

nationalcarestandards
care homes for children and young people

revised september 2005

dignity

privacy

choice

safety

realising potential

equality and diversity





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ISBN 0 7559 4747 9

Scottish Executive
St Andrew's House
Edinburgh
EH1 3DG

Produced for the Scottish Executive by Astron B42311 09-05

Published by the Scottish Executive, September, 2005

Further copies are available from
Blackwell's Bookshop
53 South Bridge
Edinburgh
EH1 1YS

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Introduction

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Introduction

Care homes for children and young people

These standards are for children and young people who receive a service described in Section 2(3) of the Regulation of Care (Scotland) Act 2001 ('the Act') as one that 'provides accommodation, together with nursing, personal care or personal support, for persons by reason of their vulnerability or need'.

Residential care may be provided in different settings:

- a care home, often called a children's home or young people's centre; or
- a respite care home, a unit especially for short breaks.

Children and young people may be resident in care homes for short periods, including respite care or short breaks, or in the longer term, with a view to moving on to adulthood and more independent living.

These standards will also be taken into account by the Scottish Commission for the Regulation of Care ('the Care Commission') in the registration and inspection of residential services for adults where adults have dependent children living with them.

The national care standards

Scottish Ministers set up the National Care Standards Committee (NCSC) to develop national standards. The NCSC carried out this work with the help of a number of working groups. These groups included people who use services, and their families and carers, along with staff, professional associations, regulators from health and social care, local authorities, health boards and independent providers. Many others were also involved in the consultation process.

As a result, the standards have been developed from the point of view of children or young people who use the services. They describe what each individual child or young person can expect from the service provider. They focus on the quality of life that the child or young person using the service actually experiences.

The standards are grouped under headings that follow the child or young person's journey through the service. These are as follows.

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- 2 First meetings
- 3 Keeping in touch with people who are important to you
- 4 Support arrangements
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Leading your life (standards 8 to 16)

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Moving on (standard 17)

- 17 Moving on

Expressing your views (standards 18 and 19)

- 18 Concerns, comments and complaints
- 19 Advocacy

Using the national care standards

As a child or young person living in, or receiving respite care in, a care home, you will use the standards at different times. You and those responsible for your care may want to use them so that you and they know the sorts of questions to ask that will help you make choices about the move. If you already live in a care home you may use the standards when discussing the service you receive with staff or with other people, like your social worker. If things go wrong, you can refer to standards when you raise concerns or make a complaint. (See 'Expressing your views', standards 18 and 19.)

People who run care homes will use the standards to find out what is expected of them in offering support and care services. Standards make it clear that everything about the service is focused on the quality of life that you, as the young person involved, experience.

Each care home will provide a statement of function and purpose to the Care Commission when it applies to be registered. The Care Commission will use this statement to decide which standards it will take into account when it registers and inspects the care home.

Staff from the Care Commission will make regular visits at arranged times as well as without notice. If the quality of care does not meet the standards set, the care home will need to improve within an agreed time limit.

The principles behind the standards

The standards are based on a set of principles that are the result of all the contributions made by the NCSC, its working groups and everyone else who responded to the consultations on the standards as they were being written. They recognise that services must be accessible and suitable for everyone who needs them, including people from ethnic minority communities. They reflect the strong agreement that you have rights and that your experience of receiving services is very important and should be positive.

The main principles

The principles are dignity, privacy, choice, safety, realising potential and equality and diversity.

Dignity

Your right to:

- be treated with dignity and respect at all times; and
- enjoy a full range of social relationships.

Privacy

Your right to:

- have your privacy and property respected; and
- be free from unnecessary intrusion.

Choice

Your right to:

- make informed choices, while recognising the rights of other people to do the same;
- know about the range of choices; and
- get help to fully understand all the options and choose the one that is right for you.

Safety

Your right to:

- feel safe and secure in all aspects of life, including health and wellbeing;
- be secure in the knowledge that adults are responsible for children's safety;
- enjoy safety but not be over-protected; and
- be free from exploitation and abuse.

Realising potential

Your right to have the opportunity to:

- achieve all you can;
- make full use of the resources that are available to you; and
- make the most of your life.

Equality and diversity

Your right to:

- live an independent life, rich in purpose, meaning and personal fulfilment;
- be valued for your ethnic background, language, culture and faith;
- be treated equally and be cared for in an environment which aims to be free from bullying, harassment and discrimination; and
- be able to complain effectively without fear of victimisation.

The Scottish Commission for the Regulation of Care

The Regulation of Care (Scotland) Act 2001 ('the Act') set up the Care Commission, which registers and inspects all the services regulated under the Act, taking account of the national care standards issued by Scottish Ministers. The Care Commission has its headquarters in Dundee, with regional offices across the country. It will assess applications from people who want to provide care homes for children and young people. It will inspect the services to make sure that they are meeting the regulations and in doing so will take account of the national care standards. You can find out more about the Care Commission and what it does from its website (www.carecommission.com).

The Scottish Social Services Council

The Act created the Scottish Social Services Council ('the Council') which was established on 1 October 2001. It also has its headquarters in Dundee. The Council has the duty of promoting high standards of conduct and practice among social services workers, and in their education and training. To deliver its overall aims of protecting service users and carers and securing the confidence of the public in social services, the Council has

been given five main tasks. These are: to establish registers of key groups of social services staff; to publish codes of practice for all social services staff and their employers; to regulate the conduct of registered workers; to regulate the training and education of the workforce; to undertake the functions of the National Training Organisation for the Personal Social Services. The Council has issued codes of practice for social service workers and employers of social service workers. These describe the standards of conduct and practice within which they should work. The codes are available from the Council website (www.sssc.uk.com).

