

National Childcare Residential Services



*Young Person's
Information Booklet*

Introduction

National Childcare Residential Services are committed to providing young people with a safe and caring home where they can explore their own strengths and needs with support from us. We recognise how hard it is for them to live away from home and the importance of their family to them, therefore we will help and support their family relationships.

Our ethos is under- pinned by empowerment, partnership, respect and education. We focus on how the young person forms attachments by utilising the Trauma Model of Care. The Trauma Model of Care takes into account all of the young person's background, development and patterns of attachment and how these issues manifest themselves in the young person's current behaviours.

NCRS offer a wide range of interventions and programmes specifically tailored to incorporate the individualised placement plan which is derived from the care plan. We aim to empower the young people to develop coping strategies and life skills in order for them to make appropriate life choices.

Hopefully this booklet will answer any questions that you might have about young people coming to live with us.

Living with Us

In order to live here, it is expected that all young people are attending school, a course or actively seeking employment. However if this is not the case, NCRS in conjunction with the Social Worker, will support and encourage each young person to meet their educational/employment needs.

The young person's weekly plan will be tailored to meet their individual needs. This will incorporate family access, education, appointments, hobbies and meeting friends. Generally, an activity will happen on a Wednesday night and at the weekend. As we are a community based house, one of our main aims is to integrate each young person into the wider community. This will be achieved by encouraging them to attend clubs and establish appropriate friendships in the area.

3. Money

You will be given a set amount of pocket money every week, in return it is expected that you help around the house and stick to the rules.

If you need extra money you can do some jobs around the house.

4. Clothing

When you get here, we will make a list of all your clothes and belongings. We will buy you more clothes if needed. Throughout your time here, your wardrobe will be updated as needed.

5. You are an Individual!

Your bedroom is your own space and you can decorate it the way you want to within reason. Other young people will not be allowed go into your room however, staff may enter when necessary, but we will always knock beforehand.

You will be encouraged to take up hobbies and join clubs in the area that you enjoy.

Your spiritual and cultural needs will be encouraged and supported by us. For example, attending church, different diet etc.

6. Young People's Meeting

Every week all young people in the house will be asked to give their views on how things are going in the house, this is also a chance to bring up any points you feel will make the house a nicer place to live for everyone.

Family and Friends

We realise that your family is very important to you and that you will miss them very much. We will do our best to organise visits and invite your family here, however arrangements for your visits will be decided by your social worker, family and us before you move in here. Your feelings and needs will be taken on board when making this decision.

Depending on your situation, we will sometimes have to come with you on your visits; this will be decided in your best interests.

We will help you keep in contact with friends that have been good to you in the past but we hope that you will be open to making friends in the area as well.

If you do not have a mobile phone, you will be given one. We will top this up for you as you need it but within reason. This is to help you keep in contact with your family, friends and us.



Having Fun

We want you to have fun while you are here. Weekends are a fun time for everyone. Every Wednesday is activity night; this could be the cinema, bowling, quaser, water park, pool, ice-skating etc. As it is the start of the weekend, we will usually get a take-away and a DVD to relax on Friday. We will also do different activities over the weekend, this could be fishing, pamper days, shopping trips, hill-walking, pitch and putt, cycling, kayaking, rock climbing, camping, activity centres etc. Other big activities will be organised from time to time, this will include go-karting, horse-riding, quad-biking etc. If you have any other suggestions, we would be glad to consider them.

If you are lucky enough to be here during the summer, a holiday will be organised so that everybody can have a break.

Key-workers

Everybody gets two key-workers when they come to live here. A key-worker is a person who pays extra special attention to you and your needs by working closely

with your social worker and family. Your key-workers will try to sort out for you any problems which may come up. They will set time aside to chat to you about what is going on for you. Your key-workers are there to listen whenever you need them but feel free to chat with any other staff members. Key-workers will also do some work with you on certain subjects, for example sex education, anger management, drug awareness. This will depend on what you need at that time.

Your key-workers will attend meetings with you and speak on your behalf.

Confidentiality

Confidentiality means that we will not talk about you to anybody that is not involved in your life. We keep records about you on a day to day basis; this will include how your day has gone, if you had any visits or appointments. These will be kept locked in the office, if you want to see these records you can speak to your key-workers/manager and arrange a time to do this.

You can talk to all staff here but you should know that staff cannot keep secrets; certain things may have to be told to the rest of the staff and social workers.



Rules

As we like to have a calm and relaxing atmosphere, there are certain rules that you must follow:

1. NO VIOLENCE – this involves no bad language or physical violence aimed at other people or yourself. This also includes no horseplay.
2. NO ALCOHOL
3. NO DRUGS
4. NO SMOKING IN THE HOUSE
5. NO AEROSOL CANS – Roll on deodorants will be provided.
6. NO LEAVING THE HOUSE WITHOUT PERMISSION
7. PHONES/CIGARETTES/LIGHTERS TO BE HANDED UP AT NIGHT-TIME
8. APPROPRIATE CLOTHING MUST BE WORN AT ALL TIMES – young people must be covered up at all times.
9. NO BULLYING
10. SMILE ☺

Consequences

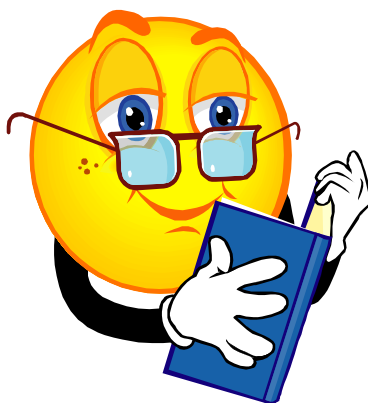
For every behaviour there is a result. This result will depend on the choices you make. If they are good choices and positive behaviours, these will be recognised and you may receive a positive consequence as a result. For example, if you have had a really good week you might receive a big activity at the weekend.

However, wrong choices and negative behaviour can result in negative consequences. For example, if you do not go to bed on time it may result in an earlier bedtime the next night. ☹

Children's Rights

All young people under the UN Convention 1959 have the following rights:

- (1) The right to survival, this means meeting your basic physical needs i.e. food, clothing, shelter etc.
- (2) The right to develop, this means access to education, cultural information and freedom of thought.
- (3) The right to protection, all young people should be protected from any form of abuse, neglect and exploitation.
- (4) The right to participation, all young people should be encouraged to play an active role in their life by being involved in decisions affecting them.
(www.childrensrights.ie)



Complaints Procedure

A complaint is when you are unhappy with something that affects your daily living or you feel that you are being treated unfairly while staying here.

In order to make a complaint you must:

- (a) Inform staff that you would like to make a complaint.
- (b) Go through the complaint form with staff, if you wish to do so.
- (c) Staff will give this form to the manager and your social worker will be informed.
- (d) The manager will then meet with you to go through the complaint to try and solve the problem.
- (e) If the problem cannot be solved within the house, it will then be passed onto your social worker. Your social worker will then meet with you to discuss the complaint further.

Any complaint will be dealt with as quickly as possible.

Fire and Health & Safety

When you come to live here you will be shown what to do if there is a fire. We will show you fire exits, extinguishers and meeting points. Also there will be fire drills from time to time.

It is important for your home to be safe and we can all help to do this. It is important not to leave things lying around as people could fall, and to turn off electrical items after use. It is also important that your behaviour does not harm anybody's safety. If you notice anything that is dangerous, please tell us.



We hope that from reading this you will feel positive about moving to NCRS. Thank you for taking the time to read this, we will guide you through anything else that you are unsure of.

