**KAT Standards of Performance – Support Staff**

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| **2.1 To interact positively with service users** |  |  |
| To create opportunity for 1:1 sessions every day |  |  |
| To talk in an appropriate manner |  |  |
| To use level/method/speed of language understood by the individual |  |  |
| To use open-ended questions |  |  |
| **2.2 To encourage interaction of service users with others** |  |  |
| To create an opportunity once a day for interaction between service users. |  |  |
| To create opportunities for the use of community resources as set out in the ISP. |  |  |
| To use discussion groups at least once a week across settings. |  |  |
| **2.3 To inform service users of events, developments and any issues that affect them** |  |  |
| To ensure that individuals are aware of all information that affects them i.e. changes of staff |  |  |
| To make time to sit down and explain. |  |  |
| To ask service users for their views on changes. |  |  |
| To answer questions and ensure answers are consistent. |  |  |
| **2.4 To offer choice** |  |  |
| To include individuals in all decisions that involve them. |  |  |
| To present choices at the level that the person can understand. |  |  |
| **2.5 To offer support with leisure activities** |  |  |
| To offer leisure activities daily within the home |  |  |
| To record cancellation of activities  |  |  |
| **2.6 To offer support with sporting activities** |  |  |
| To offer physical activities once a week from home. |  |  |
| To offer walking daily. |  |  |
| **2.7 Nutrition** |  |  |
| To ensure that new menu plan is prepared each week |  |  |
| To ensure that all meals are selected by individual service users on a rota basis. |  |  |
| To offer selections from balanced nutritional choices. |  |  |
| To make available information on healthy eating options. |  |  |
| To respect and record individual likes, dislikes, health/cultural/religious requirements. |  |  |
| **2.8 Individual Support Programme** |  |  |
| To liaise with keyworkers across sites towards comprehensive ISP's for all individuals.The ISP should include:- |  |  |
| 1. Strengths/Needs list. |  |  |
| 2. Abilities and areas to develop under the following headings |  |  |
| * Self-help Skills
 |  |  |
| * Domestic Skills
 |  |  |
| * Community Presence
 |  |  |
| * Interpersonal/Communication Skills
 |  |  |
| * Education/Work
 |  |  |
| * Independence
 |  |  |
| To propose goal plans in line with information in the ISP's. |  |  |
| To invite service users to attend and play major role in setting of their ISP and subsequent goal plan. |  |  |
| To initiate and develop group and individual programmes by means of assessing, implementing, monitoring and evaluation activities, working jointly with day activity staff |  |  |

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| **2.9 Goal plans**  |  |  |
| To ensure that all individuals have at least two goal plans which are: |  |  |
| * Relevant
 |  |  |
| * Achievable in a short-term period
 |  |  |
| * Practical
 |  |  |
| * Functional across relevant settings
 |  |  |
| * Recorded
 |  |  |
| * Evaluated monthly
 |  |  |
| * Discussed at staff meetings
 |  |  |
| **2.10 To work towards increasing service users skills/independence** |  |  |
| To ensure that individuals have current goal plans covering the following areas:- |  |  |
| * Communication
 |  |  |
| * Socialisation
 |  |  |
| * Broadening interests
 |  |  |
| * Community Integration
 |  |  |
| * Flexible thought
 |  |  |
| **2.11 To maintain service user's good health** |  |  |
| To ensure that general health check-up at GP's takes place annually. |  |  |
| To ensure all health issues are followed up with GP/Specialist within 24 hrs. |  |  |
| To arrange dental check-up annually with advice and follow-up acted upon. |  |  |
| To seek optical advice when needed with follow-up as advised. |  |  |
| To undertake weekly discrete body check for injuries / abrasions/ medical problems. |  |  |
| To undertake positive steps to teach individuals to understand their bodily needs. |  |  |
| To undertake positive steps to help individuals to recognise the need to tell others of problems relating to their own well being. |  |  |
| To undertake weekly dietary weight checks for those that need it. |  |  |
| **2.12 Risk taking** |  |  |
| To ensure that the necessary elements of risk taking in care practices are carried out knowingly and within the best interests of individual adults. |  |  |
| To discuss individual risk taking regularly with the individual and the staff team |  |  |
| To arrange for the families to get involved in major risk taking decisions. |  |  |
| **2.13 To maintain good family links** |  |  |
| To inform families of matters affecting individuals, e.g. health, achievements, developments as they occur. |  |  |
| To encourage individual to phone/write home on a fortnightly basis |  |  |
| To keep up to date contact book with relevant information for families. |  |  |
| To invite families to celebrations |  |  |
| **2.14 Access to special services** |  |  |
| If it has been established by the Team that an individual needs access to specialist services: |  |  |
| * Make appointment within one week.