How standards and regulations work together

The Act gives Scottish Ministers the power to publish standards which the Care Commission must take into account when making its decisions. It also gives Scottish Ministers the power to make regulations imposing requirements in relation to care homes for children and young people.

The standards will be taken into account by the Care Commission in making any decision about applications for registration (including varying or removing a condition that may have been imposed on the registration of the service). All providers must provide a statement of function and purpose when they are applying to register their service. On the basis of that statement, the Care Commission will determine which standards will apply to the service that the provider is offering.

The standards will be used to monitor the quality of services and their compliance with the Act and the regulations. If, at inspection, or at other times, for example, as a result of the Care Commission looking into a complaint, there are concerns about the service, the Care Commission will take the standards into account in any decision on whether to take enforcement action and what action to take.

If the standards were not being fully met, the Care Commission would note this in the inspection report and require the service manager to address this. The Care Commission could impose an additional condition on the service's registration if the provider persistently, substantially or seriously failed to meet the standards or breached a regulation. If the provider does not then

meet the condition, the Care Commission could issue an improvement notice detailing the required improvement to be made and the timescale for this. Alternatively, the Care Commission could move straight to an improvement notice. The Care Commission would move to cancel the registration of any service if the improvement notice does not achieve the desired result. In extreme cases (i.e. where there is serious risk to a person's life, health or wellbeing) the Care Commission could take immediate steps to cancel the registration of any service without issuing an improvement notice.

Regulations are mandatory. In some cases not meeting a regulation will be an offence. This means a provider may be subject to prosecution. Not meeting or breaching any regulation is a serious matter.

Decisions by the Care Commission on what to do when standards or regulations are not met will take into account all the relevant circumstances and be proportionate.

You can get information on these regulations from the *Regulation of Care (Scotland) Act 2001*, which is available from the Stationery Office Bookshop. You can also see the Act on-line (see Annex B for the address).

You can also see the Scottish Statutory Instruments for the Regulation of Care Regulations 2002 on-line (see Annex B for the address).

Comments

If you would like to comment on these standards you can visit our website and send a message through our mailbox:

www.scotland.gov.uk/health/standardsandsponsorship

You can also contact us at:

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Beginning your stay

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- 2 First meetings
- 3 Keeping in touch with people who are important to you
- 4 Support arrangements
- 5 Your environment
- 6 Feeling safe and secure
- 7 Management and staffing

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Beginning your stay

Introduction to standards 1 to 7

The services for your care and welfare in the care home are designed to give you the opportunity for personal development and help you to reach your full potential. Your views, and the views of your family, should be heard and considered.

Standards in this section are grouped around those aspects of the service that are offered at the beginning of your stay in a care home. They will help you decide what your quality of life will be like once you begin your stay.

Arriving for the first time

Everyone takes time to settle when they first move away from home. You can expect staff to be particularly sensitive to your feelings and worries at this time. They will welcome and encourage you in your new surroundings, and offer help when you need it. Visiting the care home beforehand will help prepare you for moving there.

First meetings

Being able to visit the care home before you begin your stay will help you settle in. You may sometimes want your family and others responsible for your care to visit with you.

Keeping in touch

Keeping in touch with members of your family and friends is important. You should receive all the support you need to keep in touch with them.

Support arrangements

Your **personal plan** is the plan that you and all the people involved in your support and care draw up to make sure that your current and future needs are met in the care home. Your **Care Plan** describes how all services will work together to meet your needs. If there are changes in your circumstances that affect how the care home can meet your needs, staff will inform those responsible for planning your care.

Your environment

You should stay in a friendly and welcoming environment that is warm and comfortable. The care home should be accessible but also safe and secure.

You must be satisfied that it can accommodate you and any belongings and equipment you need in a way which supports your right to privacy and dignity.

How the building looks on the outside is important. The building and its grounds should look good, give a positive image to the outside world, and blend in with neighbouring properties.

Feeling safe and secure

You have the right to feel safe, secure and protected in all aspects of your life. Staff will help you to reduce any risks to yourself.

Management and staffing

The people who are responsible for your support and care should have all the necessary experience, skills and training to meet your needs. They should know the best-practice guidance and be able to put it into practice.

Arriving for the first time

Standard 1

You are welcomed to the care home and know what to expect during your stay.

- 1 You are made to feel welcome. You and your family have good quality, up-to-date information about the care home in a leaflet or information pack that is written in plain English or in a language or format that is suitable for you. It should include information about:
 - the care home's philosophy;
 - the accommodation and services and number of places provided in the care home;
 - the address and telephone number of the home and information about transport (for example, bus routes);
 - the manager and staff of the care home, including their qualifications;
 - your rights and responsibilities;
 - how you can be involved in decisions;
 - how you can raise a concern or complaint;
 - whether (and if so, how) any needs you have arising from a disability or your ethnic background, culture, language or faith are met;
 - how your particular interests will be met;
 - behaviour that is expected of you and what will happen if you do not behave in that way;
 - what will happen if you are caught in possession of unauthorised alcohol or unauthorised and/or illegal drugs;
 - family contact and visiting arrangements;
 - how the care home prevents bullying and discrimination;
 - how you will be protected from harm;
 - what educational support you will receive;
 - the need to insure personal belongings; and
 - fire and safety procedures.

First meetings

Standard 2

Staff do all they can to help you to settle in to the accommodation. The care home provides you with a friendly and caring environment, and you have access to help and support.

