain our residents, but prepare you to move onwards!

The following principles will be followed:¹

Privacy

The right to be left alone or undisturbed. The right to not have anyone interfere in personal affairs. Staff will respect your personal privacy, particularly with regard to your bedroom and bathroom, however ensuring that appropriate supervision is extended in these areas.

Dignity

Recognition of the value of people regardless of circumstances. Respecting a person's uniqueness and their personal needs. Treating people with respect.

Independence

Opportunities to act and think for yourself. This includes thinking about possible risks.

Choice

Opportunities to choose independently from a range of options.

Right

To be treated in agreement with the law. To make sure you can explore your rights and responsibilities.

¹ National Care Standards, Care homes for people with learning disabilities, The Scottish Executive, 2002



Fulfilment

The fulfilment of personal goals and abilities in all aspects of daily life.

You will be supported to move towards greater autonomy and independence in the long term and you will be involved in any decision-making concerning your home and all aspects of your life.

Admission Procedure and Reviews

When you first apply for a stay in the Care Home, you will receive a full induction and a 'trial period'. The trial period is 6 weeks and at the end of this, your first review will be held. Do not worry; your keyworker will discuss this with you.

Your care plan will be updated every month and reviewed every 6 months.

Annually a full review will take place with your care manager. You can ask to see your file at any time and the staff member can answer any queries that you may have.

Building

Fram House is situated in Beaulieu, close to many facilities. The accommodation at present is designed for four residents. You will have your own bedroom with en-suite facilities. There is also a communal lounge and the use of kitchen facilities.

Staff

Most of the staff you will meet at Nansen are permanent, however you are likely to meet other staff members who are volunteers and students who may be here long or short term. Do not be surprised if you come across some unusual names as some come from overseas. There are three care home staff who work at Fram House and sometimes staff from Redcastle Station cover additional shifts. There will be a staff member on at all times. There is a staff handover at 9.00 am before leaving for the day at the station.



Keyworker

Soon after you arrive at Nansen you will be given a keyworker. This is your "own" staff member who will work closely with you and will sometimes be involved in meetings with you and your care manager. Feel free to talk to your keyworker about anything you don't understand at Nansen - he/ she will try hard to help you in every way possible. Your keyworker will be responsible for updating your file. In the file you will have a care plan and risk assessment, which is updated every six months. To ensure that you understand and agree with what is written, you can put forward your opinion and sign this document. Your keyworker can provide you with access to your personal records here - do ask him/her if you need or wish to see them.

Finance

Your stay in Fram House will partly be paid from your benefits and by the Local Authority. Your care manager, or social worker, will work out these figures in detail and you will receive a financial statement from the Social Work Department every year.

Nansen will pay a weekly personal allowance into your own bank account. If you do not have an account, we will help you open one. This can be used to assist in paying for extra activities you do or personal items.



Travel Card

If you are practising or able to use public transport remember to talk to your keyworker if you can apply for a travel card. If you are entitled to a travel card you can use buses free. If you need support on the buses you should ask about a companion card so staff can assist you with your travelling.



Shopping Budget

Each resident has a shopping budget so they can buy their food for the week. Nansen Highland provides a purse especially for this so you can keep your own money separate. Trainees are responsible for the money and keeping all receipts for shopping. You should be careful when preparing your shopping list to check how much money you have in your purse, so you do not over spend. If you do overspend you can't buy everything and must put some items back. Depending on your previous experience with budgeting, will depend on how much support you will need. You will need to organise your own menu, shopping list and the preparation of the meals. Of course, staff will assist you where necessary.

Medical Assistance

To ensure that you can receive treatment in an emergency, we recommend that you are registered with a GP and Dentist within the area as soon as possible. Should you need to take medication this can be held by staff or yourself depending on what is agreed in your care plan.

Holidays and Activities

Nansen Highland provides a leisure budget so the trainees can decide on weekend activities. The budget can be used for activities like: swimming, cinema, roller bowl, pool, and picnics, to mention a few. The activities need to be discussed and agreed with all residents. Residents can also decide to save up the budget to pay for bigger activities i.e. pop concerts etc. However, be careful when the budget is spent you will need to start saving again.



House rules

In the care home, 4 people live together with one member of staff. The emphasis is to help you develop your skills so you can prepare yourself for a place on your own, with or without support. To ensure that everyone can live together, we need to have some ground rules to help! Disciplinary measures might be taken if these rules are broken.

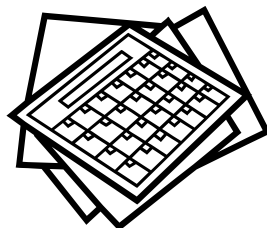
- Should you wish to have alcohol on the premises, this will need to firstly be discussed with the management and recorded in your care plan. There will be clear guidelines to follow with the amount of alcohol that is allowed to be consumed on the premises. This is to ensure the best interests of other residents are taken into account.
- The contents of your bedroom will be your own responsibility. You will be given a key to allow you to lock your room should you wish to. Staff will also have a master key for safety reasons.
- If you wish to smoke, you can do so in the allocated room. We are committed to an approach, which actively promotes good health so we will not condone or assist young individuals who wish to smoke, therefore anyone who does smoke should supply their own. To avoid the risk of fire within the home smoking is forbidden except in the allocated room.
- You must respect the privacy of other residents and only enter their bedrooms if invited to do so by them.

The duration of your stay here really depends on what you actually need and the availability of other accommodation to move on to.

