

WELCOME TO

**ROBERTSON ROAD
RESOURCE CENTRE**



**Robertson Road
Fraserburgh
Aberdeenshire
AB43 9BF**

**TEL: 01346 515292
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ABERDEENSHIRE COUNCIL

SOCIAL WORK SERVICES

ROBERTSON ROAD RESOURCE CENTRE

PERSONAL DETAILS

NAME:	
ADDRESS:	
TEL NO:	
DATE OF BIRTH:	
NAT. INS. NO.	
COLLEGE & COURSE ATTENDING: (If applicable)	
GP'S DETAILS:	
EMERGENCY CONTACT DETAILS:	
ADDITIONAL INFORMATION:	

CODE OF CONFIDENTIALITY – POLICY STATEMENT

1. All personnel information should be regarded, in the first instance as confidential. Both the user and the donor of the information need to be able to trust the Department to respect their confidence.
2. Staff employed or on contract to the Department are expected to observe the open access policy, procedures and recording guidelines and code of practice on confidential information.
3. Where arrangements are made with others for the supply of services to the Department or direct to users, staff should ensure that the arrangements include adequate protection for the confidentiality of personal information.
4. Volunteers and informal carers assisting in the care of a person may also need to be given personal information, and they should be required to adhere to the same arrangements as others, regarding the confidentiality of the information they are handling.
5. Staff employed or contracted to the Department should note that failure to observe the Code of Confidentiality may put users at risk, damage the reputation of the Department and of other workers, prevent the flow of crucial information and make the tasks of other workers more difficult.
6. Users records, including extracts of those records if they contain information which will identify the user, are regarded by the Department as highly confidential. The greatest care must be taken in their safekeeping, and security maintained regarding their contents.
7. Staff employed or contracted to the Department should only discuss the user or contents of users' records in a purposeful way in the course of their duty or as necessary for training.
8. Disciplinary Action may be taken against staff who do not observe the requirements of the Code of Confidentiality.
9. A copy of this policy statement will be issued to all new members of staff.

ABERDEENSHIRE COUNCIL – Our Aims

What we want to do

- 1 We want to maintain and improve the quality of life for everyone in Aberdeenshire by delivering first class public services.
- 2 We want to protect and improve Aberdeenshire's special environment for this and future generations of residents and visitors.
- 3 We want to help sustain and develop our communities by encouraging a wide range of successful economic activities.

How we will work

- 1 We will involve our many communities by consulting and working together.
- 2 We will deliver most services directly and we will work with other organisations to achieve our aims.
- 3 We will make the services easy to use by taking them close to people.
- 4 We will always look for new ways to improve our services.

What we will be

- 1 Courteous and responsive
- 2 Open and honest
- 3 Fair and just
- 4 Responsible and reliable
- 5 Sensitive and realistic
- 6 Trusting and trustworthy

People who work for us

- 1 We value all our staff and we listen to, consult with and involve them.
- 2 We will support our staff so they can do their best to serve the people of Aberdeenshire and be proud to work for the council.

ABERDEENSHIRE COUNCIL –PHILOSOPHY OF CARE

STATEMENT OF PHILOSOPHY

1. The philosophy of care is based on the provision of support and care where service users have the opportunity to take part in the life of the local community if they so desire. These opportunities are in the areas of work, education and leisure and therapeutic activities and training.

In a relationship based on respect our service will enable individuals to:

Lead fulfilling and rewarding lives
Make valid choices
Broaden their horizons
Maximise their abilities and potential
Have greater participation and access to local activities
Achieve greater independence and self-determination
Enhance their sense of dignity and self – worth
Enjoy personal privacy.

- 2 The Aims and Objectives underpinning our services will be:
 - a) To promote the welfare of the individual receiving the service
 - b) To respect the rights of service users – rights of personal freedom, choice in day service dignity and self-respect, independence, privacy and confidentiality, protection from risk of abuse, exploitation and violence and the exercise of free will.
 - c) To involve service users, carers and relative where appropriate in a decision making individuals and rough formal committees and groups.
 - d) To support service users to in advocacy for themselves and on behalf of others.
- 3 All staff will be expected to honour this philosophy.

The council promotes the achievement of these Aims and Objectives by:

Providing a range of quality services
Recruiting skilled and committed staff
Providing training and development opportunities for staff
Monitoring standards and quality of service
Anticipating and responding to changing needs.

