



Neighbourhood Networks

Further info available upon request

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Further Information for Carers is available from www.carersuk.org 0808 8087777

If you have any questions about this booklet or any of the services that we offer then please do not hesitate to contact us on the number below.

www.neighbourhoodnetworks.org

0141 - 440 1005



@nayburhood



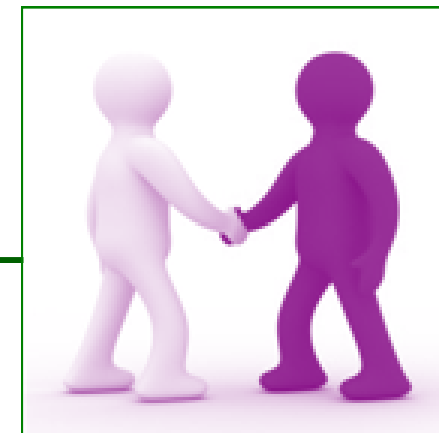
Neighbourhood Networks

Registered Charity No: SC028984

Company No: SC193638

Neighbourhood Networks

Parent and Carer Information Booklet



Developed

June 2016

To be reviewed 2019



1. Welcome

Welcome

As a parent/carer we would like you to feel as included as possible.

We have created this short booklet to give you the most important pieces of information to allow you to support your family member/person you care for to make the most of being a network member.

If you would like any more information on anything discussed in this booklet then please ask a member of staff. A list of the available documents have been provided on the back page of this booklet. We hope that you find the pack a useful tool throughout your family members journey as a Network Member.

If you have any suggestions/comments about this pack please feel free to let us know. Contact details are available on the rear of this booklet.



14. Complaints Process

Neighbourhood Networks strives to carry out excellent work and have positive relationships with everyone we support and come into contact with. We are realistic and appreciate that things do not always go according to plan. We need to know when things go wrong so that we can put them right – and make sure the same problem does not arise again. In this way our service can continue to improve.

What is a complaint?

A complaint is when you tell us that you are dissatisfied with something we have done, or failed to do.

Who can complain?

We want to hear from anyone dissatisfied with any element of the work we do. As well as a network member, you might be a member of staff or other professional (Social Worker, G.P. etc). You might have applied to work for Neighbourhood Networks. You might be a friend or relative of one of the members we support. Whoever you are, let us know if you think that we have got something wrong.

Where can I complain?

Speak to your Community Living Worker, refer to the Member Handbook or contact us using the information to the rear of this booklet.



13. Confidentiality

What does Confidentiality mean?

Confidentiality means keeping things private. If somebody has told you something they do not want other people to know about, they say it is confidential.

We want you to be able to trust your Network Managers and Community Living Workers and know that they are not going to talk about your family member to others unless they want them to.

How will staff treat what your family member tells them?

- What your family member tells the Community Living Worker or another member of staff will be private.
- Sometimes they may have to talk to the Network Manager about it.
- Sometimes they may have to talk to people like a social worker or other people involved in supporting your family member about it.
- Sometimes we will use different types of forms to share information with other people e.g. monitoring forms.
- We will only tell people what they need to know.

What you can ask for and who you can ask

Your family member has a right to ask to see any personal records or information we have about them.

If your family member wants to see or hear any of the information that is kept about them the Network Manager will help to arrange this.



2. Expectations

As a parent/Carer of someone who is about to receive support from Neighbourhood Networks we feel it is important that you have an understanding of what your family member/person you care for should expect. We feel it is also important that we make it clear what you should not expect.

What to expect

- We will strive to ensure that members are supported to be all they can be. You can expect that your family member will be treated fairly and with respect.
- We will challenge your family member/person you care for to live as independent a life as possible
- We respect members right to self determination. We will take our lead from members and will only consult with parents and carers when the member has clearly asked us to do so.
- We will do all we reasonably can to keep your family member safe and well both physically and mentally, ensuring that we comply with the requirements of all external agencies e.g. Care Inspectorate.

What not to expect

- We will not offer support to anyone that we feel will deskill them or lead to the development of any kind of dependency.
- We will not provide personal care
- We can offer budgeting advice but are unable to handle members money on a routine basis. There may be occasions where we will work with members to make payment of activities, this will be very clearly documented to ensure the protection of all parties.
- We will not support members to engage in any activities that are illegal.
- We will not administer medication or first aid.
- We will not discuss any details of members situation without their prior consent. The only exception to this would be if we felt the member was at risk or presented a risk to others.
- It is our aim to withdraw from supporting activities at the earliest opportunity and for member to offer support to one another. Therefore not all activities will be supported by staff.



3. Charter of Rights

We believe that network members have the right to....

- **Respect**

To be respected by staff, other Network Members and the general public.

To have their views listened to and opinions taken seriously.

To expect staff to respect their privacy and property at all times.

To complain if they are unhappy about something Neighbourhood Networks has done.

- **Choice**

To decide to try out new things and not to be told what they can and cannot do.

To decide how they want to live and who they want to live with.

