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History of Nansen Highland

Nansen Highland takes its name from Fridtjof Nansen (1861-1930), a Norwegian explorer who was deeply involved in humanitarian work with First World War refugees.

In 1991, the headquarters of the Nansen Society (UK) were established at Redcastle Station, a disused railway near the Beaully Firth.

On 1st April 1999, Nansen Society converted to a Scottish Charity and therefore changed name to Nansen Highland.

Nansen Highland is a non-political, non-religious charitable organisation, which has grown to its present form. We operate training centres, two day care and two residential centres for young adults with special needs.

The first day training centre is based at Redcastle Station, Killearnan and provides academic training, lifeskills, and social skills to young adults with learning disabilities or related disabilities. The day training unit has a capacity for 21 young adults per day.

Fram House in Beaully has the capacity for 5 residents to learn the skills of household management, cooking and budgeting, preparing the young adult to move on to less supported living accommodation. Tich na Cloich in Muir of Ord has the capacity for 4 residents.

Nansen Highland took over the service delivery of the Bridg'it Venture, based in Drumnadrochit on 1st January 2009. Tigh-na-Cloich provides residential facilities. The focus remains the same as The Station and Fram House.

Nansen Highland is a training centre and employer committed to equal opportunities.

Specialised Day Training

Nansen Highland offers a specialised training package to young adults (16 – 30 years) with extra needs. These young people may not have the chance to learn the different abilities that people need to find their way in a complex society, such as the abilities to read and write; the ability to understand and work effectively within society's rules and values, the ability to organise one's daily life, and the ability to cope with difficulties at home or at work. Nansen Highland aims to offer these young adults the opportunities they deserve to develop into stable, self-confident and socially minded individuals.

With this aim, emphasis is put on developing job skills, life skills and social skills for their future.

No time limit is set on this exploration. The young adults will receive the time they need to achieve this at their own pace.

Therefore, every person joining Nansen Highland is offered a combination of vocational and non-vocational training. The time spent on each is carefully considered at the beginning of the placement and evaluated, reviewed and if necessary adjusted at reviews and/or staff meetings.

Individualised training packages

Each person will follow a specially designed training programme, which will have been decided upon with the young adult, parents, careers officer, social worker etc. The aim here is to help the young adult develop the skills that will be most valuable to them in the future, whether these are social skills, vocational skills, independence skills or a combination of all these.

Young adults are actively involved in decision making and choices within their training plan.

The certificated and non-vocational training are not freestanding projects within Nansen Highland. They are two closely and carefully interlinked tools to enrich the whole personality of the individual.

Certified training

Nansen Highland is an approved SQA centre. We can deliver the following SQA units:

National 2

- Capturing Digital Images
- Communication – listening
- Communication – speaking
- Communication – writing
- Communication – reading
- Daily Organisation
- Developing Drama Skills
- Healthy Basic Cooking
- Healthy Living
- Leisure Time Activities
- Life in Another Country – Optional Language
- Living Safely at Home
- Personal Development Planning
- Practical Abilities – Making Journeys
- Practical Abilities – Personal Finance
- Problem Solving
- Using Mathematics in Everyday Situations 1
- Using Mathematics in Everyday Situations 2
- Using Mathematics in Everyday Situations 3
- Working With Materials

National 3

- Cookery Processes; an Induction
- Health and Safety for Babies and Young Children
- Office Practice
- Problem Solving
- Working With Others

National 4

- Problem Solving

British Safety Council

- Workplacement Hazard Awareness (level is comparable to National 3)

If required, other units may be obtained on a distance learning basis from other approved centres and delivered on site at Redcastle with assessments via mail. This option is normally used for young adults requiring a higher level of academic studies.

As we are continually upgrading and expanding our SQA units this may not be a comprehensive list and further information can be obtained, if required.