CHARTER OF RIGHTS FOR SERVICE USERS

As a user of an Aberdeenshire Council service you should enjoy the following rights:

- 1 The RIGHT to have your personal dignity respected irrespective of disability.
- 2 The RIGHT to be treated as an individual in your own right whatever your physical or mental disability.
- 3 The RIGHT to personal independence, personal choice and personal responsibility for actions.
- 4 The RIGHT to undertake for yourself, those daily tasks which you are able to do.
- 5 The RIGHT to personal privacy for yourself, your belongings and your affairs.
- 6 The RIGHT to have your cultural, religious, sexual and emotional needs accepted and respected.
- 7 The RIGHT to the same access to facilities and services in the community as any citizen.
- 8 The RIGHT to maintain and develop social contacts and interests.
- 9 The RIGHT to manage your own private financial affairs.
- 10 The RIGHT to make decisions about your medical treatment in conjunction with your own doctor.
- 11 The RIGHT to receive care appropriate to your needs from suitably trained and experienced workers.
- 12 The RIGHT to participate as fully as possible in the formulation of your own individual learning plans.
- 13 The RIGHT to expect management and staff to accept, following an assessment, the risks associated with encouragement of personal well – being.
- 14 The RIGHT to be fully informed about the services provided and any decisions made by the Authority's staff that may affect your personal well – being.
- 15 The RIGHT to take part in making decisions about the service and be consulted about any proposed changes.
- 16 The RIGHT to be represented by an advocate, if you so wish, or if you are unable to make a personal representation.
- 17 The RIGHT of access to your personal files in line with the Department's procedure.
- 18 The RIGHT of access to a formal complaints procedure and to be represented by a friend or advisor if so you wish

WORKING WITH INDIVIDUALS

KEYWORKERS ROLE

The service provided to individual service users depends on identifying and meeting service users needs. To make sure this is done we have to be confident that sound objectives are set for each service user, based on a reliable assessment of their needs. We must also be confident that these objectives are realised and reviewed. Careful assessment also allows us to develop individual programmes instead of allocating resources randomly to individual groups. In this way client needs can shape the service offered and help us to use and develop resources to maximum advantage.

A major part of the keyworker's role is to work closely with service users. However, this is not something, which is done in isolation and it is very important that keyworkers develop strong links with family members who are, or wish to be, involved with their relative. They also need to ensure that good links are established with the service user's social worker and any other important people in the service user's life.

The allocation of keyworkers to individual service users is a practical way of increasing confidence that we are continuing to meet individual's needs and developing a service that individual users require. In continuing to develop a "needs-led" service we must recognise that each service user will need a "keyworker" who takes on the responsibility of making sure that their client's needs are identified, planned for, met and reviewed.

The term "keyworker" is often misunderstood or misinterpreted as "sole responsible person". A keyworker is a nominated person for a service user who acts as co-ordinator, collator of information, facilitator or resources and monitoring agent. He or she is the person responsible for ensuring that:

- a service user's needs and wishes are identified
- a care plan is agreed which aims to meet those needs.
- people involved in the plan agree their responsibilities
- essential resources in the plan are available/developed
- service user needs/objectives are reviewed appropriately
- to involve and promote service users as equal partners in the planning and management of services.

A further aspect of the keyworker's role is to develop a personal working relationship with the service user. Emphasis must be placed on the need to be aware of working towards a balanced friendship. The keyworker must at all times see the service user as a person in their own right.

They must strive not only to help the service user's plan goals in life but be particularly aware of the emotional deficits that may be present. It is this understanding and use of "human skills" and the need to be "with the service user" which is the essential component to successful keyworking.

Many people may be involved with an individual service user, this makes a keyworker or co-ordinator even more essential. The keyworker should be a person in direct, preferably daily, contact with a service user and someone towards whom the client relates well. Keyworkers need time to work with service users, collate assessment material, attend reviews, follow up and review objectives. Units achieve this in different ways – some residential units have "back-up" keyworkers to allow for shifts, holidays etc; some day services have "co-worker" systems or preparation time built into staff timetables.

It is the mutual task of the keyworker and his/her line manager to liaise regularly about service user's needs. Emphasis however must be put on respecting the confidentiality of the service user and information shared should reflect this on a need to know basis only.

Keyworker systems ensure that individual service users are catered for in the service and help achieve the aim of a "needs-led" service.

Every service user at Robertson Road Resource Centre has an identified keyworker.

ROBERTSON ROAD RESOURCE CENTRE

TOTAL COMMUNICATION – INDUCTION INFORMATION

In June 2002, Robertson Road Resource Centre staff participated in a three-day event run by local speech and language therapists. Everyone there made a commitment to creating a Total Communication environment within the services they offer the next year (and beyond).

An explanation of the original Somerset Total Communication programme is on the next page. It is important that you read this and discuss with your Supervisor, the Robertson Road plan that was made soon afterwards. Ask also to see the most recent quarterly progress report.

You will have an opportunity to attend a Total Communication training course within your first six-twelve months of working here and then to make your individual contribution to the plan and progress. In the meantime, we ask that you take time and care in communicating with people at Robertson Road to ensure the best understanding of what you say. If you know Makaton signing vocabulary, then please use this and encourage others to do so. Otherwise, watch and learn key signs from colleagues and clients until the training is available. Use natural gesture, body language and facial expression too.

