

CREATING A SAFE ENVIRONMENT POLICY THE ROBIN CENTRE

Creating a Safe Environment (Guidelines) for The Robin Centre

We wish to create an environment that is both safe and comfortable. We wish to create an environment where staff, volunteers and students are encouraged and service users views are taken into consideration. We have a Service User Charter created by service users and the staff team, which underpins the expectations of each other when at the centre.

The centre applies a protected meal time between 1230pm-130pm (to promote socialisation within the meal time and maintain the dignity of service users who require assistance)

The Building

It is principally the duty of the ASC to ensure the following but it is the responsibility of us all to point out any problems etc.

The building should be warm, comfortable and well maintained with appropriate furniture and facilities.

There should be

- No smoking in any part of the building – signs will be clearly displayed throughout the building
- Policies, guidelines and procedures clearly displayed
- Signing in and out book/procedure for any visitors to the centre, this includes carers who spend any time in the centre with the exception of dropping of their loved one to attend the centre.
- Challenge all unknown adults appearing on the premises
- Insurance certificate clearly displayed
- Fire/evacuation procedures and signs clearly displayed
- Clear access to the Accident Book (held in the office)
- Clear access to the first aid equipment (In the dining room area)
- Regular fire drills – see fire procedures
- Risk Assessments
- Ensure safety of equipment and furniture when taking out, using and putting away, including equipment in the kitchen

Service Users

- When arriving to the centre for the first time the service user will be introduced to all the staff (paid and unpaid) and shown around the centre highlighting the emergency exits. This may need to be repeated until service users become familiar to their surroundings.
- When arriving to the centre, the service users are welcomed by the staff team and greeted by the manager or senior staff.
- Every day a record of attendees is kept, all staff, volunteers and students are required to sign in and out and a daily log is kept with the names and times that workers have been on duty.
- All service users are allocated a key worker who is one of the team of care assistants. The key worker will spend time with the service user to ensure their individual needs are being met and to support the service user within the centre, they will also build links to the carer's and families with the consent of the service user.
- All service users can expect to be safe from physical and verbal abuse from workers and from other service users.

- Any physical contact with service users should be only on the service users' terms and only within legal and professional boundaries.
- Physical comfort and mobility support should only be given with the consent of the service user.
- Personal care is only to be provided by the staff team (not volunteers or students) and this should be provided with respect and dignity. The staff must adhere to the manual handling individual risk assessment for the service user and report to the senior staff any required review of the assessment to ensure the service user's needs are met. Please ensure you communicate with the service user when assisting them in their personal care.(Appropriate protective clothing must be worn)
- Any medication we are asked to assist with must be brought in by the service user and only given if in a blister pack with the service users name etc written and must be written within the care plan as a requirement of us. Only paid staff is able to complete this task and this must be recorded in the service user's daily case record.
- The staff cannot purchase household remedies for the service users from the chemist.
- All service users using the centre can expect to be safe from oppressive and/or discriminatory comments/action/practice
- All service users will have been 'assessed' to attend the centre and will only be allocated a place if we are able to meet their individual needs and will receive appropriate support for their needs. This may change with time and on occasions the service user may be re-assessed if their needs become more complex and unable to be met at the centre.
- Bullying will not be tolerated whether service user to service user, worker to service user or worker to worker, both on our premises and outside of our premises if brought to our attention.
- If the service users are unhappy about the centre and this cannot be resolved then they should be offered the complaints procedure
- All service user records should be kept securely and confidentially by the manager of the centre. The paid staff team have access to these records. They should only be shared with others with permission of the service user or if Safeguarding is the issue.
- Service users should be consulted about the service including activities, food and trips on a regular basis and their views should be taken into consideration.
- Service users should be involved in any review or evaluation of the service offered.

Staff/Volunteers/Students

- If a staff, volunteer or student is unhappy then they should speak to the senior staff or manager, in the first instance and if appropriate to do so or they can contact a director of the company (contact numbers are displayed in the office and kitchen area)
- All staff, volunteers and students will be inducted to the centre and will be given daily handovers and debriefs by the senior staff
- All staff, volunteers and students should receive, read and sign the appropriate policies which they should work within.
- All staff, volunteers and students will be expected to adhere to the service user charter.
- All volunteers/students will be given appropriate information to equip them in their role at the centre.
- Any communications with carers should only be done with the permission of the service user unless the Vulnerable Adults Policy applies; any issues about a service user should be taken to a senior staff member for consultation prior to discussing with a carer.
- If staff, volunteers or students are concerned that a service user may be violent or under the influence of drink or drugs (non medical) they should be vigilant and inform a senior staff member.
- Any serious incidents or any accidents should be recorded and reported to the manager.

