

# HORIZONS

## Functions & Objectives



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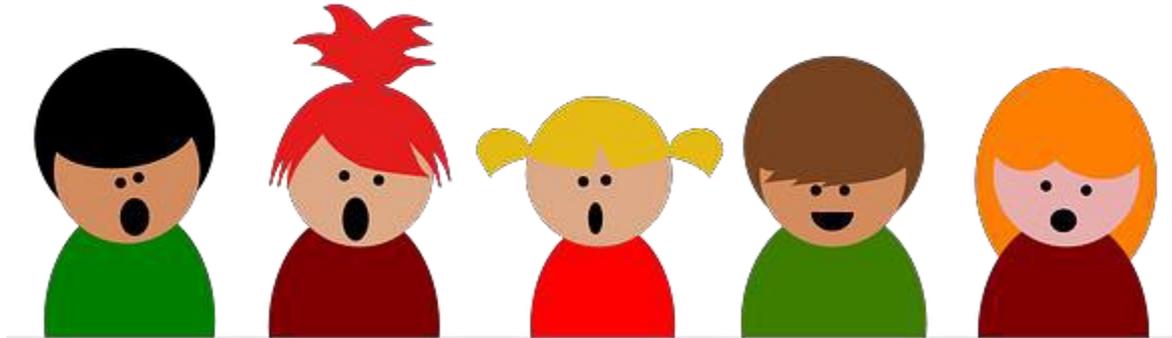
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# **PARTICIPATION STATEMENT**

Horizons main aim is to provide you with a high level of care which meets your needs and we welcome your views in achieving this. In aiming to improve the quality of our service we have several ways of hearing what your views are:-

- ☒ An evaluation form for young people when they leave our care
- ☒ A brief questionnaire annually of how young people view their care and suggestions for improvement
- ☒ An evaluation questionnaire for families and carers
- ☒ A brief questionnaire for professionals on the service we provide and ideas welcomed on how we could improve
- ☒ A suggestion box.
  - A suggestion box marked confidential for the manager's sight only
  - Young people's meetings, chaired by the Who Cares worker
- ☒ Information booklet
- ☒ An internal complaints procedure
- ☒ The option to speak to staff, manager and service manager if required
- ☒ The option to speak to care inspectorate
  - Access to support from 'Who cares' rep
  - In some cases access to Local Authority Children's Rights Service.

# MISSION STATEMENT



Horizons Residential Care will provide a nurturing and safe environment for the young people who will be respected and treated as individuals.

The care staff will encourage and support the young people to achieve their potential, working together with the young person's family members and supporting agencies to achieve this.

The care staff will uphold and promote the rights and views of the young people.

The care staff will provide a positive living experience which meets the requirements of the National Care Standards and which is independently inspected by the Care Inspectorate.

To provide a safe place where young people have an opportunity to make positive changes, achieve their potential in life and find their place in the community.

How will we achieve this aim?

- ☐ Contribute to the development of individual care plans
- ☐ Treat each young person as an individual
- ☐ Provide the young person with care and support
- ☐ Exercise their rights at all times
- ☐ Help them, where appropriate to maintain contact with family and other significant people
- ☐ Offer opportunities and experiences to young people

# Our Services

<p><b><u>Westhaven</u></b></p> <p>Westhaven House is located in a prime location within Edinburgh, close to local shops, leisure facilities and Edinburgh Zoo.</p>		<p>All of our houses can accommodate three young people male or female aged 8 – 18.</p> <p>Each young person has his/her own bedroom with en-suite, decorated and furnished to a high standard. The young people are able to personalise their rooms, pictures and bedding. The young people are encouraged to display their personal items i.e. photographs, posters, ornaments etc.</p>
<p><b><u>Hillview</u></b></p> <p>Hillview House is located within the Drumbrae area of Edinburgh, close to local shops and leisure facilities</p>		<p>Each house has furnishings of a high standard which are regularly replaced. There is a rolling programme of decorating within the house.</p>
<p><b><u>Braeside</u></b></p> <p>Braeside is located centrally within the community in Fauldhouse, Bathgate.</p>		<p>Each house has furnishings of a high standard which are regularly replaced. There is a rolling programme of decorating within the house.</p>
<p><b><u>Glendale</u></b></p> <p>Glendale is located centrally within the former mining village community of Gorebridge, Mid Lothian.</p>		

