



Individual Support and Care Policy

1. Policy:

- 1.1 Reach4Reality offers a service to young people aged between 9 and 18 years and young adults aged between 18 and 25 who have been diagnosed with a social and communication difficulty (primarily autism).
- 1.2 Reach4Reality aims to provide a service tailored to the individual needs of the young people concerned.

2. Procedure

- 2.1 It does this through the following five stages:
 - i. Initial home visit to young person/adult and family to explain about our service and begin to form a relationship with the young person
 - ii. Short activity session locally with the young person/adult to further develop the relationship
 - iii. Half day or day activity at a local outdoor activity centre or provided by a local outdoor activity provider: this may be a separate day or may be a day as part of one of our weekends, whichever is best for that individual young person/adult.
 - iv. Overnight stay at a local outdoor activity centre
 - v. Weekend stay at a local outdoor activity centre (or 5 day/4 night stay if appropriate and available)
- 2.2 Each of these stages can be repeated as many times as required and the young person/adult and their primary carer will be involved at each stage through ongoing home visits. Some young people/adults may not require all the stages; some may wish not to progress beyond a certain stage.
- 2.3 On all activities the young people/adults will be supported on a 1:1 basis by our staff and team of volunteers.
- 2.4 Throughout this “getting to know you” process, the young person/adult and their primary carer will be helped to complete a written personal plan setting out how the individual’s health, welfare and safety needs are to be met. The personal plan will be reviewed annually with the young person/adult and carer and updated before each activity break as appropriate.

3. Practice:

3.1 Independence:

Reach4Reality will aim to promote and respect the individual’s independence, for example: allowing the young person/adult to care for him/herself as far as possible, breaking down a task into manageable steps so that the young person/adult can achieve maximum potential for independence; prompting or demonstrating rather than doing.



3.2 **Choice:**

The young person/adult and the primary care giver will be involved at each stage of Reach4Reality's involvement and in determining the nature and pace of activities at and between each stage. As our primary focus is through growth and development by participating in outdoor activities, we would encourage each young person/adult to try new and potentially challenging (to them) outdoor activities on any activity break and would support them to do so. However, if a young person/adult chooses not to participate in a particular activity, we would respect that decision and would not force them to do so.

3.3 **Privacy/dignity:**

Through its' Vision, Values and Vocation statement, Reach4Reality recognises and values the rights, worth and dignity of each individual young person/adult. Some examples of how on activities and camps, an individual's dignity and privacy will be respected include:

- encouraging the individual's independence and self-care,
- encouraging the young people/adults to give each other time and privacy on their own to get dressed or chill out if required (on camps most of the outdoor centres have bunk rooms/rooms for up to 8 young people/adults, so it is unlikely that a young person/adult is able to have a room to his/herself, but we will try to provide this if there are specific needs or requirements identified beforehand)
- knocking on bedroom doors before entering
- dealing with difficult or challenging behaviour in a way that does not embarrass or devalue the young person/adult
- allowing a young person/adult space and time out when required and safe to do so
- encouraging the use of changing rooms when swimming
- zero tolerance of bullying or other behaviour/language that devalues the young people/adults

3.4 **Challenging behaviour:**

See Challenging Behaviour policy

3.5 **Sanctions:**

See Challenging Behaviour policy

3.6 **Restraint:**

See Challenging Behaviour policy

3.7 **Eating:**

3.7.1 Reach4Reality is aware that many of our young people/adults have specific eating requirements due to their autistic spectrum disorder or other condition. Reach4Reality will seek information from parents and young people/adults about this prior to a camp involving an overnight stay, and the information will be included on their personal plan.

3.7.2 Reach4Reality will strive to meet those requirements in the following ways:

- Aim to create a positive and inclusive food culture



- Provide food that reflects the best compromise between current preferences and Scottish Dietary Goals*.
- Adopt a “zero pressure approach” with new food
- Make contingency arrangements for any young person who dislikes the food provided eg allowing young people/adults to bring their own supplies of food to supplement what the Centres provide
- Liaise with Centres about dietary requirements and request a copy of the menu prior to the stay
- Aim to avoid the use of food additives that may affect mood and behaviour
- Take account of any food allergies and intolerances that young people/adults have**.

3.7.3 Reach4Reality aims to promote healthy eating wherever possible and in the following ways:

- Explore opportunities for introducing young people/adults to new food experiences
- Ensure that staff model good eating & drinking habits
- Use physical/outdoor activities as a context for informal learning about “fuelling” the body appropriately
- Encourage the development of food preparation skills where possible
- Not provide sugary drinks or snacks and discourage families from providing young people with them
- Limit the amount a young person/adult may spend on sweets in the tuck shop to £2 or 2 items of confectionary
- To promote and encourage the practice of sitting down and eating as a group and as an enjoyable social experience.

*The Scottish Dietary Goals include:

- More vegetables
- More fruit
- More oily fish
- More wholemeal/wholegrain based foods
- Less sugar
- Less saturated fat
- Less salt

**Allergies & intolerances: Any food that a young person/adult must not be given, due to allergy or intolerance, should be clearly stated, in writing, and given to Reach4Reality staff well before the event/trip.

3.8 Intimate care

3.8.1 Reach4Reality is committed to ensuring that every young person/adult is treated in a professional manner at all times. The individual’s welfare, dignity and privacy are of paramount importance and are to be respected.



- 3.8.2 Wherever possible, Reach4Reality would seek to ensure that appropriate facilities and equipment are available to enable the inclusion of a young person/adult with personal or intimate care needs
- 3.8.3 Some young people/adults who attend Reach4Reality day and residential camps may require support with some aspects of personal or intimate care.
- 3.8.4 Reach4Reality staff and volunteers are not trained to provide intimate care, other than the administration of medication (See medication policy). Reach4Reality staff and volunteers are able to prompt and supervise, if required and specified in the individual's personal plan, but not to provide direct intimate care.
- 3.8.5 Reach4Reality aims to allow for the young person/adult to care for him/herself as far as possible, to encourage independence in personal or intimate care as part of his/her personal and social development.
- 3.8.6 Definition of Intimate care: Intimate care is when a young person/adult requires help in aspects of personal care which they are not able to undertake for themselves, because of developmental delay or disability. A young person/adult may require help in all or some of the following:
- Washing
 - Dressing and undressing
 - Supported eating
 - Toileting and menstruation
 - Dental hygiene
 - Applying topical medicines (eg sun creams, eczema creams)
- 3.8.7 If a young person/adult requires intimate care at a level that Reach4Reality staff and volunteers are unable to provide, the young person/adult may be accompanied by his or her own personal assistant who is trained and able to provide that intimate care. This will be specified on the individual's personal plan.
- 3.8.8 The parent/carer must provide written permission and instructions with regard to the intimate care needs of the young person/adult when attending Reach4Reality events.
A personal assistant appointed by the parent/carer must accompany the young person/adult on Reach4Reality activities and be able to meet all the personal and intimate care requirements of the young person/adult.
The parent/carer and the personal assistant will be responsible for ensuring the personal and intimate care needs are met when attending Reach4Reality events.
Any particular needs with regard to equipment or safe disposal of waste will need to be discussed in advance to ensure that needs can be accommodated.
- 3.9 **Bullying**
See Challenging Behaviour policy