- There should be no personal exchange of money between staff/volunteers/students and service users.
- The service user will be asked for dinner money daily unless the carer pays in advance. This procedure is dealt with by the staff only and witnessed by another staff. Sometimes it may be required to assist the service user with getting the money out of their purses. This should be done sensitively but always in a communal area (usually when in lounge) a written record is kept of the money collected.
- If a service user request a item from the shop (as often they do) The staff will provide the money for the item from petty cash and when the item is brought, the receipt is given to the service user and they will give the money owed back to the staff (no volunteers/students to handle service users money)
- Staff/volunteers and students should not show any favouritism and treat everyone equally and fairly
- No individual presents will be given to the service users, a birthday present is always purchased and given from the centre to the service user to celebrate their birthday and any other festive occasions would be dealt with in the same way.
- The staff/volunteer and students must not accept personal gifts from the service users (if someone wished to give something then an item that can be used in the centre can be accepted like biscuits/sweets etc)
- The staff will assist service users in and around the centre as written within their manual handling risk assessment; the aids they require must always be used. The volunteers and students must only assist the mobile service users and not the ones requiring wheelchairs/walkers etc. If you are unsure ask.
- There should be no inappropriate physical touching.
- When working in the centre the staff, volunteers and students are expected to treat each other in a professional manner whatever their personal relationship may be.
- All staff volunteers and students are vetted, application forms are completed and CRB' checks are completed by the ASC company and colleges.
- If a service user says that they 'will tell' i.e. make allegations against you, you must report it. Don't allow yourself to be manipulated, so don't 'hide and hope' that the allegation will just go away.
- Staff, volunteers and students should not gossip about service users or each other. You must ensure that all discussions in reference to service users are within appropriate areas and you are not going to be overheard.
- A staff member should always be present in the location of the communal areas of the centre (lounge/dining rooms) when the service users are at the centre.

The kitchen

All staff, volunteers and students should be extra vigilant of safety in the kitchen both for themselves and others, they should work within the policies and procedures and guidance on notices etc Staff should inform the manager of any safety issues in the kitchen.

When not in use the kitchen must be locked to safeguard the most vulnerable service users from accessing the area.

Preparing and serving out of food will only be done by staff. Volunteers and students can serve meals to the table and help clear up in the dining room and kitchen area.

Appropriate protective clothing and covered shoes must be worn.

All COSHH items are locked away when not in use and the key locked in the office. When in use staff need to be vigilant and not leave them unsupervised .

Activities

The service user must be regularly consulted in the planning of the activities programme.

It is essential that they are varied and offer stimulation, socialisation, and enjoyment and be fun to take part in.

At least two activities are planned each day and are lead by a member of staff or volunteer/student.

A record of activities and outcomes is kept

Any activities should be appropriate, issues of disability should be considered for equal access and specialist tutors are employed occasionally at a cost funded by the comfort fund

Service users have a right to opt out and do not have to take part in activities if they choose not to.

E-Mail

Issues of a confidential nature about users or volunteers should not be emailed unless password protected.

Photographs and Video

Photographs include those taken by cameras and mobile phones.

If volunteers wish to take photographs and videos the manager should give permission first and service users should be asked for their permission.

If any one is commissioned to take photographs or videos service users should be informed and allowed to opt out.

Any photographs and videos will only be used for publicity and information purposes.

Staff, volunteers or students are not permitted to use copies of photographs and video without permission of the Manager.

Transport/Escort duties

Service users arriving via ring and ride arrive to the front of the centre and the staff, volunteers and students have a duty to go out and greet and assist the service users into the centre from the vehicle.

Service users arriving with carers are greeted at the door and brought in allowing the carer to leave.

Service users arriving on the BCC transport are deemed the most vulnerable service users and a staff member from the centre will escort on the vehicle.

The driver and escort will be provided with the list each day and have a pick up route. Both staff will wear a highly visible reflective jacket and appropriate footwear.

The driver will complete a daily check on the vehicle and this is recorded.

The driver is responsible for safely transporting the service users on the vehicle and is required to assist on the tail lift.

They have a mobile phone and all relevant information to access service user's house if required.

Before arriving at anyone's home they will telephone them to say they are 5 minutes away to ensure that the ones able can get ready and this restricts the waiting time for everyone already on the vehicle.

Staff do not enter anyone's home on their own, if the individual service users risk assessment deems them to require two staff to assist them then they are picked up first.

Staff will assist in putting someone's coat on etc and locking the front door but cannot be responsible in other tasks (turning fires off, putting cat out etc)

The driver or escort will not leave the vehicle once any service user has been picked up.

When they arrive at someone's home and they have had a fall or are unwell the staff will work within the relevant emergency procedures in place to seek assistance for the service user. On reaching the centre the service users are assisted into the centre, by staff and the escort will not come into the centre until the last service user is safely off the vehicle. The same process is in place for the return journey and the staff member who is escort has to report back to the manager at the end of the day that all service users are safely home. The driver or escort will report any concerns or issues to the manager to be dealt with.

Trips

- Full details of the event must be given out prior to the event.
- Only appropriate transport should be used, with consideration for those with disabilities.
- Appropriate First Aid should be available
- Those with mobility issues should be supported, allocate service users to staff/volunteers so everyone is clear who they are responsible for.
- A risk assessment should be carried out by the team to ensure all aspects have been taken into consideration.
- Full list of service users should be taken with emergency contact details and medical needs.

Policies

All staff, volunteers and students are expected to work within the appropriate policies. If staff, volunteers and students do not understand any of the policies they should ask one of the senior staff team.

The Policies are:

Safeguarding Vulnerable Adults

Confidentiality

The Volunteers policy

Health and Safety

Equal Opportunities

Drugs and Alcohol

Smoking policy

Service User Complaints