- 1 Wherever possible, you have an opportunity to visit the care home and see your bedroom before you move in or start your short break.
- 2 You meet the young people who you will be living with and the staff who will be caring for you. You know who your key worker is before you move in.
- 3 You know that staff prepare for your arrival and encourage others to welcome you.
- 4 You know that the care home involves your family in all stages of your stay. If you have a social worker, the care home will involve him or her.
- 5 The care home will take account of your family's needs in the way it provides your break.
- 6 If your stay begins at very short notice, staff will make sure they have all the information they need to meet your needs. They will make sure that an initial assessment of your needs takes place within 72 hours of your arrival. Your family may be able to take part in the assessment.
- 7 If you are staying in the care home because of a crisis at home, staff will help you keep up to date about the crisis and how it may affect how long you stay.

Keeping in touch with people who are important to you

Standard 3

You are helped to keep in touch with your family and friends and to have a good understanding of your family history and relationships.

- 1 You are helped to keep in contact with parents, brothers and sisters, friends or carers and other people who are important in your life. This has to be in line with your wishes and to be in your best interests. This may be by e-mail, letters and phone calls and visits.
- 2 If you are a long way from your home area, staff will help to arrange accommodation and transport for your family.
- 3 Your family is made to feel welcome and any special facilities they need are provided. Family visits to the care home can be made in private.
- 4 If you cannot tell them yourself, your family will quickly be told about any significant events, developments or incidents in your life.
- 5 You can be confident that staff treat your family with respect and listen to their views. Family members can speak with staff in private.
- 6 If you do not want to have contact with your family, or if it is unsafe for you to do so, or some family members have cut off contact with you, staff explain why, support you, and help you to sort out the difficulties and help you gain an understanding of your family history (for example, through a life story book). You are told how you may appeal against any restrictions to your contact with family and friends.
- 7 You know that members of staff are aware of issues of separation and loss and can give you and your family advice and support if you need it.

Support arrangements

Standard 4

The support you receive in the care home is based on your Care Plan or personal plan. You are involved in the planning of your care. Statutory care review arrangements are met.

- 1 You are confident that staff care for you in a way that is in line with your Care Plan or personal plan and work with others to meet your needs. They have close working relationships with your family and friends and others involved in your education and care.
- 2 You are confident that staff in the care home will help you to understand your Care Plan or personal plan and take part in reviewing it.
- 3 The services and support you receive take account of any particular needs you may have. These may include your health, education, culture, ethnic background, faith, language, sexuality, ability and any disability you may have.
- 4 If your circumstances change in a way that means the care home may no longer meet your needs, you are confident that staff will inform all those responsible for planning your care.

Your environment

Standard 5

You stay in a welcoming, warm and comfortable environment that is safe, secure and accessible. You have enough space.

- 1 Your care home is clean, looks attractive and is personalised (for example, it is furnished with a range of personal items and touches) and has good lighting, heating and ventilation.
- 2 Your furniture and equipment is in good condition, is homely and sturdy, is safe and meets health and safety requirements.
- 3 The assessment of your needs recorded in your Care Plan and personal plan is used by staff to decide if it is appropriate for you to share your bedroom and if so, who with. Your bedroom is big enough to be comfortable and your views about who you share with will be taken into account.
- 4 Your bedroom is big enough to be comfortable and your views about who you share with are taken into account.
- 5 If you use a wheelchair or other equipment, your room will be large enough to accommodate your requirements.
- 6 Your room has a window, is well ventilated and is heated by a system that allows you to control the temperature.
- 7 You have somewhere to lock away your personal belongings.
- 8 If you cannot have moveable objects for reasons of security, the care home will make your living space as attractive as possible in other ways, for example, using decoration, textiles and colour.
- 9 You have enough space for individual and group activities. This includes play space or quiet areas, if you want to study.
- 10 You live in a smoke-free environment.
- 11 You have en-suite or nearby bath or shower facilities and you have privacy when using them.
- 12 Whenever possible, you have access to the kitchen.

Feeling safe and secure

Standard 6

You feel safe and secure in all aspects of your stay in the care home. At any time, there are enough staff available to help you when needed.

- 1 Unless all residents are aged 16 years or over, you know that there are at least two staff on duty and available at all times. There is at least one member of staff on duty and another available on call at night*.
- 2 You are protected from all kinds of abuse. You can be confident that staff are aware of child protection procedures and that they know what to do when they have a concern. Staff know what to do and will help you get appropriate specialist help if you wish to tell someone that you have been abused or ill-treated in any way by anyone at any time.
- 3 You can be confident that all staff know what to do if a young person goes missing.
- 4 You know that the accommodation is accessible, but attention is also paid to security issues and there is a security policy in place. This includes a policy on visitors which states when they are issued with passes and what measures are taken to record visits.
- 5 You know that fire and safety procedures are in place, meet regulations and guidelines on best practice, and are followed. Risk assessments are regularly updated.
- 6 You know what will happen if there is a fire or any other emergency, and what you should do.
- 7 You know that staff hold regular fire drills (including drills at night). Fire equipment is properly maintained and regularly inspected. Staff keep records of incidents, drills and inspections, including how long it took to evacuate the building.

*Exact staffing levels will be agreed with the Care Commission as set out in Standard 7(3).

