

Nansen Highland

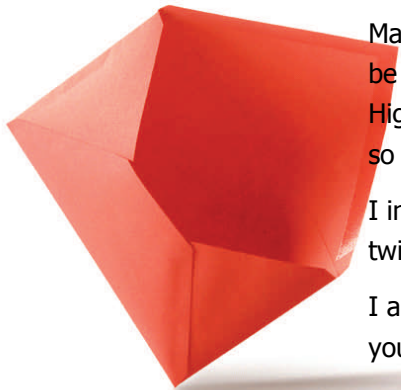
# Newsletter



## Nansen Highland newsletter

### Special points of interest:

- Nansen Highland, newsletter
- EFQM report available, the results.
- Expansion plans



An other newsletter through the letter box or email...

Well, I hope this one doesn't get the treatment many of the newsletters straightaway get... the bin.

This newsletter has come into commission as a result of the questionnaires sent out in the summer.

Many of you expressed keenness to be kept up to date of what Nansen Highland is up to via a newsletter, so there you are!

I intend to send out the newsletter twice a year to keep you informed.

I also extend an invitation to you if you wish to participate in this ven-

ture by perhaps contributing an article, a message, a thought, etc to your fellow parents, carers, professionals, etc.

The newsletter can therefore be used not only as a platform to distribute information from Nansen to everyone, but also from anyone to everyone through this medium.

Please let me know if you would like to take this opportunity by phoning, writing or emailing me at the main office address.

Many thanks

Bart

## EFQM, the results...

### Inside this issue:

Yvonne MacDonald	2
Kerry Johnston	2
Email contacts	2
Parents' requests	3

As you will be most likely aware, Nansen Highland embarked in the summer on a fact finding mission in relation to how stakeholders view Nansen Highland's performance.

A questionnaire was circulated to the trainees, the resi-

dents, parents and carers, the professionals who work with Nansen and the Nansen staff.

A report has been constructed which incorporates all the answers and comments.

The full report is downloadable from our website: [www.nansenhighland.co.uk/](http://www.nansenhighland.co.uk/)

[news.htm](#). Please follow the link *Nansen Highland, European Framework for Quality Management, EFQM, the results*.

If you do not have access to the web, please let us know if you are interested in a paper copy.





## Nansen Highland, service expansion

Some of you might have had a 'whisper' on the grapevine that Nansen is expanding.

We can now officially announce that Nansen Highland is taking on the service delivery previously operated by the Bridg'it Venture located in Drumnadrochit.

The service has an equine emphasis and is located on the grounds of Borlum

## Staffing

### Yvonne MacDonald

Yvonne embarked last year on a distance course BA Social Work with the Robert Gordon University.

Yvonne is due to start her external place-

ment. Her placement will be fulfilled within the Highland council criminal justice department and will last for 5 months. All the best Yvonne!!

### Social workers in training

Nansen offers practice placements to social workers in training.

This year, a few students are expected

1. Claire Morrison RGU
2. Euan Williamson RGU
3. Mieke Ruts (Holland)
4. Julie De Laere (Belgium)
5. Annelien Speleers (Belgium)

Farm.

Under the management of Nansen Highland, two services will be registered with the Care Commission and will start operating from the 1st of January 2009 . The Lodge, the new residential centre and The Venture, the new day care training centre.

We'll keep you up to speed with the service developments.



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*"The difficult is what takes a little time, the impossible is what takes a little longer"*  
Dr Fridtjof Nansen

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## Email contact

Nansen moved 'up' a bit within the world of technology. All staff members now have an individual email account. Please feel free to contact the key workers of your son/daughter/client via this

way and they will get back to you as soon as possible. The email address for any staff member is:

firstname.lastname@nansenhigland.co.uk.

i.e.: bart.lafere@nansenhigland.co.uk



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**We're on the web!**  
**[www.nansenhigland.co.uk](http://www.nansenhigland.co.uk)**

## Parents' requests...

You (parents) overwhelmingly indicated that it would be a good idea to have a 'social' with each other and to build a network.

I'll organise a social event at least once a year. If you guys wish to have it more often, again, just let me know.

Secondly, there is a great interest to attend information events and even training events.

I intend to organise an annual information event themed around topics that seem to be 'high on the agenda. Any feed back is welcomed for future events.

Remember, if you would like to participate and include a story, an article, or just a thought, in the next newsletter, please let me know.  
Many thanks.

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**HAPPY NEW YEAR  
FROM ALL AT  
NANSEN**