## **Each House has the following Staffing Structure**

Residential Child Care Manager	x 1	
Senior Residential Care Worker	x 2	
Residential Care Worker	x 6	(4FT / 2 PT)
Residential Care Worker (Relief)	x 5	
Housekeeper	x 1	(PT)

# Objectives

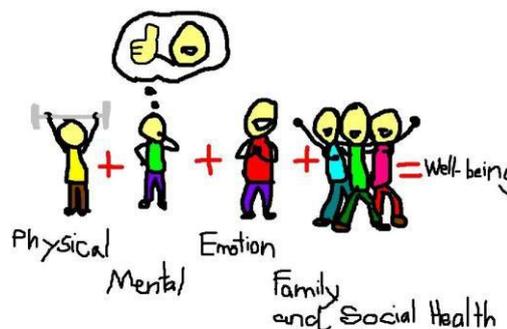
The overall aim of creating a positive living experience for young people will be achieved by attaining the following objectives.

## Being Welcomed and Valued



- ❑ Each young person will have planned visits to Horizons prior to moving in
- ❑ Each young person will have access to a handbook giving details of the House
- ❑ Each young person has a named worker called a Key Worker
- ❑ Each young person has an Individual Care Plan which takes account of his or her ethnicity, religion, culture and dietary requirements.
- ❑ The young people will have their own daily routine
- ❑ Each young person will have a Planning Meeting 72 hours after their admission to make plans for their short term future
- ❑ Each young person will have a Looked After Child Review which will formalise their Care Plan
- ❑ Each young person is encouraged and supported to have a representative to attend meetings with them

## Health & Wellbeing



Care workers will nurture each young person promoting their health, general wellbeing and safety.

- Each young person has access to a well balanced diet, consisting of freshly made food. The housekeeper will be aware of every young person's likes and dislikes
- ☐ Each young person has open access to the kitchen. They are able to make themselves snacks and drinks. Fresh fruit is readily available.
- ☐ Every young person has a specific Key Worker with whom they can discuss any issues they may be having
- ☐ Each young person will be encouraged to display their personal possessions e.g photographs posters etc
- ☐ Each young person will be encouraged and supported to maintain contact with their family members and friends, in accordance with their Care Plan
- ☐ The young people will have regular access to all health services i.e. doctor, dentist, optician etc
- ☐ The young people will be given medication as prescribed by a GP or Consultant
- ☐ Young people who are able to self medicate are supported to do so in line with current policies and procedures

## A Safe Environment

The safety of young people residing with Horizons is very important. Young people will have a right to feel safe, both in terms of interactions with peers and carers.

- ☐ The needs of each young person will be met in a safe environment, which is in line with all of the legal requirements.

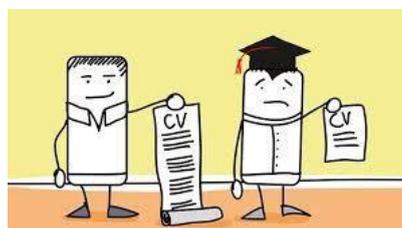
- ❑ Carers have a responsibility to raise issues of safety, whether personal or about the environment. This is an agenda item within supervision between the residential child care manager, seniors and care workers.
- ❑ All carers are subjected to various checks during the Recruitment & Selection procedures to ensure that they are suitable to work with young people in a residential setting.
- ❑ All accidents and incidents are recorded in accordance with Health and Safety policies and procedures
- ❑ All carers have access to the Bully-proofing Our Unit pack to inform them of the effects of bullying and how to safeguard young people from bullying
- ❑ All visitors, the purpose of their visit and the times of their visit are recorded by carers in the log book
- ❑ The testing of the fire alarm, emergency lighting, water temperatures and the car are carried out and recorded by carers within the appropriate time scales
- ❑ Fire evacuations are carried out and recorded in accordance with Fire Safety policy
- ❑ Carers practice is monitored in accordance with National Care Standards and the Scottish Social Services Council codes of practice.