 |  |  |
| * Inform Parents/Carers within 24 hrs of appointment set and invite them to attend.
 |  |  |
| * Ensure that senior staff and keyworkers accompany individuals to appointment.
 |  |  |
| * Prepare individual by explaining what will happen, and the purpose of the visit.
 |  |  |
| * During the visit - reassure and support and ensure information given is up to date and incorporates all relevant historical and current facts.
 |  |  |
| **2.15 Material needs** |  |  |
| To check clothing is in good repair weekly |  |  |
| To list replacement clothing requirements and submit for approval monthly. |  |  |
| To check toiletries daily. |  |  |
| To check daily individuals' furniture and personal effects for soundness. |  |  |
| **2.16 Motivation** |  |  |
| To present new opportunities with individualised and positive reinforcement. |  |  |
| To offer to share jobs so that these are not too onerous. |  |  |
| To explain achievable outcome |  |  |
| To offer new opportunities weekly |  |  |
| **2.17 Individual rights** |  |  |
| To explain grievance procedure to individuals within one week of new placement. |  |  |
| To offer individuals 1:1 opportunities weekly to complain/discuss issues relating to them |  |  |
| To ensure that issues brought to your attention are acted upon |  |  |
| **2.18 To maintain clear and accurate records** |  |  |
| To use communication book daily to record and read pertinent information across sites. |  |  |
| To make yourself familiar with information on all individuals daily and within 5 days of issue of reports. |  |  |
| To ensure relevant information including memos is passed to oncoming staff and new/casual staff. |  |  |
| To record data for:  |  |  |
| * Behaviour
 |  |  |
| * Goal plans
 |  |  |
| * Incidents sheets (within ½ hr. of occurrence)
 |  |  |
| * Accident sheets (within ½ hr. of occurrence)
 |  |  |
| **2.19 Quality assurance** |  |  |
| To help service users complete service user feedback questionnaire 3 monthly |  |  |
| **2.20 Line management duties** |  |  |
| To read individual profiles on all service users and feedback to line manager. |  |  |
| To co-ordinate activities within the home within a structured programme and staff schedule. |  |  |
| To achieve appropriate delegation and distribution of duties amongst staff. |  |  |
| To work towards achieving a positive work environment for all staff. |  |  |
| To provide supervision to your team members  |  |  |
| To identify staff training needs  |  |  |
| To provide basic discipline management  |  |  |
| **2.21 Other duties** |  |  |
| To undertake on-call duties at agreed times  |  |  |
| To maintain confidentiality, within the service, regarding all service users. |  |  |
| To act as a keyworker to one of the service users living in the house. |  |  |
| To assess and review regularly information on service users in the home. |  |  |
| To maintain records system pertaining to the running of the home as required. |  |  |
| To ensure that the building and equipment are maintained to a high standard. |  |  |
| To support service users with trips, planned activities and holidays. |  |  |
| To drive the Trust's vehicles as required. |  |  |
| To assist in administration of petty cash and ensure receipts and payments of monies are maintained |  |  |
| To deal with emergencies and administer first aid as necessary |  |  |
| To participate in process of supervision and appraisal |  |  |
| To ensure that receipts and payment of monies are maintained and assist in the administration of petty cash. |  |  |
| To undertake such duties as required and appropriate to the professional task. |  |  |