Duke of Edinburgh

Nansen Highland is a registered centre to deliver Duke of Edinburgh awards at Bronze and Silver levels. We started the Duke of Edinburgh scheme at Nansen Highland as a pilot centre for individuals with additional support needs in the Highland area from April 2011. Since then, we've had 3 groups of young adults that completed their Bronze award.

Basic first aid

Nansen highland is able to provide 'basic first aid' which is regulated by 'ITC First' awarding body.

British Safety Council

We also deliver a qualification in 'workplace hazard awareness' through the British Safety Council. These skills are to develop safety awareness prior to undertaking work experience or employment.

Non-vocational training

The emphasis of the non-vocational training is more on the inter-personal, independence and social skills rather than the academic skills of the young adult. Young adults are encouraged to make informed choices and decisions, learn to communicate and co-operate with others effectively, while in a supportive and safe environment. All these skills are of extreme importance to succeed in an employment situation and the individual's future.

The various activities used to enhance the interpersonal, independence and social skills could consist of practical work, excursions, camping trips, sporting activities, group work and having fun.

Here are the non-vocational training we deliver:

- Practical work
- Art
- Gardening
- Driving test – theoretical/highway code
- Office work
- Project
- First Aid Awareness
- (Personal) Shopping
- Kitchen hygiene
- Computers
- Computers For Fun
- Cooking
- Personal Presentation
- Personal Awareness
- Photoboard
- Walking
- Cycling
- Bike Maintenance
- Van Checks
- Sports
- Music Activity
- English
- Maths
- Word 1
- Word 2
- Healthy living
- Woodwork
- Finding and Keeping a Job

Practical Work

At our day centre, Redcastle Station, a nature trail and buildings offer a great deal of challenging practical work. Renovations and repairs are carried out by young adults, supported by staff, to enable practical and organisational skills to be learned within a safe environment. This can vary from woodwork, painting, plumbing, gardening and identified projects carried through from start to finish.

Vehicle checks are an important task to ensure the maintenance and safety of each vehicle. Each week all vehicles are checked to ensure all safety standards are maintained and vehicles are cleaned. Some young adults choose this responsibility as part of their practical tasks.

Sports Activities

It's very important to have a healthy lifestyle and we give every young adult the opportunity to join a weekly sport activity in a small group. The group decides which sports they would like to do. Sports include swimming, football, gym, badminton, walking, cycling, dance aerobics, tennis, tai chi and many more. Young adults also have the opportunity to participate in the majority of the Highland Disability Sports events.

We also have four mountain bikes donated by the British Heart Foundation, sponsored through Health and Happiness, to promote the fitness of the young people. We also have two tricycles for young adults who have difficulties with their balance. In taking full advantage of this opportunity, training in cycling on various terrains and bike maintenance is been added to our non-vocational training subjects.

Computers for Fun 1 & 2

Computers for fun is an activity to get to know a computer, how to use a mouse, run a dvd, download your mp3/ipod music and much more. This activity is usually on a small group basis and focused on learning the fun side of computing.

Project

The young adult can choose their own subject they're interested in and would like to find some more information about. They can make a PowerPoint presentation with the found information and present their presentation to a few of their peers. This task will help

Social Training

With Nansen Highland, we try to arrange a monthly educational visit. Some of the visits we have done in the past is visiting a castle, explore a work environment by visiting a supermarket behind the scenes, visit Inverness airport, ...

We also attend most of the Highland Disability Sporting events like the swimming gala, the 5-a-side football tournament, Athletics and the Come and Try day.

We also organise a yearly camping trip with tents to a campsite with facilities. We try to explore different areas like Perth, Embo, ... where we also take the opportunity to see local landmarks and events.

We also regularly organise a hike trip. In the past we have organised a 4 day hike round Barra, 3 days to Sandwood Bay, ...

Work Experience

Work experience can be incorporated within the training package for individuals who are ready to explore the world of work and develop these skills further to progress towards employment.

