

## Useful Addresses & Telephone No's.

### **Newcraigielea**

Seafield Road

Lerwick ZE1 0WZ

Telephone: 01595 744463

### **Duty Social Worker**

Community Care Services

92 St Olaf Street

Lerwick ZE1 OES

Telephone: 01595 744400

Fax: 01595 744436

*If you require assistance outwith office  
hours: Telephone: 01595 695611*

### **Financial Assessment Officer**

Community Care Services

Kantersted Office

Seafield Road

Lerwick ZE1 0WZ

Telephone: 01595 743826

### **Care Inspectorate**

2nd Floor

Charlotte House

Commercial Road

Lerwick ZE1 0LX

Telephone: 01595 741520

Fax: 01595 741529

# Newcraigielea Short Break Service Carers' Information Booklet



Community Care Services  
Shetland Islands Council



**Non judgemental**  
**Equality and diversity**  
**Wellbeing**  
**Choice**  
**Realising potential**  
**Acceptance**  
**Independence**  
**Goals**  
**Ideas**  
**Experience**  
**Life**  
**Encouragement**  
**Attitude**

## V - Visitors

We very much hope that people on short breaks will regard Newcraigielea like their home. Therefore service users can invite visitors to Newcraigielea at any time so long as they do not impact on the other service users.

Visitors are asked to comply with staff requests around issues such as hand washing, noise levels etc. They must not enter the bedrooms of other service users, nor must they offer them food or drink (in case of allergies or dietary restrictions) without first checking with staff.

## T - Transitions

At Newcraigielea we recognise that moving to or from a new service can be challenging for some people whilst others take it in their stride. Any transition will be fully discussed with the service user and other relevant people and plans will be made to facilitate it.

## T - Transport

Transport to and from short breaks is normally the responsibility of the service user and their family. However, in practice, many service users arrive or depart via their day care transport.

When making bookings the service user or their carer should indicate any transport needs.

Newcraigielea does have a wheelchair accessible vehicle so transport can be provided during people's stays, however, driving licence restrictions mean that it cannot be driven by all staff.

The information contained in this booklet is correct at the date shown. It is liable to change at any time.

The most recent version will be on line at:

[http://www.shetland.gov.uk/community\\_care/](http://www.shetland.gov.uk/community_care/)

Newcraigielea provides a number of services, this booklet covers **short break services** (sometimes called **respite care**).

### Address

Newcraigielea  
Seafield Road  
Lerwick  
Shetland  
ZE1 0WZ

### Telephone Number

(01595) 744463

### E-mail Address

Emails can be sent direct to any member of staff using their first name and surname in the blank spaces:

\_\_\_\_\_ . \_\_\_\_\_ @shetland.gov.uk

**Newcraigielea is part of Shetland Islands Council's Community Care Services.**

## Introduction

Newcraigielea was opened in January 2007, becoming solely responsible for all short break services in Shetland for adults with learning disabilities, aged 18 and over (although those aged 16 or 17 may also be considered).

Newcraigielea consists of 8 en-suite rooms (all with overhead hoists), 1 bedsit, 2 lounge/diners, 2 other lounges, 2 kitchens & 2 assisted bathrooms.

This accommodation is spread over 2 wings. This means that it can be run as one 9 bedroom unit or 2 smaller units when required.

Within the grounds we have 2 small patio areas for service users to access the outdoors.

Newcraigielea is situated in the Sound area of Lerwick and is well placed for many local amenities.

This booklet is arranged in alphabetical order to help you find the relevant section.

## A - Accessing Newcraigielea

If you feel your relative would benefit from short breaks on account of their learning disabilities, or you, as their carer, need a short break from your caring responsibilities, you should arrange for an Understanding You form to be completed to establish the need and to

## S - Staffing (cont)

At night there is a member of night staff on duty and another sleeping in the building. On rare occasions this might not be the case, e.g. if there are only one or two service users with minimal support needs in residence.

Relief Social Care Workers supplement the care team on an 'as and when required' basis.

Every effort is made to ensure all staff are familiar with the needs of all regular service users.

## T - Training

We have an ongoing commitment to continual training for all our staff. Many of our staff have undertaken Scottish Vocational Qualifications (S.V.Qs) and, in addition, we have various short training courses that staff get the opportunity to access, including compulsory training on topics such as food hygiene and moving and assisting.