- 8 If you are a younger, frail or less confident child, or have a disability, or if you find it difficult to communicate, you are protected from more challenging or stronger children.
- 9 In line with the care home policy, staff and children actively challenge and combat any form of bullying or discrimination from any child or member of staff. You feel free to report anything that is worrying you.
- 10 You can be confident that staff never touch you in an inappropriate manner.
- 11 You can be assured the care home has a written policy and procedures on the conditions where restraint may be used. Staff are fully trained and supported in the use of restraint. If it is necessary to restrain you at any time, this is written in your care plan. Records are kept of any incidents involving your restraint. You can expect to be supported after any episode of restraint.
- 12 You know that staff members use restraint only when there is likely to be harm or damage. Staff members are trained to anticipate and calm down possibly dangerous situations.
- 13 You can be confident that staff are skilled in helping you to change your behaviour where this is harmful to you. You have advice on protecting yourself (for example, against people who may harm you, criminal behaviour or drug misuse).
- 14 You know that accidents or other incidents are recorded and investigated. Your family is informed of any serious incident.
- 15 You have guidance on how to use the Internet safely. Staff are skilled in helping you to use it. If you have access to TV and videos, they are suitable for your age.
- 16 You know that vehicles used by homes are serviced regularly and seat belts or other alternative restraints are always worn. Drivers and escorts can deal with emergencies, for example, first aid.
- 17 If you are having short breaks, personal belongings that you leave at the care home will be properly looked after.

Management and staffing

Standard 7

You experience good quality care and support. This is provided by managers and staff whose professional training and expertise allows them to meet your needs. Your care is in line with the law and best-practice guidelines.

- 1 You can be assured that the care home has policies and procedures that cover all legal requirements, including:
 - staffing and training;
 - ‘whistle-blowing’;
 - managing risk; and
 - proper record-keeping, including recording incidents and complaints.
- 2 You can be assured that staff and volunteers are properly supervised and appraised and have access to advice and support. The roles and responsibilities of the manager of the care home are clear to you.
- 3 You know that at all times there are enough members of staff to meet your support and care needs. The levels are agreed between the Care Commission’s staff and the managers of the care home.
- 4 You can be confident that effective recording and information systems are in place. All significant incidents are recorded.
- 5 You can be assured that when staff members or volunteers are involved in any financial transaction, it will be carefully recorded. This will be in a way that can be checked by the Care Commission’s staff.
- 6 You know that external managers monitor the care you receive in the care home. The quality and performance of the care home and children and young people’s views and complaints are monitored. The external manager or board makes sure the manager is suitable for the role.

- 7 You know that the care home staff, managers and volunteers are recruited and selected through a process that takes account of safe recruitment practices. This includes:
- criminal records checks;
 - checks with previous employers;
 - taking up references; and
 - cross-reference to the registers of the Scottish Social Services Council, or other professional organisations.
- 8 You know that the care home staff have the knowledge and skills necessary to undertake their roles and tasks and to meet your needs. You know that the service has a staff development strategy and an effective yearly training plan for all its staff. For staff caring for you directly, this focuses on them achieving the qualifications required for registration with the SSSC.
- 9 You can expect the service to evaluate what it does and make improvements and that it will do this by making sure that:
- staff are trained and re-accredited appropriately;
 - staff are involved in the systematic evaluation and discussion of their work and the work of the service, including the use of assessment information;
 - parents, carers, children, young people and staff will have the opportunity to contribute as appropriate to evaluation;
 - evaluation is continuous and takes account of relevant national and local advice;
 - staff will have clear plans for maintaining and improving the service; and
 - information (for example, annual reports) is produced for residents committees and those responsible for your care, outlining the performance of the care home.
- 10 You can be confident that if you have special needs because of disability, staff will have an understanding of this and be able to provide appropriate help and support.

8-16

Leading your life

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Leading your life

Introduction to standards 8 to 16

The experience of staying in a care home, whether for a long period or a short break, should be a positive one. You should be encouraged and helped to use your talents, making full use of the resources available to you to achieve your potential.

Exercising your rights

Staying in the care home, you have the right to be treated with dignity and respect. You also have a responsibility not to infringe the rights of others. You have the right to look at any information that is kept about you, and to have it treated confidentially.

Making choices

You have the right to contribute to decisions made about your life and care, in ways that are suited to your age. You can expect support to help you choose and act on your decisions.

Eating well

Nutrition is an important part of your healthcare. You should:

- have a good, varied diet;
- have choices in food;
- have any special needs catered for;
- be confident that the care home keeps up food and hygiene standards; and
- have any cultural needs catered for.

Keeping well

You have a right to have your health needs met and to have support in using the full range of healthcare services. If you take medication, arrangements are in place for you to take your medication safely and in the way that suits you best.

Learning

Good quality education will help you achieve your potential. You have a right to have your educational needs met and, where necessary, you should receive extra help to make sure this happens. Staff will help you get the best from your education and available resources. They will help you to manage your study time.

Private life

Staff give you privacy and respect confidentiality. They try to help you follow your cultural, religious or ethnic beliefs.

Information and written records about you are confidential and you have a right to expect that they are treated in confidence and that you know who will be allowed to see your records.

Daily life

Your daily life in the care home should be as similar as possible to that of other children and young people. You should not be singled out in a way that stigmatises you. For example, if you are on outings with members of staff, they will only identify themselves as staff when necessary and you should not have to use transport which identifies the care home.

Supporting communication

People may use different languages or methods of communication for a variety of reasons. As a result, they may have difficulty in making themselves understood. However, being able to communicate is an essential part of playing an active part in daily life and you should get help to do so if you need it.

Exercising your rights

Standard 8

You know about your rights and responsibilities. You can make choices within limits that are suited to your age. Staff support you in making decisions.