If you want to use symbols or photographs to support speech/language skills, then talk to the speech and language therapist who works with people at Robertson Road. Your Supervisor will give you the name and contact number. Please also talk to the therapist or to an individual's keyworker if you have any queries about specific ways to support someone in communicating together.

A fingerspelling chart is also included in your induction pack as this is a useful skill, which you can easily learn by yourself and practise with a colleague.

SOMERSET TOTAL COMMUNICATION

PHILOSOPHY

- Communication is a basic human right. It is the means through which we are valued by ourselves and by society.
- People with learning difficulties are often prevented from exercising their right to communicate because they are unable adequately to use the most common “tools” for communication: spoken and written language. They are, consequently, undervalued by themselves and by society.
- People with learning difficulties **CAN** learn to communicate more effectively if taught the right “tools” at an appropriate and realistic level for their individual abilities.
- The “tools” already exist and are in common use in human communication: gesture, body language, facial expression, objects or reference, photographs, drawing symbols, written words, vocalisation, intonation, verbalisation, and access to modern technology (computer, video, communication aids) are all means by which understanding and expression can expand and develop. Organising these into a “common language” and selecting the best combination for the individual’s communication needs is the aim of Somerset Total Communication.
- Empowering people with learning difficulties to communicate increases their self esteem, competence, confidence, ability to make relationships, participation in decision making, and gives them more **CONTROL** over their lives.
- To achieve a “common language”, everyone needs access to and opportunity for training at all levels of involvement. It is the extent to which the common language permeates all aspects of the lives of people with learning difficulties, which will determine its efficacy in enabling them to realise their right to communicate.

LOCAL AUTHORITY ESTABLISHMENTS

MISSING PERSONS PROCEDURES

It is recognised that persons using the residential and day care resources of the Local Authority have the right of freedom of movement, both within and out with the establishment. Staff responsibility rests in looking to the safety and welfare of service users, recognising the right of freedom and having regard to individual care needs of the service user.

It is not acceptable to contain or restrict freedom of service users by locking doors and it is therefore essential that all staff are aware of each individual's care needs within the establishment in order that safety and welfare of service users is constantly borne in mind and action is taken where concerns arise.

The following procedures must be applied by all staff of any establishment residential or day care.

1. Managers will ensure that all staff are aware of the right of freedom of all service users, but equally aware of users' care needs in respect of leaving the establishment. This will vary from total unaccompanied freedom of movement through various stages of time limits and levels of support, to only when accompanied by a staff member. This should be agreed and recorded as part of the service Support/Care Plan.
2. If any member of staff believe that a service user is not where he/she might reasonably be expected to be located, or has been absent from the establishment for longer that is felt appropriate, that staff member will report the matter immediately to the Manager on duty.
3. The Manager on duty will take over responsibility and, if in agreement that there is cause for concern, will institute enquiries and a search within the establishment and its immediate surrounds to such level as available staff resources permit and make such other immediate and local enquiries as may be felt to be appropriate.
4. In the event that the localised search has been unsuccessful, the Manager on duty:-
 - (a) Will notify the local police office giving a description of the missing person and the enquiries made to that point of time.
 - (b)
 - (i) will, during office hours, notify the Social Work Manager (Adult Services) or the Divisional Officer.
 - (ii) will, after office hours or at weekends, notify the Out of Hours soon as practicable.
 - (b) will notify next of kin.
5. If a service user is missing for an extended period it will be the responsibility of the Social Work Manager or Divisional Officer to notify the Depute Director of Social Work at an appropriate time.

6. All missing persons' incidents should be recorded in the service user's file, including circumstances leading up to the incident and the procedure followed showing specific times of actions.
7. It should be recognised that this type of incident may be traumatic for the service-user and for staff involved and that the Line Management structure should have regard to this in offering support and counselling during and after the incident.

MISSING PERSON REPORT

NAME OF CLIENT

INCIDENT REPORTED BY:-	
DATE OF INCIDENT:-	TIME:-
LOCATION	
ACTIVITY:-	
PLEASE STATE WHAT HAPPENED:	
Include relevant details – number of staff/clients, other people involved etc	
INCIDENT REPORTED TO:	
Include SW, Police, Home etc with times	
OTHER ACTION TAKEN:	
HOW WAS THE INCIDENT RESOLVED?	
Include time and circumstance of client's return	
DEBRIEFING SESSION HELD ON:	
PRESENT:	
DISCUSSION:	
FUTURE ACTION REQUIRED:-	
Appropriate Line Manager & Staff Member to sign below	
SIGNED	SIGNED
DATE	DATE