Each year Newcraigielea closes for one week to service users for intensive staff training. There are also 4 additional single closure days for staff training.

If you, as main carers, identify any area you feel our staff would benefit from training in, then please do not hesitate to discuss it with us, and this will be explored.

## S - Snow / Severe Weather

On these occasions we will endeavour to meet our commitments, however there may be times we will need to change arrangements, e.g. if staff cannot get in to work.

For those accessing or departing the service via Eric Gray Resource Centre, any closure of EGRC will be announced alongside school closures on Radio Orkney's morning bulletin.

## S - Staffing

Newcraigielea's Management team comprises:

1 Manager

4 Senior Social Care Workers

They work alongside a team of social care workers (SCW's) both full and part time, an Admin Support Worker (ASW), a part-time Domestic Assistant and Handypersons' (the latter are shared across learning disabilities settings).

All staff registerable with the Scottish Social Services Council (SSSC) or those who will become so when the register is eventually rolled out to them are supported to acquire the necessary qualifications for registration.

## A - Accessing Newcraigielea (cont)

identify the level of support required. You can also ask for a Carer's Assessment if you wish.

If you are already in contact with a Social Worker, Nurse or Occupational Therapist they can arrange for an assessment to be completed. If you are not in touch with any of these people you should contact us at Newcraigielea.

If the assessment indicates that short breaks are appropriate the assessor will contact Newcraigielea and you and/or your relative will be invited to visit.

The assessment should also indicate whether their needs (or your needs as a carer) are **SUBSTANTIAL**, **MEDIUM** or **LOW**. Occasionally **CRITICAL** needs may be indicated. More information on this is available under 'Eligibility Criteria' section on pages 15 & 16.

People with substantial needs will be allocated up to 80 overnight stays in 2010, those with medium needs will receive up to 50 nights and those with low needs will be eligible for up to 15 nights. There is no upper limit for critical needs.

Once the level of need has been confirmed by the Newcraigielea management team the person will be informed of the number of nights allocated to them.

## A - Activities

Service users interests and learning needs are noted in their Care Plan and every effort is made to engage them in a range of activities whilst at Newcraigielea.

Examples of activities available include:

- ✓ Leisure activities within the home - art work, board games, video games, TV, listening to music.
- ✓ Leisure activities in the community - swimming/sports activities, visits to the beach or countryside, concerts.
- ✓ Activities of daily living - shopping, cooking, menu planning, laundry.

## A - Aims and Objectives

Newcraigielea will accept requests for the service from any adult with learning disabilities (or their relatives or representatives) living in Shetland, with an assessed need for short breaks.

Everyone who uses or is associated with our service will be approached in a positive, inclusive and non-discriminatory manner.

Short breaks at Newcraigielea will aim to provide one or more of the following:

- Access to the wider community
- Opportunities to develop, maintain or strengthen friendships or relationships with others

## S - Safety (cont)

Each bedroom can be locked, although locks can be easily overridden by staff in an emergency.

## S - Safeguarding

Staff within Newcraigielea work in line with the Adult Support and Protection (Scotland) Act 2007. This means that staff must report any concerns relating to harm or potential harm of a vulnerable individual. We hope you will be reassured by our vigilance.

Similarly, if you have concerns that a member of our staff (or another professional) may present the risk of harm to a service user, please do not hesitate to report this matter to either the Manager or Duty Social Worker.

## S - Service Users' / Carers' Forum

Service users and carers were invited to set up a forum when Newcraigielea first opened. However at that time there was no demand for such groups.

If you feel you would like to revisit this decision then you are invited to contact the Manager at Newcraigielea.

## R - Reviews

People who use Newcraigielea will have their care plan reviewed at a 6 monthly review meeting or more frequently if required. This will be called by the Understanding You Co-ordinator (see section on accessing Newcraigielea).

In between times, the keyworker at Newcraigielea may call a meeting to up-date the person's care plan if this is required.

## S - Safety

Newcraigielea has regular fire alarm and extinguisher checks and a set fire drill and all staff are aware of our fire emergency procedures. Fire drill practice is held at regular intervals and the building is fitted with sprinklers and alarm activated fire doors.

We have a range of risk assessments for the building and for certain activities undertaken by individual service users.