Staff

Most of the staff at Nansen are permanent, however there are also other staff members who are volunteers and students who may be here for a short or long term. The staff group have a variety of qualifications and experience in social work, youth work and education. Nansen Highland promotes an ongoing staff training and development plan to enhance the quality of service to our service users. All permanent staff members have training in first aid and all drivers are required to complete a competence mini-bus test. All staff have an enhanced disclosure check and are complying with the SSSC code of conduct.

Keyworker

Nansen Highland operates a keyworker system so each young adult will be appointed a member of staff shortly after their arrival. The keyworker will work closely with the young adult to monitor and evaluate their Personal Plan and training plan. The keyworker will also liaise with the care team, parents, and attends review meetings, as required. Personal Plans and risk assessments are reviewed in line with the current legislation.

The keyworker can also provide the young adult with access to their personal files.

Medication

All medication should be handed into the staff at the training centre so it can be stored safely until required. Further details are available on request.

Visitors

Parents/carers are very welcome to visit us here at Nansen and should just contact the office to make arrangements.

Smoking

If anyone should choose to smoke, they can do so only outside the building. We are committed to an approach, which actively promotes good health so we will not condone or assist young individuals who smoke, therefore anyone who does should supply their own. To avoid the risk of fire within the building, smoking is forbidden except outside in the designated area.

Equal opportunities

We feel that it is very important to make sure that all young adults have equal rights. This means that young adults will be treated with equal respect, whatever your background, disability, sex, age, nationality, religion or other characteristics.

Residential Care Home

As well as the training centre at Redcastle Station, Nansen Highland runs two residential centres, Fram House in the village of Beauly and Tich na Cloich in Drumnadrochit.



The accommodations are designed for four residents, each having their own bedroom with en-suite facilities. Combined facilities of kitchen, lounge and sitting room are available on the ground floors.

Fram House, took its name from Nansen's exploration ship, which translated from Norwegian means 'Forward'. This name

giving our residential centre encompasses our philosophy in one word: Forward. We do not intend to retain our residents, but prepare them to move onwards!

Tigh-na-Cloich, Gaelic for "house on the rocks" located in Muir of Ord has similar aims and objectives as Fram House. The accommodation is designed for 4 residents.



The emphasis here is on further development of free-time management, domestic skills, interpersonal and social skills to enhance their capabilities for progression to supported housing or independent living. The training provided incorporates budgeting, shopping, cooking etc. on an individual basis with the support from staff. The staff ratio is one to four young adults

The centres are not isolated from the day training. The method of interaction is more informal and the input of the residents is encouraged in the running of the units. Regular activities are organised to ensure and promote contact with parents/guardians and residents can choose to return home for a weekend.

Aims

Within the residential care at Fram House and Tigh-na-Cloich, our aim is to provide a safe, secure, stimulating and caring environment whilst also respecting each person as an individual. We strive to promote opportunities for each young adult to develop skills and plan for their own future.

The following principles will be followed:

The emphasis is put on the quality of life and care with full respect of the rights of the resident/young adult. The rights¹ to privacy, dignity, independence, choice, rights and fulfilment are adhered to:

Privacy

The right to be left alone or undisturbed. The right to not have anyone interfere in personal affairs. Staff will respect personal privacy, however ensuring that appropriate supervision is extended in these areas.

Dignity

Recognition of the value of people regardless of circumstances. Respecting a person's uniqueness and their personal needs. Treating people with respect.

Independence

Opportunities to act and think for yourself. This includes thinking about possible risks.

Choice

Opportunity to choose independently from a range of options.

Right

To be treated in agreement to the law. To make sure each person can explore their rights and responsibilities.

Fulfilment

The fulfilment of personal goals and abilities in all aspects of daily life. Each individual will be supported to move towards greater autonomy and independence in the long term and will be involved in any decision-making concerning them.

