

# **National Childcare Residential Services**



*Parents & Social Workers  
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, 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.

On admission, a record of all young people's belongings and clothing will be taken by staff. This is to ensure that all young people have adequate clothing and that all belongings are accounted for upon discharge. NCRS will provide young people with clothing as required throughout their placement.

Young people will be given a set amount of pocket money each week and have an opportunity to earn extra money when needed through the completion of paid chores. The amount will correspond with age and behaviour of the young person.

If young people do not have a mobile phone upon admission, NCRS will provide one. This will ensure that the young person can have regular contact with their family and friends. NCRS will provide phone credit.

In NCRS we view each young person as individual, therefore individual religious, spiritual beliefs and cultural practices will be encouraged within the house. NCRS will promote the development of individual interests and identity.

## **Individual Placement Plans**

Upon admission into NCRS, each young person should have a statutory care plan. A care plan states:

*'the aims and objectives of the placement, promotes the welfare, education, interests, and health needs of young people and addresses their emotional and psychological needs. It stresses and outlines practical contact with families and, where appropriate, preparation for leaving care'*

(National Standards for Children's Residential Centres)

NCRS in conjunction with the social worker, parents/guardians, young person and any other relevant professionals will develop the individual's placement plan from this. The placement plan is a detailed plan focusing on both the short and long-term goals and objectives of the young person's placement.

## *Key-working*

Each young person is allocated two key-workers prior to their admission. A key-worker is an identified staff member who is responsible for the organisation of personal documents, arrangements and information on behalf of the young person. Efforts are made to identify key-workers that will best match the young person's needs and such pairing will be regularly reviewed.

The organisational responsibilities of the key-worker will include:

- Under the direction of the manager, is responsible for ensuring that a placement plan is developed for the young person, in conjunction with the young person, their family, the social worker and any other professionals involved.
- Allocating time to speak with the young person, at least one hour per week in a formal or informal meeting. This will enable the key-worker to complete a progress report with the young person, which should be available for each staff meeting.
- Ensuring that they understand the wishes and opinions of the young person and that this is reflected in the work that he/she completes on behalf of them.
- Collecting all the information needed in relation to the young person. This information may relate to the young person's history, family, past therapeutic care arrangements etc. It also includes contact numbers, addresses and other practical information, i.e. family birthdays etc.
- Arranging appointments on behalf of the young person, i.e. medical, counselling, activities etc.
- Encouraging and facilitating activities/hobbies that interest the young person.
- Organising access visits between the family and other significant people in the young person's life. He/she will invite family to be involved in the planning and organisation of key events in the life of the young person, e.g. birthday events, parties, first communion, confirmation, medical appointments etc.
- Providing reports for case reviews, court hearings and case conferences.
- Keeping up to date with young person's progress in school/course. This information is circulated, where appropriate, among the team and communicated to family and Social Worker.
- Maintaining and updating the young person's file.

## **Family & Friends**

### **1. Family Contact/Access**

NCRS realise how difficult it is for both families and young people to be separated, therefore we strive to promote and facilitate positive contact with the young people and those that are important to them. This contact is a means of enabling young people to maintain a relationship with members of their family and significant others.

The level and frequency of access is decided at the beginning of the young person's placement, at the pre-admission meeting. This decision is made in partnership between the young person's parents/guardians, significant others, the Social Worker and NCRS. The nature of family access is clearly outlined in the young person's care and placement plans. Family access is only changed following agreement by the Social Worker, key-worker, management, young person and family members and the reasons for such changes are clearly recorded.

Some family contact may be restricted or supervised due to concerns about the young person's welfare. It is important that such contact remains as positive as possible for all concerned.

The young person will be encouraged to celebrate or acknowledge significant dates in their family. Family members will also be invited to significant occasions during the young person's life in NCRS.

### **2. Family Support Worker**

NCRS will provide a family support worker who will work in partnership with the young person and the family in order to support positive relationships within the family.

### **3. Parents/Guardians Rights**

Parents/guardians have the right to:

- Be involved in decisions regarding the young person's care.
- Be updated regularly regarding the young person's progress by the Social Worker and NCRS.
- Be made aware of and have access to the complaints procedure.
- Be involved in working with NCRS and Social Workers in planning and caring for the young person.
- Be informed of any significant events regarding the young person.

#### **4. Friends**

NCRS recognise the importance of positive friendships in a young person's social development, therefore NCRS strive to maintain and encourage positive, appropriate peer relations.

#### **Expectations of Family**

NCRS have certain hopes and expectations of families, these include:

- (a) In the best interests of the young person, NCRS hope that all families will be open to working in partnership with all staff at NCRS.
- (b) NCRS require that all access be pre-arranged so that it can be as positive an experience as possible for all parties.
- (c) If access visits need to be re-scheduled, we would hope to get a reasonable amount of notice. This will limit the distress caused to the young person. We would hope that an alternative day would be arranged as soon as possible.
- (d) NCRS feel that it is important, for the continuity of care for the young person, that parents/guardians are actively involved in the planning of their placement. Therefore we recommend that they attend all relevant meetings.