- 1 Staff understand the rights of children and young people and what this means in practice.
- 2 You and other children and young people are encouraged to respect and help each other. Staff speak respectfully about everyone, whatever their background, at all times when in contact with you and other children.
- 3 Staff explain your rights and responsibilities in a way that you can easily understand.
- 4 You know that staff are aware of the rules, records, policies and procedures that reflect your rights to choice and that these are related to your age.
- 5 You choose what to do in your free time within agreed limits and according to your age. This includes spending time with your friends as long as this is in your interests.
- 6 You know that staff will help you contact outside agencies that can help you if you have a problem (for example, health counselling), or if your Care Plan indicates a need to do so.
- 7 You can take part in life outside the care home. There are links between the care home and local community organisations and facilities.
- 8 Staff give you a range of responsibilities that are suited to your age, including an appropriate level of responsibility for others.

Making choices

Standard 9

You live in an environment where everyone respects and supports personal choices. You can make choices that are right for your age and understanding in all areas of your personal and social life.

- 1 You have the help you need to make good decisions and reduce risk to yourself.
- 2 You are involved in day-to-day decisions and staff know what you like and do not like. You are involved in choosing furniture and decoration where appropriate.
- 3 You have pocket money and can choose what to spend it on (within limits of security and safety).
- 4 You can choose your clothes and other personal belongings. You have money for toiletries if you want to buy them yourself.
- 5 You can make an informed choice about whether or not to follow a faith. Depending on your age, the views of your family will be taken into account. You will receive support and practical help if you choose to follow a faith.
- 6 If you have a disability, you have the same opportunity to make choices as other young people.
- 7 If you are having short breaks, your right to exercise choice is not affected by the short-term nature of your stay.

Eating well

Standard 10

Your meals are varied and nutritious. They reflect your food preferences and any special dietary needs. They are well prepared and cooked and are attractively presented.

- 1 Catering and care staff know your food choices and preferences, including ethnic, cultural and religious ones. Any special dietary needs (for example, vegetarian or if you have allergies) are recorded in your personal plan and your meals suit these needs.
- 2 You are offered meals that reflect your preferences and are varied regularly according to your comments. There will be an alternative available if you need it and meals will always include fresh fruit and vegetables.
- 3 You have the choice of a cooked breakfast and can have snacks and hot and cold drinks.
- 4 You are encouraged to try different foods, food from different cultures and different styles of cooking.
- 5 You enjoy food that is well prepared and cooked, and meals are well presented. All food handling follows good food-hygiene practices and staff are trained in food hygiene.
- 6 You know that staff understand and promote the social aspects of mealtimes, for example, enjoying meals with your friends.
- 7 You are encouraged, wherever possible, to take part in shopping for food, preparing and cooking meals and snacks, clearing up and deciding menus.
- 8 You can have access to basic catering equipment such as a kettle.
- 9 If you need any help to eat your food (for example, a liquidised diet, adapted cutlery or crockery, or help from a staff member) staff will arrange this for you.
- 10 Staff will regularly review anything that may affect your ability to eat or drink, such as your dental health. They will arrange for you to get advice if you need it.

Keeping well – lifestyle

Standard 11

Your health needs are met. Staff discuss your healthcare needs (physical, emotional and social) with you and your family, and others responsible for your care, and arrange for appropriate healthcare.

- 1 You have health assessments that meet legal requirements and healthcare, including regular dental care and eye care, when you need it.
- 2 Your health needs are discussed with you and your family, including diet, nutrition and exercise. The care home makes sure that you are supported and encouraged to live a healthy lifestyle and look after your health.
- 3 You will receive information about preventive healthcare (for example, screening, immunisation and regular check-ups). If you want to take part in any of these, staff will help you to do so. If your stay is for a short break only, staff will do this by making sure your family and others responsible for your care are given the same information.
- 4 You receive individual advice and guidance that is suited to your age and development on sexual matters, healthy living, substance misuse, personal hygiene and physical development and growth.
- 5 You are encouraged and helped to make appointments with healthcare professionals. Staff may take you to appointments and help you follow any advice you have been given.
- 6 You can be assured that staff have the specialist knowledge (either through training or by getting specialist advice) about particular healthcare or disability needs you may have.
- 7 If you have a disability, you receive the specific services you need to lead as full and normal a life as possible. These may include therapeutic and other specialist services, such as occupational therapy or psychological services.
- 8 If you need it, staff will know how to arrange for your personal care equipment to be repaired and maintained. This will be recorded in your personal plan.

- 9 You have an individual health record and assessment, and action records are up to date. Your healthcare is always discussed at reviews.
- 10 You know about your health history and have access to it.
- 11 You can get information about:
 - GP services;
 - mental health services;
 - dental and eye services; and
 - health promotion.
- 12 If you feel unwell, either physically or emotionally, you feel able to discuss this with the staff and, if needed, are given support in getting help from your GP or other primary care team member. If you become seriously unwell suddenly, you know that arrangements are in place to get help quickly.
- 13 You are registered with the GP and dentist of your choice at the practice that is linked to the care home. There are strong links with local support services, including medical, therapy and social work services as needed.
- 14 You have the opportunity, appropriate to your age, to discuss health matters privately and in confidence. You have access to a known practitioner or counsellor.
- 15 Staff are aware of the law on whether you are able to give your consent to medical treatment.
- 16 If you are pregnant you receive information, advice and support.
- 17 If you are about to become a father you receive information, advice and support.
- 18 You know that the care home treats death and grief with sensitivity and offers full support at that time, respecting your faith and any spiritual and cultural beliefs. Staff will give you, and where appropriate your relatives and friends, advice, support and counselling if you are faced with death or someone close to you dies.