Consequently carers are accountable for their practice. In addition, Horizons Residential Care has a Whistle-blowing policy and a disciplinary procedure. It is vitally important that young people are aware of this.

During our Recruitment and Selection procedures carers have to;

- ❑ provide two references, one being employment related
- ❑ provide photographic identification and proof of their current address
- ❑ undergo a PVG (protection of vulnerable groups)
- ❑ undergo a health check
- ❑ be registered with the Scottish Social Services Council in order to practice

Their qualifications are verified and names are also checked against the register of persons unsuitable to work with children.



## Engaging with the Young People

The carers will interact and engage appropriately and professionally with each young person

- ☐ The carers will interact with the young people in a respectful and dignified manner
- ☐ The carers will not misuse their position of power by threatening or intimidating a young person
- ☐ Every day there will be a carer to meet the young people home from school
- ☐ The carers will show affection to the young people in an appropriate and professional manner

## Quality of Experience

The carers will support and encourage each young person to participate in a variety and balanced range of activities and opportunities

- ☐ The young people will be encouraged and supported to access community facilities
- ☐ The young people will have the opportunity to participate in a variety of holidays with carers
- ☐ The young people will be encouraged and supported to participate in a variety of activities within Horizons
- ☐ The young people will be supported to maintain contact with their family and friends. If contact is not permitted the reasons will be explained
- ☐ The prevention of family contact will never be used as a consequence/sanction
- ☐ Transport will be provided/arranged in order to facilitate family contact when necessary



# Support & Development

Each young person will receive support from carers who respond to their individual needs

- ❑ Each young person has a named worker called a Key Worker who is responsible for compiling information, writing reports and ensuring that his or her needs are identified and fully met
- ❑ Each young person has a Care Plan, a monthly Action Plan and ongoing Risk Assessments to highlight specific needs and how they are to be met,
- ❑ Each young person will have a Daily Living Plan which details their routines, likes, dislikes, activities, risk assessments and management strategies
- ❑ Each young person will be supported to access services offered by other agencies
- Carers will advocate on behalf of a young person to represent their views or access a Children's Rights Officer or Who Cares worker to do so on their behalf. However all decisions are based on the best interest of the young person

# Education



- ❑ The young people will be encouraged and supported to attend school
- ❑ The young people will be encouraged and supported to complete homework
- The young people will be encouraged and supported to participate in 'out of school activities
- Carers will regularly liaise with teachers, educational psychologists etc to monitor the young person's progress
- ❑ Carers will attend parents evenings and support parents to do so where appropriate
- ❑ Horizons will strive to provide an educationally rich environment. The young people will have access to a computer, software and a wide range of books to help them to complete their homework

## A Caring Environment



The young people, their family members and the carers will all experience an environment of mutual respect, trust and open communication

- ☐ Each young person will feel safe and welcomed at Horizons
- ☐ Each young person will have their individual routine which will provide security and stability
- ☐ Each young person will feel that the carers help them with daily tasks i.e. laundry, cooking, cleaning, buying clothes etc
- ☐ The young people and carers are expected to treat each other with respect and dignity
- The young people will be able to access an adult when they wish to discuss their thoughts and feelings e.g. when they are upset, anxious, frightened, happy etc. This could be a carer, keyworker, Who Cares worker, Children's Rights Officer etc
- ☐ Each young person will feel safe living within Horizons who will ensure they are free from bullying, harassment and abuse (physical, emotional, sexual or financial)
- ☐ Each young person will be encouraged and supported to maintain contact with their friends within Horizons and within their own or the local community.