To expect staff to support them to make choices and to help them find and understand all of the information they need.

- **Support**

Network Members have the right to expect support at a time and place which will be agreed with the Member.

To get help to find the support they need where and when they need it (this might include support from other places).

To know what is being written about them and to get help to understand it.

- **Safety**

If a Network Member feels they are being victimised, frightened or harmed, they have the right to talk to member of staff about this and to ask for help if they want it.



12. Leaving the Service

It is a choice:

Being a member of Neighbourhood Networks is something that people choose to become. We would never force people to become or stay members if they choose not to be.

You'll get plenty of thinking time:

If a member tells us that they want to leave the Network we will listen to them and give them plenty of time to discuss the reasons why and look at what information they may need to help them reach a decision. The member could talk to their Community Living Worker or Network Manager about this.

Who we may contact:

We may contact the Social Work Department to let them know a member is thinking of cancelling their membership. This will help to ensure that members get all the right information and support while they are reaching their decision. We will also let them know if you choose to leave Neighbourhood Networks.

You will always be supported:

Whatever the reasons people have for wanting to end their service the important thing is that they have support, time and the right information to reach that decision.



11. Code of Conduct

A code of conduct is a list of rules which helps us think about how we will behave. This code of conduct is for everyone who is involved in Neighbourhood Networks and covers not only members, but also staff and anyone else who might be involved with any of our activities.

We will respect each other by:

- Listening when others are speaking.
- Not arguing with others.
- Switching our phones off. If we can't switch our phone off, we will put it on silent or vibrate.
- Not bullying other people.
- Not shouting at the Community Living Worker, other Members or anyone else who may be present.
- Not drinking alcohol before turning up to activities, drinking in moderation during events and knowing your limits.

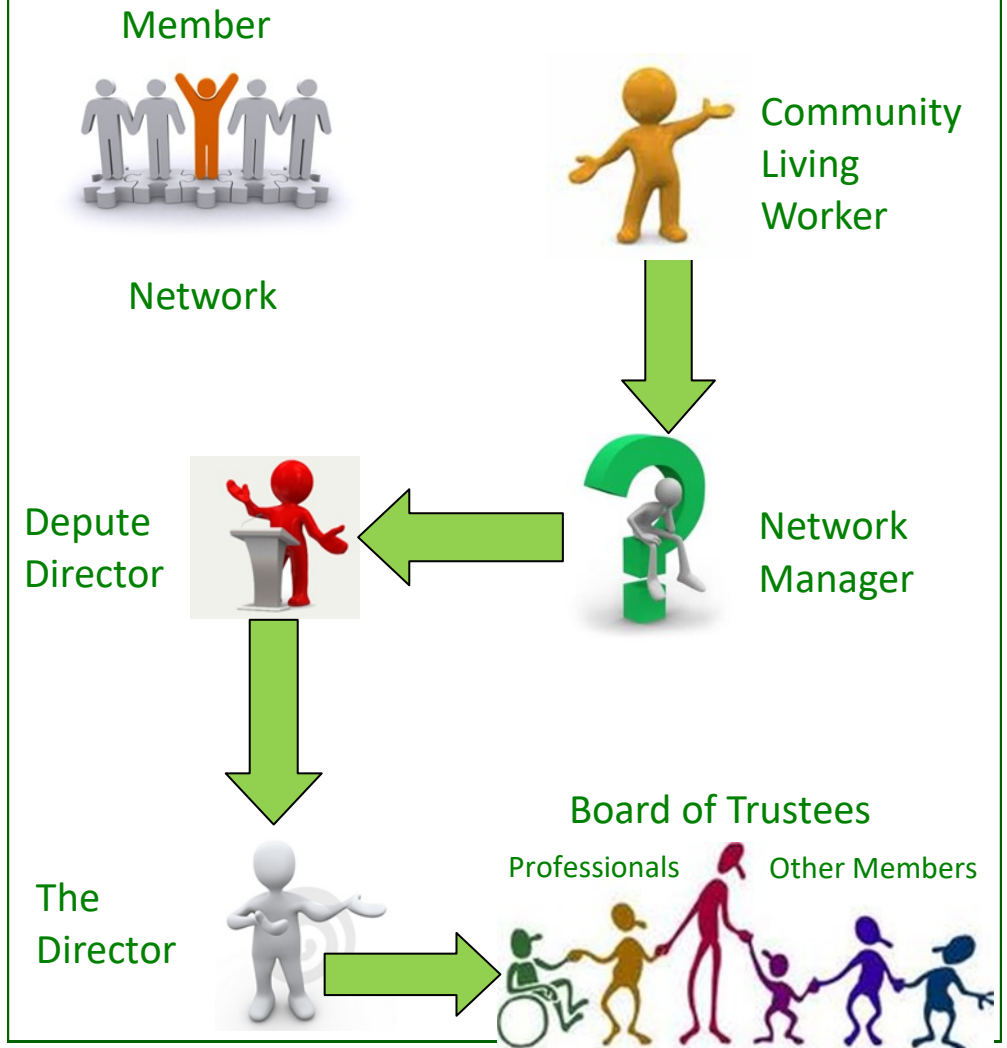
If we are not respectful of others, rude or often drunk:

- We will not be able to come to events.
- We will be asked to leave events.
- We will put our memberships at risk.



