Minimum Standards for Residential Family Centres

How you should be looked after
Minimum Standards for Residential Family Centres are to help make sure that anyone living in a Centre is safe and well looked-after. Centres have to be inspected and the Standards are the lists that inspectors use to check how well the Centre is run.

The Centres have to do what the Standards say and if they don’t, they won’t get a good inspection report and will have to change what they’re doing.

This is a short guide to the Standards and how they affect you when you’re living in the Centre. The full book is around 70 pages long and you can get a copy from your key worker if you want to read it.

Although we’re talking about Residential Family Centres, you might call your place an Assessment Unit. In this booklet we’ll say Centre.

The full book of Standards is in two parts:
• the first is about how you’re looked after in the Centre; and
• the second is about how the Centre is set up.

This booklet is about how you’re looked after. If there’s anything you’re not sure about, you can ask the Centre staff or your Social Worker to explain it to you.

If you have any questions about what you read in this guide you can talk to your social worker or contact ……………….. for more information.
Standard 1

This Standard is about what happens when you go to live in the Centre for the first time.

Before you go to live there, you’ll be able to go for a visit to see around the Centre and meet the staff.

The people working at the Centre will have a meeting with your Social Worker to find out all about you and your family before you move in. This information will be written down and kept in the Centre and only people who need to know about you and your family can see it.

When you arrive at the Centre there’ll be another meeting with you and your family and then you should be given a pack with information about the Centre and how you’ll be looked after. There will be information on how you’re expected to behave as well as how you can be involved in running the Centre. The pack will also tell you about shops, doctors, buses and trains that are close by.

Standard 2

This Standard is about your assessment and your Placement Plan and how it is reviewed.

An assessment is when the staff decide how best to help you and your family. They look at what your family needs and the best way to provide it.

The Placement Plan explains how the support is given by the Centre’s staff and it will be written by your key worker who’ll look after you when you’re living in the Centre. You’ll be able to go to your key worker with any problems or questions you have.

The Review is when you and your family meet with your key worker to talk about how you’re getting on with the Plan. Some things on the Plan might be going well and some might not. You can talk about them with your key worker and make any changes needed. These meetings will happen every month and there’ll be notes written down that you can see if you like.
This Standard is about visits with family and friends.

When you’re living at the Centre you’re allowed visits from family and friends.

The Centre will have rules for visits that say when people are allowed to come and how they have to behave when they’re in the Centre. These rules will be explained to you when you arrive and will be written down in your Information Pack.

If visitors break the rules they might be asked to leave or not allowed to visit again. The rules are to keep everyone living and working in the Centre safe.

Some people might not be allowed to visit the Centre. If some of your family or friends aren’t allowed to visit, this will be explained to you by your key worker.
Standard 5

The Centre has to be safe and secure for everybody who lives and works there.

For all people to feel safe the Centre will have rules about respecting other people who live and work in the Centre and how they should respect you.

Your key worker and other staff will work hard to make sure everybody behaves well and no one feels unsafe or afraid in the Centre.

If you’re using the internet in the Centre, there will be programmes on the computer to make sure you can’t see things that are dangerous or frightening.

Standard 6

When you’re living in the Centre the staff have to make sure you’re able to see a doctor or dentist or anyone else who looks after your health.

There might be notes about your health on your file and Placement Plan. These will include any medicine or tablets you have to take or visits to the doctor you may need.

If you have to take medicine or tablets there will be somewhere safe to keep them. Your key worker will help your family if they’re not sure how to give you your medicine or tablets.

If anyone hurts themselves or has an accident in the Centre, there will be staff there who can give first aid. The Centre has to keep a book where any accidents are written down.
Standard 7
The staff at the Centre work hard to keep you safe from anyone or anything that might hurt you.

If the staff think that anyone is hurting you, they have rules on how to make it stop.

If you tell them that someone is hurting you or bullying you, the staff must take it seriously and find out what is happening and make it stop.

Standard 8
A complaint is when someone tells the Centre they’re not happy about something.

The Centre has to have a way of dealing with complaints and making things better for you. You don’t have to write to complain, you can talk to your key worker or other staff.

There are different ways of dealing with complaints. Sometimes the Centre might have to change the way it does things, but sometimes you might just need something explained in a different way. The staff have to know how to deal with complaints and make things better for you.

The Centre has to write notes about all the complaints people make. Every year, the manager has to look at all the complaints made to see if there’s anything that can be done to make people happier.
Standard 9

This standard is about how the Centre keeps its records. Records are the written notes and files the Centre keeps about you and your family.

Like we said before, you can read the notes about you and say if you think anything is wrong.

Standard 10

This standard is about valuables. Valuables are things that are important to you. It might be something that costs a lot that you want to keep safe or it might be something cheaper but that has special meaning for you.

When you’re living in the Centre you’re allowed to keep your own money if you want / or you can ask the staff to keep it safe for you. If the staff are keeping your money or other valuables safe they will give you a receipt (lists the details of what you gave them, when you gave it and where they are keeping it).

If you ask the staff to buy something for you using your money, they will make a note of this too and give you another receipt. This means you’ll have your own note of how much money has been spent and how much is left.
Standard 11

You and your family are able to tell the Centre your views on what is good and bad about it and how you think things might be changed. A view is an idea, thought or a comment.

The manager and the staff have to listen to your views and make things better if they can.

When the Centre is being inspected, you are allowed to talk to the inspector and tell them your ideas on what is good and bad.

Standard 12

This is about how the Centre is run. The manager has to follow all the rules and laws about Residential Family Centres.

The Centre has to have a Statement of Purpose. This says what the Centre is for, the work it does and how it does it. The manager and staff have to make sure the Centre is doing what the Statement of Purpose says.

There are lots of rules about who can work in a Centre and these have to be checked before someone gets a job there. There are also lots of rules about what the manager has to do if there’s an accident in the Centre or someone gets very sick.

By following all these rules, the staff and manager are making sure everyone is as safe as possible.
It's important that all the staff in the Centre are trained properly to do their job. Training is teaching and learning. There is a lot of training needed before someone can work in a Centre and this carries on even when they get the job.

The manager has to make sure all the staff are trained so they know what they are doing when working with you and your family.

Standard 13

This is another standard about records. The Centre has to have rules about what information is written down about you, how it is kept, who can read it and how it can be changed if it is wrong.

Standard 14

There are lots of rules about who can and can’t work in a Centre. These rules are to keep you safe and managers have to follow them when people want a job.
Standard 17
The manager has to make sure there are enough staff to keep the Centre running properly all the time.

There has to be a note of who is working in the Centre and who is in charge at all times.

You and your family have to understand what jobs all the staff do. If you don’t understand, your key worker will explain it to you.

Standard 16
The manager has to be sure that all the staff are doing their job properly. Staff have to know that the manager can help them with any problems that might come up.

Standard 18
All the buildings and outside spaces that make up the Centre have to be safe and tidy.

The inside of the Centre and all the things in it have to be tidy, clean and well looked after.
Standard 19

When you’re living in the Centre you have to be kept safe and healthy.

Staff know how to keep the Centre as safe as they can to avoid accidents or danger to you or themselves. There might have to be some notices and signs to tell you if something is dangerous.

If there is an accident or a fire in the Centre, the details have to be written down.

Standard 20

There has to be a plan in case there is a fire in the Centre. If there is a fire everyone has to know how to get out and where to go.

There have to be fire extinguishers and fire blankets in case there is a fire. Staff will know how to use them.