Within Newcraigielea we have various security systems in place, such as door alarms and entry systems. We can also separate the 2 wings of the building if required. Service users who go out unescorted can be issued with an entry fob for the duration of their stay.

## A - Aims and Objectives (cont)

- Access to recreational, leisure or sporting activities
- Access to ongoing education or employment within Lerwick
- An experience of living away from home
- A forum for discussions with other services/ individuals
- Opportunities to maintain or develop communication skills
- Additional care and support during illness
- Access to services based in Lerwick including day services and health services
- A break from normal caring arrangements for both service users and carers
- Opportunities for care needs to be assessed
- Opportunities to develop new skills such as daily living skills
- Support for self advocacy and/or access to other forms of advocacy

## A - Arrival & Departure Times

Newcraigielea can usually be flexible about this, however at peak times this may not be possible. Therefore we may have to establish specific times with you. This will ensure that staffing levels are appropriate for the number of people in the building.

## B - Bookings (how to make them)

Every 3 months Newcraigielea will contact the service user (or you) asking them to make bookings for the next period. Please send in requests on the booking form - remember you can ask for any combination of overnight stays during the year, up to the number of nights the person has been allocated.

The management team will confirm the bookings as soon as possible. At peak times they may not be able to give you exactly the days you ask for, but they will do their best.

Points to note:

1. If the person needs a short break on specific dates due to a special occasion, e.g. family wedding, please give the management team as much notice as possible and they will try to oblige.
2. The number of overnight stays allocated to each level of need may vary from year to year according to the pressures on the service.
3. In general the peak periods for bookings are school holidays, public holidays and weekends throughout the year. Service users who enjoy individualised rather than group activities may benefit from arranging the bulk of their stays outwith the peak periods.

## R - Relationships

We hope that all our service users will make friends with each other during their stays, or use their stays to consolidate existing friendships. On occasion some service users may wish to develop intimate relationships. Staff at Newcraigielea are guided in this area by the Social Care procedure 'Making Choices, Keeping Safe - Personal Relationships and Sexual Well-being' which takes account of best practice in this area.

If carers would like to see a copy of this guidance please ask the Management Team.

## R - Religious Beliefs / Cultural Needs

If your family member has any religious beliefs or cultural needs please make sure we know about these so we can support them appropriately.

## R - Residential Care Agreement

National Care Standards require us to issue a Residential Care Agreement to all new service users to define the care and support available. If the service users cannot sign this themselves and there is not an authorised person to do this e.g. Welfare Guardian, then it can be left blank as long as there is a record justifying this decision.

## P - Personal Expenditure

Service users should bring small amounts of cash to pay for any personal items or activities whilst they stay at Newcraigielea.

Those who want to look after their money themselves are encouraged to do so. Others can check their money into the office where procedures are in place to look after it.

## P - Personal Property

Service users are welcome to bring in items from home to personalise their room, entertain them etc. Although we endeavour to take care of all personal items, things can get damaged or go astray so we ask that valuable items are left at home and that anything brought in is clearly labelled. If people want to bring items of value to Newcraigielea they should be encouraged to take out appropriate insurance.

## B - Bookings (how to make them)

4. The 'allocation year' starts on January 1<sup>st</sup>; anyone who starts using Newcraigielea during the year will receive a pro-rata allocation of nights, based on the number of months left in the year. There will be no carry over of nights into the next year.
5. Cancellations may sometimes be necessary; if this occurs the management team will try to do it as fairly as possible.
6. Once bookings have been confirmed please try to stick to them unless the person is ill. We may have booked staff specially and we still have to pay them even if they are not required.
7. We are happy to consider short notice requests for bookings, however these can be more difficult to arrange so cannot be guaranteed.

## C - Care Arrangements

Newcraigielea staff will provide person centred social and personal care for each individual service user. This care will adhere to the relevant National Care Standards.

Each user of the service will be invited to discuss with the Newcraigielea Management Team the appointment of a member of staff to act as their "keyworker".

*(continued on page 10)*

## C - Care Arrangements (cont)

Each service user will develop their own care plan with assistance, if appropriate, from their keyworker and any other key individuals or services. This care plan will be reviewed regularly.

Newcraigielea will be open and accessible for service users and their visitors whilst still providing privacy.

Staffing levels will always meet minimum requirements and will often exceed them.