4. Who's Who?

Neighbourhood Networks employs around 30 people. This is because we now have a number of networks and staff associated with each of these Networks.





5. What it Means to be a member

Community Living Worker will:

- Provide help to members when they need it.
- See or have contact with members at least once a week.
- Help members think about hobbies, interests, or work and support them to get out more, if that is what they want.
- Be at the members meetings.
- Support members to get on with each other.
- Help members to organise social events and **sometimes** take part in them.
- Support members to keep safe at home and out and about.
- Help members to become more involved in their local community.

What might someone get out of being a member?

- To meet and get to know other Network members.
- The opportunity to help other members out when they feel ready. Learn new skills and share existing skills.
- Help planning social and other events together.
- To be encouraged to take part in Network meetings and voice opinions.

What kind of things happen in members meetings?

- Organising Social events and activities.
- Inviting guest speakers.
- Talking about shared problems and issues.
- Sharing good places to go and good people to know.
- Hearing what is going on in other Networks.



10. Care Inspectorate

The Care Inspectorate is the unified independent scrutiny and improvement body for care and children's services and has a significant part to play in improving services for adults and children across Scotland. They regulate and inspect care services and carry out social work and child protection inspections. They are here to make sure that people receive the highest quality of care and that people's rights are promoted and protected.

What is an inspection?

When the Care Inspectorate visits the organisation they may ask to see paperwork and files to see how work is carried out. They may also ask to meet with staff and the people who use the service to find out how they feel about the organisation.

Want to make a complaint?

People can phone or write to the Care Inspectorate Office if they have a complaint.

How to contact Care Inspectorate

Care Inspectorate
Central West Region
4th Floor
1 Smithhills Street
Paisley
PA1 1EB
Telephone number: 0141 843 4230





9. Out of Hours

If you phone the Out of Hours service from a landline or a phone-box it **will not cost you anything**.
If you use your mobile phone **you will be charged** at the normal rate.

Dial the Out of Hours number – **0800 032 0277**

When the recorded message has finished, let us know:

- **Your name**
- **Your Network**
- **Your phone number if you know it**
- **A short message**



This is how we will monitor the service:

Staff check the messages regularly.

A Member of staff from Neighbourhood Networks will get back to you when they pick up your message.

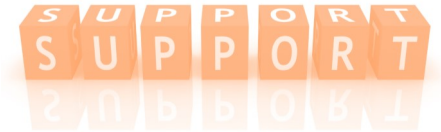
If you do not hear back from a staff member in a few hours phone again and leave your details as slowly and clearly as you can.

- A member of staff will offer you phone support but will not come and meet you.



6. Individual Support Plan

Planning meetings with the Community Living Worker and Network Manager will give members a chance to think about what they personally want and need from Neighbourhood Networks. This will then go into their Individual Support Plan, which is an agreement about what they can expect from us and how we will be working together. Some of the things members might want to talk about are:



- Developing their independent travel.
- Doing some new things with their life; they may not know how to try out something new and would like some help to get started.
- How to meet new people and get more involved with things that are happening locally.
- Support with keeping in touch with family and friends.
- Help with managing money better.
- What skills they have and may wish to offer other people in the network or wider community.
- Help with improving personal safety.
- Building confidence and self-esteem.
- Anything else they wish to discuss.....

It is important to state that we will only share a members support plan with anyone else with the members express permission, the only exception to this would be if we felt the member was a t risk or presented a risk to others.



7. Abuse/Advocacy

What is Abuse?

There are many different types of abuse and they all result in behaviour towards a person that deliberately or unintentionally cause harm. It is a violation of an individual's human and civil rights.

Examples are:

- Physical Abuse
- Psychological Abuse
- Sexual Abuse
- Financial Abuse
- Neglect

If you see hear or know something that concerns you and you suspect a person is being harmed please tell someone. Neighbourhood Networks will take it very seriously if someone is being abused.

What is Advocacy?

Advocacy safeguards people who are vulnerable, discriminated against, poorly represented or whom services find difficult to support. An advocate will support a person to express their own needs and opinions so they can make their own informed decisions. An advocate will support someone to access information and to understand the options available to them. Advocates speak on behalf of people who are unable to speak for themselves or who choose not to do so directly. Information on local advocacy provision can be provided upon request.



8. Equal Opportunities

Neighbourhood Networks believes that Equal Opportunities are important for everyone regardless of their:

- Age
- Disability
- Gender re-assignment
- Marriage or Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation



Everyone deserves respect- That is why Neighbourhood Networks has an Equal Opportunities Policy. The Equal Opportunities policy helps to make sure that:

Everyone is treated fairly with equal respect and thoughtfulness.