

## **Guide for New Staff**

Hello and welcome!

My name is Faith and welcome to my home.

I am a 16-year-old young lady and I live at 11/4 Echline Rigg, South Queensferry.

I enjoy many activities, but especially Monster Bingo, colouring in, teaching sign language and dancing. (see my Support Plan).

I am cared for 24 hours a day by my team of Autism Practitioners and I am supported 2:1 at all times (see photographs in my support plan folder). I refer to my carers by their first names.

The manager for my service is Justyna.

I have daily contact with my mum and dad over the service phone and my mum and siblings usually visit me at my flat on a Friday, or I go to visit them at my family home in Edinburgh. My dad sometimes visits me at my flat, too.

I need visual symbols on daily basis. Staff is setting up my visuals and help me organise and understand my day, and eventually my week. Visuals allow me to prepare for transition, let me process whatever will be happening and help build my independence. I will need to use visuals for all my life, regardless my age. They are transferable between environments and people, thus they helping reduce my anxiety.

I need help with some of my personal care. Female staff assist via prompting when I wash my body in the shower, help me to shave under my arms and my legs, help me wash my hair (using gloves) to ensure it does not get tangled as it is curly and is easily tangled, and help to cut my nails. I also may need prompting to brush my teeth and wash my hands sometimes. Staff also help me to brush my hair through daily and to style it in my favourite styles, which include plaits and a bun.

When my carers and I go out, we walk to all the nearby places, including Tesco, Scotmid, the swimming pool and South Queensferry high street and more. When we go to places further away, we take a taxi or the company car (see my care plan regarding risk assessments).

I go to school Monday – Thursday from 10am until 2pm. My bus usually arrives at my flat at 9.30am to take me and my carers to school. Once at school I might be hesitant to go inside, this may be because I am anxious, scared or worried about something. I will need my carers to support me and be there for me, reassuring me that everything will be okay, and that school is fun and that my carers will be back at 2pm to collect me. Once at school, I don't talk. Instead I sign and will act shy. This is my choice.

Throughout the day I take medications prescribed by my doctors, including insulin, as I have type one diabetes. These medications keep me happy, safe and healthy. My carers will help you understand my medicines and why I take them every day.

My carers are well trained in giving me my tablets and insulin, I always take my tablets with juice, tea or water.

I can check my own blood glucose and I show the reading to my carers so they can calculate how much insulin I need for each meal. My carers then calculate the carbs in my meal and the amount of insulin I need and administer my insulin wearing gloves to keep everyone safe. My insulin is given in my leg at the moment, as my belly (where I usually have my insulin) has been sore and needs to recover.

When you give me my tablets and long-lasting insulin, to keep us both safe, there are guidelines, policies and procedures. There are also charts (including a MAR chart) where you write down that my medication has been given correctly and that I have taken my medication. In the beginning it is best you shadow and observe one of my carers so you can carry this task out yourself in the future. (see my yellow medication folder).

As I am being cared for by my team, in my house or in the community, when I leave my flat, I have to be kept very safe from harm and dangers. I am aware of traffic and I learn about road safety at school, but I might need prompting to wait and to look left and right when crossing the road. My carers have compiled documents called Risk Assessments, which will help you understand some of the dangers and risks to me. Please read these carefully and sign them as you will need to keep me safe in my house and while we are out and about. (see support plan)

My carers have a very good relationship with me and have over our time together got to know me.

I have a document called Personalised Support Plan, which is all about my behaviours from when I feel happy, sad, anxious, angry, where I may hit out and when I need to be calm and recover. (see support plan). If you read this, you will understand some of my behaviours, how to support me and how to communicate. Sometimes when I get anxious or angry, I attempt to hit staff and pull their hair, I also spit and flash. Please read my support plan and risk assessments to understand how to deal with these situations.

Within my home, it is important to keep me very safe and supported. I have a folder called Health and Safety and by law it contains important information on:

- Fire Drills/Evacuations,
- Temperatures of my water and boiler,
- Smoke detector tests,
- Safety throughout my home, such as, electric cables, hot drinks, behaviour charts and incident forms, maintaining clear exits.
- Food Safety, as in my fridge is to be kept clean and at the correct temperature, my carers also use a cleaning rota to help with this and they all carry this out, (see notice board).

When you come into the staff room, you will notice a daily log. Here, my carers write down important information all about me, my adventures, my feelings, interests and how our day has gone.

There is also a Communication Book, please read this over. This is where my carers write down important messages for each other. It also helps them remember tasks to carry out, such as my shopping, which I help with, or to collect my prescription. The team members use this book positively and sign information once read. Please look over examples or just ask!

When you are with me in my house or out and about please keep my information confidential. It is my information and is personal to me, therefore, please respect this and me. Telling others and gossiping about me should never happen. Thank you for respecting this.

I am also happy to say, I am involved in communicating with staff, my thoughts and feelings. Sometimes I don't want to talk to one member of staff, this is not unusual and may change throughout the day. If I do not want to talk, I will sign. I do not talk to my school staff, instead I sign. This is by choice.

There will also be a chance for you to walk around my home and know where the rooms are. Two of the rooms in my house have locks of them, these rooms are the kitchen and the staff room doors. These locks are there to keep me and my carers safe if I am feeling anxious or angry and may need to be closed to ensure our safety. The knives and scissors are also kept in my medication safe to our safety, please remember to put them back there after use.

At mealtimes, my carers give me two choices of healthy meals to choose from. I choose what I would like to eat, and my carers make my meals for me. I really enjoy trying new things and I am not a fussy eater. I also love to drink tea and will ask for a cuppa throughout the day. I also love juice, which is usually diluted, sugar-free squash.

The rooms in my home are kitchen, living-room, hall, bathroom, staffroom and my bedroom. You are welcome to come in and have a look. I usually relax in my living-room.

To get to my front door there is a main door to the apartment building and then one set of stairs we have to climb in order to reach my front door. This is the main door we use to come out and in. When you arrive at my flat building, the main door won't be open so please call my service phone to alert my carers and they will let you in. I will probably be looking out of the window and waiting for you. Sometimes I will wave. My front door is always locked in order to keep me safe and the keys are kept in the staff room. There are a spare set of keys in the key safe located in the hallway cupboard. (See notice board for combination).

I hope you find all this information helpful and easy to follow, please ask my carers if you are unsure of anything and they will be happy to help.

To learn more about me, please read my Personal Support Plan, it is in the blue ring binder and contains a great amount of important information all about me. I need you to read this as it will help you get to know me much better and how best to support me throughout our time together. Please take time to read this over. You can also ask my carers and they will be happy to answer your questions.

I hope you enjoy coming to visit me in my house and going on our adventures. I look forward to getting to know you!

From Faith Cranston