Your bedroom is equipped with all the furniture you will need, however any personal items you wish to take can be discussed with the project co-ordinator. Nansen Highland's insurance covers the contents of your bedroom up to a maximum of £500. If you wish to take out extra insurance, please talk to the project co-ordinator or the director.



Weekly Plan



As part of your independence development, you will be responsible for the organisation and upkeep of your own bedroom and participating in the duty rota. The "duty" rota will be displayed in the kitchen to show what duties you will be doing throughout the month.

Other activities are encouraged for you to take on board like laundry, personal hygiene, bedroom tidiness, free time management, etc.

A weekly plan of your activities in Redcastle Station is also displayed in the kitchen. From this you will be able to see exactly where and what you are doing for each day of the week.

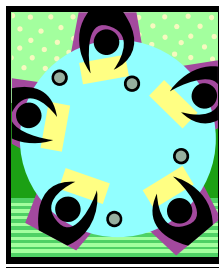
This may sound complicated at first, but do not worry – you will soon get used to it.

Daily Plan

The day will usually begin by everyone getting up and having showers etc, then organising your breakfast. It will be your responsibility to make your own packed lunch and get ready to leave around 9.15 depending on what is organised for that day. A staff member will then take you to Redcastle Station, where you will be training until 4.00pm.



House Meetings



Regular house meetings are held, where you and the other residents have the opportunity to meet together with a staff member to discuss any issue relating to living in Fram House. It is important that you listen to each other and that everyone gets the opportunity to speak. Ideas for the meeting and possible 'action points' are put up in the kitchen and the minutes are kept so that they can be looked at again.

Health and safety

You will have a health and safety induction soon after you arrive at Fram House, but the main thing to remember is to talk to your keyworker or any staff member if there is anything about health and safety that you are not too sure about. The Fire Brigade Officer inspects the house on a regular basis and it is the responsibility of the staff to carry out fire drills regularly and inspection of the fire alarms on a weekly basis. You will be informed of the assembly area and this will also be on notices around the house.

Nansen's Responsibilities as your landlord

We will make sure the house is kept wind and watertight and ensure all inside and outside repairs are carried out. We will supply hot water, electricity and heating, which will be checked regularly so your home is safe. Your bedroom will be decorated prior to you moving in but if you wish to erect shelves or units, permission from the project co-ordinator will be required first.



Visitors

Your parents or other carers are very welcome to visit you at Fram House. Please ask them to contact us if they want to arrange a visit. Visitors are required to sign the visitor's book!

Inviting People To Your Home!

These are just a few tips on what to do when inviting friends or relatives to your home.

- Make sure you tidy up before they come.
- Remember, that if you want to show them around that is fine, but not into anyone else's bedroom without prior permission.
- Don't have music on too loud...there are other people in the house!
- Visitors can only stay overnight, if previously agreed with the director.
- Encourage your visitors to leave at a reasonable time, the latest at 10 pm.

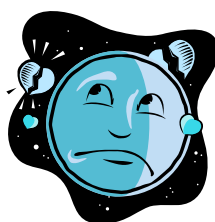
Equal Opportunities

We feel it is very important at Nansen to make sure that all trainees have equal rights. This means that you must be treated with equal respect, whatever your background, 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 sexually provocative, 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.

All ethnic groups and cultural practices are respected and if you wish to attend religious activities, this can be arranged through your keyworker.



Complaints



If you do not think the way you are treated here is fair, try to discuss it with your keyworker first. If you are still having problems, go to the Project Co-ordinator or to the Director. In the same way, if we feel you are doing something, which is not quite right, usually your keyworker will discuss it with you first. If this does not sort the problem out, the project co-ordinator or the Director, will have a chat with you. There are leaflets readily available in regards to complaints should you require them and telephone numbers of CAB and the Care Commission.

So that's it! We are sure it won't be long before you feel part of the group here, but remember – ask any member of staff if you have a question or are in need of help.

We hope that your time here will be pleasant!



BUDGETING!!

This is a guide on how best to budget your money. Hope it helps!!

- Work out what you need to buy first, before spending. Write a list of all the things you need to buy.
- THINK before you SPEND!!!
- Catalogues may seem like a good way to buy things, but it can easily lead to debt... If you can't afford it... Don't buy it! SAVE UP
- Public transport is cheaper than taxis or if it is not far, walking is good for you! Maybe you could apply for a travel card, ask your keyworker.
- Make sure that you get a plus one card from your Care manager. This can get staff into various places when supporting you in activities.
- If you need advice regarding your money ask your keyworker.
- Before you buy food shopping, always look at the different prices of all the brands.
- If you want to buy something, look in different shops, don't buy in the first shop; it could be the most expensive!

All of the above may be what you would do anyway, but always check because it might make a difference to how much you spend!



Useful Telephone Numbers

Fram House: 01463 783977

Blue van: 07766642045

Red car: 07769613277

Redcastle station: 01463 871255

Bart Lafere: (Emergency Mobile) 07768 565752

Train Station: 0845 7 48 49 50

Bus Station: 01463 233371

Cinema: Vue 0870 240 60 20

Dingwall Sports Centre: 01349 864226

Inverness: 01463 667500

Police- 999

Ambulance- 999

Fire- 999

Police - Beaully: 01463 782 222

Doctor-

Dentist-

Citizens Advice Bureau: 01463 235345



Individual's quality of life. Statement of rights for trainees

This statement sets down your rights as a 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 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 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 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 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.