Facilities and accommodation at Newcraigielea will reflect, as far as possible, normal domestic living arrangements.

## C - Charging

When staying overnight a charge will be made in accordance with the service user's (not the carer's) financial assessment.

More information is available from the Financial Assessment Officer (*see back page for contact details*).

## O - On-Call Arrangements

When there is no member of Newcraigielea's Management Team in the building a joint on-call service operates to support the Social Care Workers.

SCWs are expected to be able to deal with all predictable situations, but the on-call arrangements mean they can always contact a member of staff from Learning Disabilities Services for back up. In addition the Duty Social Worker and / or Duty Service Manager are contactable in case of emergency.

## P - Parking

For those of you who are able, we would encourage you to use the car park at the rear of Newcraigielea or Seafield, however if you are only staying for a short period of time or you are collecting a family member then feel free to park at the main door of the building.

## P - Participation Strategy

Newcraigielea has a Participation Strategy for Service Users which is included in their Care Plan. This is simply a statement of intent with regard to including service users' views on all aspects of the service. We welcome comments from users or carers at any time.

## I - Inspections

All Care Services in Scotland are regularly inspected and graded against National Care Standards by the Care Inspectorate. Prior to announced inspections Newcraigielea will distribute questionnaires to users and carers from the Care Inspectorate as part of this process. Details of the most recent Inspection Reports will be displayed at Newcraigielea and are available on the Care Inspectorate's web site.

## L - Laundry

Laundry facilities are available for those who require them during their stay.

## M - Medication

At Newcraigielea we operate the Boots Medicated Dosage System (M.D.S.). Once we have collated the bookings we contact the prescribing surgery and request they put the prescriptions to Boots pharmacy. Once they have the prescription they then pack it up in the Boots MDS ready for us to administer to the service users. If you are aware that changes have been made to medication since the booking form was submitted please let us know.

## C - Charging (cont)

If a service user is in Newcraigielea at meal times, but not overnight, then they will be charged at the following rate:

Breakfast £2.00

Light Meal £1.70 - e.g. soup & sandwich, salad, beans on toast, omelette, etc.

Main Meal £3.50 - e.g. meat or fish with potatoes/ chips/rice & vegetables, pasta dishes, etc. Soup, pudding and fruit also available.

Snack £1.70 - e.g. cereal, toast, cake, custard, etc

Charges are set by Shetland Islands Council and may change each April. Invoices are sent out on a monthly basis.

## C - Communication

Your relative's keyworker will be keen to establish an appropriate means and level of communication with you. This may be by phone, e-mail or a communication book.

We are aware that we are looking after someone who is very special to you and you might be feeling very anxious about them being away from home. If it helps you to phone and check up on how they are getting on, please do so. We would probably all do the same in your position.

## C - Complaints

At Newcraigielea we strive to provide a high standard of care for all our service users and we always hope we are successful in this. We are committed to working closely with carers. If there is an occasion that carers are dissatisfied with a particular aspect of the service we would ask them to alert us as quickly as possible.

If you are unhappy about any aspect of care provided by Newcraigielea then please discuss it with one of the management team at Newcraigielea in the first instance. If the matter cannot be resolved informally you or the service user can make a formal complaint to the Chief Social Work Officer and/or the Care Inspectorate (*see back page for contact details*).

## C - Confidentiality

Personal information is shared on a need to know basis between the staff team and, on occasion, with other professionals involved in supporting the service user. Staff are expected to maintain appropriate levels of confidentiality at all times in line with the Scottish Social Services Council's Codes of Practice and local policy. However, if staff become aware of situations of actual or potential harm they are required by law to follow the Child Protection or Adult Support and Protection procedures. This means they have to report concerns even if the service user or family member has asked them not to.

All information held by Newcraigielea on a service user can be shared with them, unless it has been provided by a third party, e.g. doctors' letters.

## I - ICT Facilities

Service users can bring their own laptop to Newcraigielea and obtain free Wi-Fi access to the internet. However, service users need to be aware that a filter is in place and as a result access to some sites will be restricted.

## I - Illness

If people are unwell they are likely to be more comfortable at home and may wish to consider cancelling their booking. This will also minimise the risk of spreading infection to our less robust service users.