Keeping well – medication

Standard 12

If you need to take medication, staff know this and there are arrangements in place for you to take your medication safely and in the way that suits you best.

- 1 If you are old enough, and staff are satisfied it is safe, you can manage your own medication unless there are specific legal reasons that prevent this.
- 2 If you are managing your own medication, you will be given your own lockable storage to keep your medication in your room. If you need it, you will also have special storage somewhere else (for example, in a fridge) that is secure and accessible to you.
- 3 You can get help from the staff with ordering and collecting your prescriptions if you want or need it.
- 4 If you are on medication that someone else needs to give you (for example, an injection), the staff will do this in a way that recognises and respects your dignity and privacy.
- 5 If you have any questions or need advice about your medication that the staff cannot answer, they will help you to get the advice from your community pharmacist, GP or another member of the primary care team.
- 6 If you have your medication managed for you, you can be confident that the care home has effective systems in place for ordering medication, storing it safely, giving it safely and getting rid of it safely and that staff are trained in how to administer medication. This training is kept up to date.
- 7 You know that any medication you receive will have been prescribed for your own use and that staff will monitor your medication and the condition for which it has been prescribed.
- 8 The care home keeps accurate, up-to-date records of all the medicines that have been ordered, taken or not taken, and got rid of.
- 9 You know that if any drugs go missing, the staff will take the necessary action to report this to the relevant authorities.

Learning

Standard 13

Staff support you to make sure you achieve your potential at school. You live in an educationally-rich environment.

- 1 You know that the care home staff encourage and support you in school and homework activities. They work with the school or college so they know how to help to meet your learning needs. Books, newspapers, computers, and educational, artistic and other cultural materials are available in the care home.
- 2 You can be confident that staff know the importance of education and can help you to achieve your potential. They are knowledgeable about, and have a clear understanding of, relevant legislation relating to children and young people with special needs.
- 3 Staff help you to attend school or college regularly, and work with teachers to deal with any problems.
- 4 You have enough quiet space to work in and there are special quiet areas for you to study.
- 5 Staff support you to take part in wider educational opportunities such as school trips and clubs, to get financial help and help with travel to events or matches.
- 6 Staff members can advise you how you can get grants for further or higher education and how the authority or government will support you financially if you continue with your education after school or college.
- 7 You are supported to achieve the targets that are set out in your individualised educational programme.
- 8 Where appropriate, staff are in regular contact with your school, including going to parents meetings or other school or community events. They are there for you when you take part in events (for example, sport or music).

Private life

Standard 14

Staff will respect your wishes about the private aspects of your life and your religious, cultural, political, social and sexual preferences. They give you privacy and respect confidentiality.

- 1 You can have contact in private with any professional, your family and others (in person, by post or over the phone or by e-mail) unless it is assessed and recorded that this presents a risk to you or others.
- 2 You know that staff are trained to deal with issues of diversity (for example, sexuality and lifestyle choice) sensitively and knowledgeably. You have information about your lifestyle choices and can contact other people who can support them.
- 3 If you have difficulty in meeting your own emotional or sexual needs because of particular health or physical problems, staff will treat this with sensitivity and get specialist advice or help for you.
- 4 If you require intimate care, it is given sensitively in private and with respect for your dignity. Where possible, your wishes are respected over the choice of person to carry it out.
- 5 Staff can give you advice on personal hygiene and your personal appearance and help you to develop your self-esteem.
- 6 You can choose the member of staff with whom you want to discuss personal issues.

Daily life

Standard 15

You play a full part in the life of the care home and in the wider community, using a range of resources (people, equipment or services) the care home has access to.

- 1 You are encouraged and supported to take part in activities which develop your individual talents, interests and hobbies. The activities reflect the needs, abilities and interests of yourself and the other young people, as individuals or in groups.
- 2 You are encouraged and supported to take part in sporting, leisure and outdoor activities.
- 3 Staff help you celebrate birthdays and mark other events or festivals that are important to you. They also help you to celebrate or mark any school, sporting or creative achievements.
- 4 Staff help you to find information about your lifestyle choices. They tell you who else may be able to support you.
- 5 Your friends are encouraged to visit you, unless they present a risk to you or others. In some cases, visits may be supervised.
- 6 You can be confident that staff who go with you to events, appointments and so on, will only identify themselves as staff members when it is necessary.
- 7 You can be confident that cars or minibuses belonging to the care home will not advertise the service in a way that singles you out for unwanted attention.
- 8 You will be encouraged to travel independently whenever it is safe to do so.
- 9 Sanctions are fair and in line with what you have done wrong. They follow the care home's policies and are properly recorded. No-one will be physically punished.
- 10 Groups of children or young people are not punished as a result of the behaviour of one person.

Supporting communication

Standard 16

You have help to use services, aids and equipment for communication, if your first language is not English or if you have any other communication needs.

- 1 Your communication needs are regularly assessed and reviewed.
- 2 If you need it, staff can help you get and use specialist communication equipment.
- 3 If you need it, communication support is available for you at all times. You have access to interpreters and other specialist supports. Where appropriate, staff will be trained in sign or symbol language.
- 4 You receive encouragement to keep and develop your first language or sign or symbol language (or all three). You have interpretation or translation facilities, or any other help you might need, to let you be part of the life in the care home.
- 5 You can prepare for important events, for example, reviews, and have time to communicate your feelings, views and answers. You have support in reading and understanding records, through interpreters or communication specialists if necessary.

17

Moving on

17 Moving on

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Moving on

Introduction to standard 17

Your stay in the care home prepares you for moving on. You may move to another placement or to your family or to a form of more independent living. Whatever the length of your stay, throughout your time in the care home you receive every encouragement to fulfil your potential and to live in an increasingly independent way.