#### **Expectations of Social Workers**

In order to achieve best inter-professional practice and co-operation and in the best interests of the young person, NCRS are committed to working in partnership with the Social Work Department. All young people in NCRS should have an allocated Social Worker. NCRS expect Social Workers to adhere to The National Standards for Children's Residential Centres Guidelines, which are as follows:

- Provide adequate background information about the young person prior to their admission to NCRS.
- Draw up a care plan. It is expected that the Care Plan is developed in advance of admission. In extreme circumstances, the Care Plan can be provided within the first week of placement.
- Organise care plan reviews.
- Ensure that the young people and parents are invited to case reviews and that their opinions are represented and reflected in the review and subsequent decisions.
- Visit the young person regularly and see the young person in private.
- Be aware of any important incidents and events pertaining to the young person and take appropriate action on receipt of written notifications regarding an issue of concern pertaining to the young person.
- Receive written notification of all incidents of physical restraint or unauthorised absences of a young person.

- Are satisfied that the young person is safe and well cared for in the residential centre.
- Regularly read the young person's file and personal log.
- Keep an up to date case file, including a record of every visit to the young person.

### **Complaints**

The young person's family may express concerns about the service provided in NCRS; staff will refer the family member to management. Management will consult with all parties in order to establish if the complaint should be managed on an internal or external basis. Management will notify the Social Worker of the details, process and outcome of the complaint if the complaint is managed internally. If the family member is unhappy with the outcome of an internal complaint procedure, management will refer the complaint to the allocated Social Worker for external investigation. If the family are still unhappy with the outcome they have the right to appeal. In the event of an appeal, NCRS will request that the complaint and its outcome be reviewed by a person authorised by the Child Care Manager who will not previously have had any connection with the complaint.

### **Confidentiality**

All records and information relating to any young person will be respected by all staff members and will not be discussed with non-relevant personnel. This relates to written information, verbally communicated information and/or information stored in electronic records (Data Protection Act, 1998).

Staff members will not discuss another young person's behaviour or personal details in front of other young people. Discussions about young people will be restricted to the office and will always be appropriate.

Young people will be made aware that total confidentiality is not possible. It is in their best interests that anything disclosed may be shared with other staff members or appropriate personnel from outside agencies.

All files and records will be stored in the staff office which is locked.

Anyone seeking information under the Freedom of Information Act 1997 will be referred to the manager who will follow advise of appropriate procedures.

### **Health & Safety**

It is the policy of NCRS to ensure, as far as is reasonably practicable, the safety, health and welfare of all our young people, employees and visitors through the provision and maintenance of a safe living and working environment. Staff have completed first aid, fire safety and TCI training.

## **Rules**

As we like to have a calm and relaxing atmosphere, there are certain rules that all young people must follow, these will be strictly enforced:

1. NO VIOLENCE
2. NO ALCOHOL
3. NO DRUGS
4. NO SMOKING IN THE HOUSE
5. NO AEROSOL CANS
6. NO HORSEPLAY
7. NO LEAVING THE HOUSE WITHOUT PERMISSION
8. CIGARETTES/LIGHTERS TO BE HANDED UP AT NIGHT-TIME
9. APPROPRIATE CLOTHING MUST BE WORN AT ALL TIMES
10. NO BULLYING

If these rules are broken, appropriate consequences will follow; this is to promote the young person's ability to make positive life choices.

## **Admission & Discharge**

### **1. Admission Process**

NCRS have an admission process of 1-2 weeks; however, this can be adapted to suit a young person's needs. During this time-frame, young people and families will be invited to visit the house. Following this initial visit, all parties are given a couple of days to consider the option of a placement in NCRS for the young person. If all are in agreement with NCRS as an appropriate placement option for the young person, he-she will visit the house regularly over the coming weeks. Parents/guardians, the referring social worker and staff will then attend an admission meeting to begin formulating a Placement Plan. The young person will then be admitted to our care.



## 2. Discharge Process

### **-Planned Discharge**

Prior to discharge, due consideration should be given to the suitability of alternative accommodation and support for the young person concerned. It is essential that a suitable placement has been agreed upon and a discharge date has been confirmed, before the young person is made aware that his placement is ending and the reasons for it ending.

The young person's key-worker will prepare the young person for the move, this will include:

- (a)Planned contact with the young person in their future placement by staff.
- (b)Planned return visits to NCRS by the young person.
- (c)NCRS will offer attendance, if required, at case reviews, case conferences etc. as part of the transition process.
- (d)Any other supports deemed appropriate to specific placement.

On the discharge date a time is arranged with the social worker or parent to collect the young person.

### **-Unplanned Discharge**

It is always the aim of the staff at NCRS that the young people in our care will either move home or move on to independent living. However, in the event that it becomes unsafe for the young person to remain living in NCRS, i.e. they engage in violence, the young person will be cared for off site, for a two week period. This policy will be agreed with the social worker prior to admission.

During that two week period, an alternative placement will be sourced, by the social worker, where the young person can be cared for. The responsibility of providing care for the young person will continue to lie with NCRS during this time.

*NCRS hope that this booklet has answered  
any questions or concerns that you might have. If you have any  
further queries, please do not hesitate to contact us  
on 01-8078924.*