## Equality & Fairness

The young people living in Horizons will be treated equally and fairly

- ☐ Each young person will be treated with dignity and afforded privacy, which is safeguarded by having lockable bedrooms and private phone calls.
- There are possible consequences for young people's inappropriate behaviour i.e. if they damage equipment, are verbally or physically abusive or if they abscond and put themselves at risk

- ☐ If a young person is placing him/herself at risk then they may be placed on close supervision, requiring them to be near carers at all time
- ☐ A copy of the Consequences to Actions is given to the young people on admission
- ☐ There is a Positive Behaviour Policy which provides guidance for carers in relation to appropriate and acceptable consequences

It is hoped that consequences are not required. By working alongside carers young people can participate in a variety of experiences, work to their full potential and gain many benefits. Whenever a young person leaves Horizons House they will be better equipped with the skills required to live within the wider community.



## **Involving the Community**

The young people and carers will contribute positively to the local community. The carers will also encourage and support each young person to participate in opportunities and be involved with the community

- ☐ The young people are supported and encouraged to maintain and develop appropriate friendships within the local and/or their own community
- ☐ The young people will be encouraged and supported to access community resources
- ☐ The young people are encouraged and supported to attend local schools/colleges
- ☐ The young people are encouraged and supported to gain employment whether full or part time
- ☐ The young people are encouraged and supported to engage with workers from Community Education on a weekly basis

## **Involving Other Services**

The carers will maintain links and work effectively with other partner agencies

- ☐ The carers will provide written updates to the Social Workers of the young people on a two week basis. Or sooner if required.
- ☐ Action Plan Meetings will be held monthly with the young person, Social Worker and others where appropriate
- ☐ Each young person will have their Care Plan reviewed monthly and twice a year at a Child Care Review
- The young people are also encouraged and supported to discuss issues with representatives from Who Cares? Scotland, the Care Commission or a Children's Rights Officer
- ☐ Carers will support the young person to access their personal files and reports written about them
- ☐ Young people are encouraged and supported to develop skills for living independently i.e. budgeting, cooking, opening bank accounts etc
- ☐ Young adults who are ready to move to more independent living have access to a Through care service



## **Access to Resources**

Each young person will have access to sufficient and suitable resources

- ☐ Each young person will receive pocket money and money for recreational activities on a weekly basis
- ☐ Horizons will be furnished with equipment for the young people to access i.e. a computer, television, books, sports equipment, musical equipment etc.
- ☐ The young people will be supported to continue or to develop their personal interests i.e. dance classes, drama classes, music lessons, football etc.

## Confidence in carers

Competent carers who have undergone a careful selection procedure will care for each young person

- ☐ All members of staff are selected and recruited in accordance with SSSC codes of practice
- ☐ All carers undergo an interview, convictions check, health check and a full PVG check
- ☐ As from 2007 all carers have to be registered with the Scottish Social Services Council in order to work with children and young people
- Horizons Residential Care will support carers' professional development by providing a variety of training i.e. SVQIII, HNC in Social Care etc
- ☐ All carers undertake Crisis and Aggression Limitation Management (CALM) training



## Improving the Service

The young people and their family members can be confident that the service provided by Horizons Residential Care is evaluated and makes improvements where appropriate

- ☐ The Care Commission independently inspects the standard of care provided by Horizons Residential Care at least once per year
- ☐ House meetings are held fortnightly where young people are able to make comments/suggestions regarding their care, environment etc
- The carers will work closely with representatives from children's advocacy services
- The young people and their family have access to Horizons Residential Care complaints procedures and the addresses and phone numbers of appropriate adults who can advise and support them, Children's Rights, Who Cares Scotland.
- ☐ Complaints are taken seriously and are investigated according to Horizons Residential Care policy and procedures

# **Confidence in Management**

The young people and their family members can be confident that the service provided by Horizons Care Staff is well managed, maintained and monitored

The Manager will be registered to practice

The Manager will hold a qualification in management

The service provided by Horizons Residential Care will be in conjunction with SSSC and Care Inspectorate's policy and guidance

The service provided will be independently monitored and assessed by the Care Inspectorate with inspections at least annually

The quality of the service is continually monitored by the Manager