Induction

Each young adult receives an induction, which includes introduction to staff and young adults, health and safety procedures, house rules and practical arrangement to mention a few. It is hoped that this will assist in a smooth and supportive transition to the young adult's new home.

Communal Facilities

Fram House accommodates two living areas, which include digital television with DVD, computer with broadband, and board games for recreational use. The fully fitted kitchen area has been specially designed to suit individual cooking facilities.

¹ National Care Standards, Care homes for people with learning disabilities, The Scottish Executive

Individual Bedrooms

All bedrooms in Fram House are equipped with furniture and en-suite facilities. Any personal items the young adults wish to take can be discussed with the senior. Nansen Highland's insurance covers the content of each bedroom up to a maximum of £500. Individual young adults may wish to take extra insurance to ensure all personal items are covered, this can be discussed with the senior support worker or the project co-ordinator.

House Meetings

Regular house meetings are held, where all the residents have the opportunity to meet together with a staff member to discuss any issue relating to living in Fram House. House meetings are held approximately every 2 months. It is important that the young adults listen to each other and that everyone gets the opportunity to speak. Ideas for house meetings should be brought to the senior support worker. After the meeting possible "action points" are put up in the kitchen and the minutes are kept so that they can be looked at again.

Health & Safety

A health and safety induction is held with every new young adult on arrival at Fram House or Tigh-na-Cloich and reinforced during their stay. All health and safety equipment is checked and maintained regularly.

The Fire Brigade Officer inspects the house on a regular basis and it is the responsibility of the staff to carry out fire drills and inspection of the fire alarms on a weekly basis.

Both Fram House and Tigh-na-Cloich are also inspected by the Care Inspectorate.

Funding

The funding arrangements for a young adult to stay in either residential care home will partly be paid from social security benefits and partly by the Local Authority. The care manager, or social worker, will work out these figures in detail. All young adults are entitled to a weekly residential allowance.

Appointee arrangements on personal finances can be agreed within the Care Team, if required. Further information available in the policies.

Personal Plan

Each individual has a Personal Plan to encompass the independence and life skills. The Personal Plan is monitored by the keyworker and used as a tool to focus on the identified development areas. Personal Plans and risk assessments are reviewed as per the current legislation and young adults have the right to comment on their reports. Young adults can request their keyworker for access to their personal file.

Any medication can be held by staff or the young adult depending on what is agreed in their Personal Plan.

All ethnic groups and cultural practices are respected and if an individual would wish to attend religious activities, this can be arranged through the keyworker.

Keyworker system is described on page 8.

Development Areas

Each young adult is supported in developing skills in cooking, house maintenance, budgeting, shopping, free-time management and personal hygiene.

Interpersonal skills for integration into community life, such as listening, communicating, joint problem solving and socialising are developed through individual and group activities. More specialised skills depend on the individual young adult's interests and abilities.

As part of their independence development, the young adult is responsible for the organisation and upkeep of their own bedroom and participating in the duty rota. The "duty" rota will be displayed in the kitchen to show what duties each resident will be responsible for throughout the month.

Housing Support Service

Nansen Highland provides a housing support service. This is a new service under development with Nansen Highland accepting new clients when possible. The service will be small scale in order to provide a quality service. Nansen Highland provides support with cooking, shopping, budgeting, home maintenance, correspondence, finance, social and leisure activities,... as detailed in the support package agreed with the wider care team.

The aim of the Housing Support Services is to support Young Adults to live in their own tenancy, as independently as possible.

Nansen Highland does not act as a landlord for Housing Support Services.

Admission policy

Nansen Highland has an active equal opportunity recruitment procedure, which closely interlinks with the marketing procedure.

The first step in the recruitment is the initial enquiry. The referrals are mostly received from social work departments, education department and/or from the careers office.

On referral, we invite the persons who are involved in the possible placement: the prospective young adult, parents/guardians and the care manager, mostly social worker.

In the initial visit, the prospects, desires and aspirations of the young adult are taken into account and compared with Nansen Highland's statement of intent.