Moving on

Standard 17

You have every opportunity to develop the skills and knowledge you need to move on and, where needed, to live more independently. You are helped to develop the employment, study and social skills you need for the next stage of your life.

- 1 You know that staff manage any move sensitively. They spend time listening to your concerns, answering questions and giving you advice if you need it.
- 2 If you are leaving the care home to live more independently:
 - you can develop self-care skills, including cooking, managing money, managing a home and living with neighbours;
 - you have advice on what to do if there are financial problems;
 - you are encouraged to be a good neighbour and challenged about poor behaviour that affects your neighbours;
 - you have advice on how to access benefits, housing, health and other services; and
 - you are advised about forming and maintaining relationships.
- 3 If you are having short breaks, preparing for future short breaks is properly planned.
- 4 If you are a child or young person who is looked after, the care home is aware of the arrangements for your through care provision and makes contact with those who will support you, and who are involved in your throughcare plan.
- 5 You are encouraged to develop employment and learning skills.
- 6 You are encouraged to go to further and higher education. You are supported when making choices about what college to go to and what subject to study. Staff are aware of further education or employment opportunities.

- 7 You are confident that the care home has good links with relevant agencies. Staff work with others (including social workers, housing, careers officers, after care workers, employers and education) to help you establish links before you leave the care home. You know who to contact when making the move to independent living, and what sort of help each agency can provide. Staff work quickly to set up links with outside agencies and services to make the move as smooth as it can be.
- 8 Staff may go with you to services or help you to make your own arrangements.
- 9 You can expect the care home to welcome you back for visits and continue to support you after you have left.

18-19

Expressing your views

18 Concerns, comments and complaints

19 Advocacy

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Expressing your views

Introduction to standards 18 and 19

This last section refers to issues that may be present at any time. They are standards relating to **comments, concerns and complaints** and **advocacy**. They are very important to your experience of the support and care you receive, and to the way in which you feel you can influence and contribute to how services are delivered.

Together, the standards for comments, concerns and complaints, and advocacy, show that the provider takes the principles of the national care standards seriously and will put you first when they plan and run the care home.

Concerns, comments and complaints

Standard 18

The care home welcomes your views so they can continuously improve the quality of services. Staff encourage you to give your views and suggestions, whether positive or negative.

- 1 You and your family are encouraged to express your views on any aspects of the care home.
- 2 You can be confident that staff listen to, and take seriously, your wishes and concerns about any part of your care.
- 3 You and any others involved in your care have access to complaints procedures that are easy to understand and set out who you can complain to, both in the care home and elsewhere.
- 4 You can be confident that the care home will make sure you and those involved in your care know how to contact the Care Commission.
- 5 If you are disabled or your first language is not English, you have access to translation, interpretation and communication support that you need to help you make your representation or complaint. These services are also available to others involved in your care.
- 6 Any complaint is dealt with in line with clear procedures and is investigated thoroughly by a person who is not involved in the complaint. A record is kept of all complaints and their outcomes.
- 7 A summary of complaints and outcomes is provided regularly to external managers and is outlined in the annual report.
- 8 You have access to Care Commission reports about the home.

Advocacy

Standard 19

You have access to other agencies and services, such as advocacy, that can support you in making your needs and preferences known. They can, with your permission, represent you and give your views. Information on these services is provided in a way you can understand.

- 1** You know that staff will invite Who Cares? Scotland and Children's Rights Officers to visit the care home, and you can speak to them. Staff help you find out about other advocacy organisations and about legal representation.
- 2** If you want, you can have someone who can support you or speak for you at reviews.
- 3** If you have an advocate, people will listen to what she or he has to say on your behalf as if the views expressed were your own.

Annex A

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Annex A

Glossary

Abuse

Something that causes actual or likely significant harm to a child or young person. It may be physical, emotional or sexual or, neglect of a child.

Advocate

A person assisting a child or young person to put forward their views or make their case on their behalf.

Bullying

The intentional or perceived causing of pain, distress, anxiety, humiliation or social exclusion to one child by one or more other children, by physical or verbal means, or through damage or loss of property.

Care plan

An agreed plan for looking after a child and meeting his or her needs, made by a placing authority under Children (Scotland) Act 1995 requirements.

Child protection

Taking measures to reduce the risk of physical, emotional or sexual abuse, neglect or significant harm of a child, enabling children or staff to report concerns about actual or potential abuse or significant harm, and responding appropriately to allegations, occurrences and suspicions of abuse or significant harm of a child.

External manager

The person or group of people, sometimes a board or committee, responsible for the work of the care home but not involved in day-to-day management.

Child or young person who is looked after

Is one for whom the local authority has a responsibility to provide accommodation or supervision as set out in Section 17 of the Children (Scotland) Act 1995.

Personal plan

A plan of how the support and care service will be provided within the care home. The personal plan is agreed between the child or young person (and/or their representative) and the care home.

Respite care or 'short breaks'

There are many kinds of arrangements for respite care or short breaks for children. These include provision within a child's home, daytime care, occasional overnight stays and regular periods of care with an approved family or foster carer, or in a residential home. Children who stay away from home overnight are looked after by the local authority and the Arrangements to Look After Children (Scotland) Regulations 1996 apply.

Restraint

Control to prevent a person from harming themselves or other people by using:

- physical means (actual or threatened laying on of hands on a person to stop them carrying out a particular action);
- mechanical means (for example, electronic locks or video surveillance);
- environmental means (for example, using cot sides to prevent someone from getting out of bed); or
- medication (using sedative or tranquillising drugs to treat restless or agitated behaviour).