If a service user becomes ill or gets injured when staying at Newcraigielea, then we will consult N.H.S. 24 / or appropriate Health Centre. Carers will be kept informed so long as they have given Newcraigielea their contact details - see under Emergency Contacts.

On occasion, if you (the carer) are available you may be asked to take the service user home early if it is in the service user's best interests or the interests of the other service users.

## E - Eligibility Criteria (cont)

Risk relating to Carers			
CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium/ Preventative)	(Low/Preventative)
Carer is unable to manage vital or most aspects of their caring/family/work/domestic/social roles and responsibilities.	Carer is unable to manage many aspects of their caring/family/work/domestic/social roles and responsibilities.	Carer is unable to manage some aspects of their caring/family/work/domestic/social roles and responsibilities.	Carer is able to manage most aspects of their caring/family/work/domestic/social roles and responsibilities.

Only one of the criteria has to apply. *Read this section in conjunction with section on 'Accessing Newcraigielea'.*

## E - Emergency Arrangements

In an emergency such as a flu pandemic or a fire in another care home, Newcraigielea will be closed to planned short breaks so that it can be used as an emergency centre. Service users and their families will be kept informed by the Management Team.

## E - Emergency Contacts

We would ask you to supply an emergency point of contact for inclusion in the service user's care plan. Newcraigielea must be informed of any changes, including the contact details of a responsible person if you are away from Shetland on holiday and cannot be contacted there.

## C - Confidentiality (cont)

Even then this can usually be shared if it is clear that the supplier of the third party information has copied the service user in. However, information about service users cannot always be shared with carers - see the section on decision making.

## D - Decision Making

Under Scottish law anyone aged 16 or over is deemed able to make their own decisions unless the Adults with Incapacity (Scotland) Act or the Mental Health (Care and Treatment) (Scotland) Act applies. This means that carers, who have often been used to taking decisions on behalf of an individual, need to be aware that they no longer have this automatic right. If you are caring for someone who is unlikely to have the capacity to take some or all decisions for themselves you may wish to seek advice from the Citizen's Advice Bureau or a local solicitor. Information about making an application under the Adults with Incapacity Act is available on the website: <http://www.scotland.gov.uk/Topics/Justice/law/awi/010408awiwebpubs>

As a result Newcraigielea (in common with all service providers) has to prioritise the service user's views over the carer's views if there is a difference of opinion, unless the carer has formal powers such as Guardianship.

One practical example of this is that carers do not have automatic access to their relative's care file. However, in Newcraigielea's experience, most service users are content for us to share information with their carers and therefore we are happy to do so in most circumstances.

## D - Day & Evening Short Breaks

Some people choose to visit Newcraigielea during the day and evening in addition to or instead of overnight. At present we try to accommodate such requests, but increasing demand means we need to keep this under review to ensure equity of service provision for new service users.

Anyone who is not staying overnight (and therefore is not being charged for board and lodging) will be required to pay for any meals taken.

## D - Dietary Requirements

Please ensure we are told about any food allergies (and any other allergies that you are aware of) so this can be noted in the service user's care plan.

If there are any other dietary requirements, no matter how small, please make keyworkers aware of this so they can also be detailed within the person's care plan, for example, for some people the food has to be presented in a particular way and others may just have certain likes or dislikes.

## E - Eligibility Criteria

All service users will be aged 18 or over (16-17 year olds will be considered) and have learning disabilities. In addition, national eligibility criteria apply:

Risk relating to carers			
CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium/ Preventative)	(Low/ Preventative)
Carer has major physical/mental health difficulties due to the impact of their role as a carer causing life threatening harm or danger to themselves or others.	Carer has significant physical/mental health difficulties due to the impact of their role as a carer causing significant risk of harm or danger to themselves or others.	Carer able to manage some aspects of the caring/family/ domestic/ Social roles. Potential risk to breakdown of their own health identified.	Carer able to manage most aspects; has difficulty undertaking one or two aspects of their caring/ domestic role but with low risk.
There is a complete breakdown in the relationship between client and carer and carer is unable to continue caring or has difficulty sustaining vital or most aspects of their caring role.	There is a significant risk of breakdown in the relationship between client and carer and carer is unable to sustain many aspects of their caring role.	Relationship maintained although at times under strain between client and carer/limiting some aspects of the caring role.	Relationships maintained between client and carer by limiting aspects of the caring role.