Following this initial visit, we possibly invite the prospective young adult for a visit at the service. This enables both parties to get to know each other.

When considering a placement, we scrutinise:

- the availability of a place at Nansen in relation to the waiting list
- the compatibility of the new young adult with the young adult group and vice versa
- the availability of agreed funding

The application can develop from here onwards. Either when both parties feel the placement would not be productive, we end here or further arrangements are made explore the possible placement further.

Individual's quality of life. Statement of rights for young adults

This statement sets down your rights as a young adult. We hope that you find it useful and informative.

To be sheltered, cared for and spoken to in a manner befitting your status as an adult, without the threat of any kind of abuse by staff or other persons.

To be involved, whenever possible, in decisions affecting your life.

To manage your own financial affairs. If unable to do so, to authorise Nansen Highland or a third party to administer your money and to receive an accounting of all financial transactions you have thus authorised. (Residential Young adults)

To receive a weekly monetary allowance, as determined by the guidelines laid down by the department of social security (Residential Young adults)

To exercise the full civic and legal rights of a citizen, and to be kept informed of and involved in issues that affect you.

To have unhindered access to a mechanism to express personal feelings, criticisms and grievances, that will exclude access by the director if desired, without fear of reprisal or discrimination.

To refuse medical treatment and medication and to be informed of the medical consequences of such a refusal.

To receive all necessary assistance to be able to participate in and have access to all activities that Nansen Highland has to offer, at the discretion of the director on issues of Health & Safety.

To form friendships with other residents without hindrance or embarrassment.

To know that your personal records are kept in confidence and are available only to those for whom the information is essential.

To have access to personal records within current national regulations.

To write, or to have written, and to receive any mail or otherwise to communicate without any interception or interference by any member of staff.

To have adequate and nutritious meals and snacks appropriate to your needs and requests. (Residential Young adults)

To have all studies, surveys and polls adequately explained and to have the freedom to refuse participation.

To expect all staff to be informed of, and to assume that all staff will respect, the above rights.

Complaints procedure for young adults

Nansen Highland has a grievance procedure.

When a young adult, residential or not, has a grievance, the first port of call is the key worker.

Together, things are looked at and as objective as possible view and solution is sought for.

If this does not work out, the director will be consulted.

The director, in consultation with the people involved, will call a (review) meeting if this is deemed necessary.

Anyone can make a complaint directly to the Care Inspectorate. The complaint leaflets are obtainable from the staff or from the meeting room at Nansen Highland.

Nansen Highland
 Young Adult Application form
 Service required: Residential/Day training/Housing Support

Identification

Surname	
First name	
Date of birth	
Address	
Telephone number	
Email	

Parents/ carers

Name	
Relationship	
Telephone number	
Mobile number	
Address (if different from above)	
email	
Name	
Relationship	
Telephone number	
Mobile number	
Address (if different from above)	
Email	
Siblings	

Placement management

Date of proposed start	
Care manager for placement	
Address	
Telephone mobile	
Source of funding	
email	

Medical information

Medical information or physical need	
Medication	
Dietary requirements	
Reason for medication	
SSA / child plan	Yes/No

Education and interests

SQA number	
Qualifications achieved	
Current education/training	
Reading and writing	
Level of concentration	
Results of any IQ/aptitude tests	
Learning disability	Yes/No
Particular qualities/skills	
Leisure Activities/hobbies?	

Independence

Independent travel	
Personal care	
Budgeting	
Lifeskills	

Social behaviour

General	
Towards leaders	
Towards peers	

Emotions/feelings

Any anxieties, Phobias, ...	
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Any important meetings/events in the past and future

Past	
Future	

Future plans

Short term	
Long term	
Young adult's aspirations	
Training expected from Nansen Highland	

Completed by

Name	
Relationship to Young Adult	
Telephone number Mobile number	
Email	
Date	