Risk assessment

The process of identifying hazards to the safety or welfare of children and young people, estimating their seriousness and likelihood, and identifying and recording reasonable measures to minimise unnecessary hazards.

Whistle-blowing

The disclosure by a member of staff of confidential information that relates to some danger, fraud or other illegal or unethical conduct connected with the workplace.

Annex B

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Annex B

Useful reference material

Legal

The Age of Legal Capacity (Scotland) Act 1991

This Act identifies the circumstances in which children can act in a way that is legally competent. The Act defines when children and young people can consent to medical treatment.

The Children (Scotland) Act 1995

This Act puts children first. Each child has the right to:

- be treated as an individual;
- form and express views on matters affecting him or her; and
- be protected from all forms of abuse, neglect or exploitation.

Parents and local authorities have rights and responsibilities in achieving the balance of care.

The Disability Discrimination Act 1995

This wide-ranging Act, which came into force in 1996, makes it illegal to discriminate against disabled people in employment, access to goods, services, transport and education.

The Human Rights Act 2000

This Act includes the European Convention on Human Rights in UK law. Its purpose is to protect human rights and to maintain and promote the ideals and values of a democratic society. The Articles of Convention include:

- freedom of thought, conscience and religion;
- freedom of expression;
- freedom of assembly and association;
- the right to have respect for private and family life; and
- the right to marry.

The Misuse of Drugs Act 1971

The Act is the main law for drugs control in the UK. It prohibits the possession, supply and manufacture of medicinal and other products except where these have been made legal by the Misuse of Drugs Regulations 1985. The legislation is concerned with controlled drugs and puts these into five separate schedules. Anyone who is responsible for storing or administering controlled drugs should be aware of the content of the Misuse of Drugs Regulations 1985 and the Misuse of Drugs (Safe Custody) Regulations 1973.

The Police Act 1997

Part V of the Police Act 1997 was implemented in April 2002. This provides for the Scottish Criminal Record Office to issue criminal record information certificates to individuals and organisations.

The Public Interest Disclosure Act 1998

The Act protects workers who 'blow the whistle' about wrongdoing. It mainly takes the form of amendments to the Employment Rights Act 1996, and makes provision about the kinds of disclosures which may be protected; the circumstances in which such disclosures are protected; and the persons who may be protected.

The Race Relations Act 1976

The Act makes racial discrimination illegal in employment, service delivery, training and other areas.

The Race Relations (Amendment) Act 2000

The Act makes racial discrimination illegal in public activities that were not previously covered. It puts a general duty on public organisations to promote race equality.

The Regulation of Care (Scotland) Act 2001

The Act establishes a new system of care service regulation including the registration and inspection of care services which takes account of national care standards. The Act also creates two new national, independent bodies, the Scottish Commission for the Regulation of Care, to regulate care services, and the Scottish Social Services Council, to regulate the social service workforce and to promote and regulate its education and training.

You can visit these websites for information:

- Regulation of Care (Scotland) Act 2001
www.scotland-legislation.hmso.gov.uk/legislation/scotland/acts2001/20010008.htm
- Regulation of Care (Scotland) Act 2001 Statutory Instruments
www.scotland-legislation.hmso.gov.uk/legislation/scotland/s-200201.htm

Policy

Our National Health 2000

National Health 2000 is a plan which aims to improve Scotland's health and close the health gap between rich and poor, restoring the NHS as a national service and improving care and standards.

The UN Convention on the Rights of the Child

The Convention is not a law but a code that the Government signed up to in 1991. It recognises that young people under 18 in Scotland do have rights. These rights must be given fairly, and children and young people must be kept safe and well, and able to take part in society.

Other useful references

General

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Administration of medicines

UKCC (2000) *Guidelines for the administration of medicines*. (Central Council for Nursing, Midwifery and Health Visiting (UKCC)

UKCC (2001) *Position statement on the covert administration of medicines*. Central Council for Nursing, Midwifery and Health Visiting (UKCC)

Royal Pharmaceutical Society of Great Britain (2001) *The Administration and Control of Medicines in Care Homes*

Volunteers

Engaging Volunteers – A Good Practice Guide (1995 reprinted 1998). Volunteer Development Scotland

Framework for Volunteering – Policy and Procedures in Voluntary Organisations (1998) Volunteer Development Scotland

Protecting Children (1995) Volunteer Development Scotland

The Scottish Compact (1998) The Scottish Office

Annex C

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Annex C

Information on SSSC registration

The Scottish Social Services Council (SSSC) has set the qualification requirements and timescales for different groups of workers to be registered with the SSSC. This includes all residential childcare workers.

Groups of workers and timescales:

- Registration of heads of residential childcare began in April 2005
- Registration of workers with supervisory responsibilities begins from October 2005
- Registration of other residential childcare workers begins from June 2006.

The SSSC may register workers without the relevant qualifications subject to the condition that they meet all other criteria for registration and that they gain the qualification within a specified period of time, normally the first three years of the registration period. The SSSC has also recognised that employers will need to phase access to registration for larger groups of workers such as residential childcare workers in order to allow sufficient time for workers to achieve required qualifications.

There is a range of qualifications that can meet the requirement for registration. To obtain a copy of the full list go to www.sssc.uk.com or telephone 01382 207101 or email enquiries@sssc.uk.com

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First published March 2002
Revised September 2005

This document is also available on the Scottish Executive website:
www.scotland.gov.uk

Astron B42311 9/05

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ISBN 0-7559-4747-9

