

case

**Service User
Handbook**

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CASE VALUES



WELLBEING

We believe every aspect of your life influences your state of wellbeing. From regular exercise, a balanced diet, a network of close friends, through to a sense of belonging, a safe physical environment and above all a sense of purpose and meaning.

RESPECT

We treat people with thoughtfulness, dignity, and with open minds.



DIVERSITY

We celebrate the diversity of our trainees and seek to create an environment where all people are valued and included.



EQUALITY

We promote equality, regardless of race, religion, age, gender and sexuality.

Welcome to CASE



I would like to take this opportunity to personally welcome you to CASE.

CASE was established by parents and carers in 1985 and in that time, we have developed a wide variety of opportunities and activities.



We have departments specialising in Maths, English, ICT, Creative Arts, Health, Wellbeing and Sports, Gardening, Independent Living and much more.

We look forward to meeting you and hope that you will enjoy becoming a part of CASE.

**Mark Cooke
General Manager**

CASE Mission Statement:

CASE is dedicated to the improvement of life choices for people with learning disabilities through the provision of high quality training, support and employment opportunities.

CASE is an independent charity for adults with learning disabilities and associated conditions in Hull and East Riding.

CASE Staff

Board of trustees



Allan Robins
Chair



Anita Bielby
Trustee



John Deacon
Trustee



Pam Cavanagh
Trustee

Management



Mark Cooke
General Manager

Services



Debbie McEvoy
Catering Activity
Worker



Ellie Hudson
Catering
Assistant



Rachel Hoe
Discovery Room
Activity Worker



Nigel Mulligan
Creative Arts
Trainer



Allison Cuthbertson
Functional Skills Tutor
/ EHCP Coordinator



Jackie Collins
Functional Skills
Tutor



Angie Gardener
ICT Trainer



Brenda Burgess
Grow Support Trainer



Sally Myers
Grow Support Trainer



Josh Underwood
Sports Trainer



Glen Edwards
Activity Worker



Tracey Williams
Services Administrator
/ Activity Worker



Angie Thomson
Learning Support
Assistant

Centre Support Services



Flo Render
Facilities
Coordinator



Tess Emmerson
Receptionist and
Administrator



Emma Smith
Hygiene Assistant

Cleaning

Welfare Team



Kim Edwards
Welfare Officer



Vikki Marshall
Welfare Officer

Important Times at CASE

CASE Starts:

9:00

Morning break:

10:30 - 10:45

Lunch time

12:00 - 12:30

CASE finishes

3:00

Fire Procedures



If you hear the alarm - STAY CALM



Do NOT run or panic.



Do NOT stop to collect your belongings.



Walk quickly to the nearest fire exit.



Do NOT use the lift. Always use the stairs.



Stay with your group.



Meet at Francis Street Car Park.



Tell your Trainer if anyone is missing.



Do NOT go back into the building until told it is safe to do so.

Health and Safety



Mark Cooke is the Health and Safety Manager.



If you see something you think is unsafe, report it to a member of staff.



It is everybody's responsibility at CASE to look after each other.



Acting in a dangerous way can cause harm or upset to another person.

This is taken very seriously and may lead to disciplinary actions.

Accidents and First Aid



Most CASE staff are trained in first aid.



If you have an accident a member of staff will be able to help you.



All accidents are recorded in the accident book.

Sickness and Absences



If you are ill or not able to come in, please phone CASE before 9.00am. Reception will let your trainer know you won't be in.



If you feel ill while at CASE, tell a member of staff and they will inform Welfare.



If you have sickness or diarrhoea at home, you must stay off for at least 48 hours (2 days).

Medication



Staff at CASE are not trained to administer medication.



If you need support with taking medication speak to staff straight away.



CASE cannot look after medication for service users.



Some staff are trained to give buccal medication only.



If you bring medication into CASE you must make sure it is kept safe.

Safeguarding

CASE are committed to the safeguarding of their service users and staff.

The safeguarding lead is Mark Cooke.



If you are concerned about your own, or other's safety you can speak to a member of the welfare team or any member of staff.



Safeguarding Team



Mark Cooke
Safeguard Lead
General Manager's Office



Kim Edwards
Welfare Officer
Ground Floor Welfare Office



Vikki Marshall
Welfare Officer
Ground Floor Welfare Office

Holidays



CASE has 2 shutdowns throughout the year.

These happen at Easter and Christmas.



You can take holidays at other times.



You can get a holiday form from reception to let us know when you will be off.

Support Plan

These are really important documents



which help everyone to work together in the right way based on each individual's

It is really important that trainees help us complete these plans as they are about you.

As well as identifying how you like to be

supported, they will also help us to plan goals to help you achieve, develop and enjoy yourself.



Reviews



You will usually have review meetings every year, or whenever something important happens. If you are on an EHCP then you will have a review every year.



We will have try to have reviews with you and anyone who supports you e.g. family and/or a social worker.



It is important that you contribute to this review as much as possible.

We need to know what you like and don't like about CASE so that we can make the right changes to support you.

Trainee Committee Meetings



Trainee committee meetings are held every two months.



Trainees from each department meet with the General Manager.



It is your chance to discuss any issues or ideas you have.



Social Activities



There are social events and outings held throughout the year.



We also hold celebrations at CASE during normal working hours. Ask your trainer for more information.

Personal Belongings



It is your responsibility to keep your belongings safe whilst at CASE.

Please do not leave your bag or personal items unattended.



We would advise that you don't bring in anything valuable; for example, expensive jewellery, iPods, tablets.

CASE has public liability insurance but this will not cover personal items that are lost, damaged or stolen.

Equal Opportunities



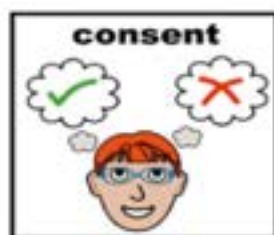
CASE do not discriminate against people based on colour, gender, sexual orientation, religion or anything else.

Everyone who is eligible can come to CASE if they have funding and we have spaces available.

Data Protection and Confidentiality



We make sure that any data that we hold about you is always kept locked away in a filing cabinet or on our secure computer system.



We will ask for your consent about sharing information with other agencies and those who support you.



We only share information with staff who need to know how best to support you.

Terms of Service



If you want to leave CASE, you must give us four weeks' notice.



We will also give you at least one weeks' notice before ending your place.



We will usually charge our full daily rate for sick days and holidays.

Photo Consent



Every client at CASE will be asked to sign a photo consent form when they first apply.



This will allow CASE to take and use photos of you for leaflets, promotion, newspaper articles, our website and social media etc.



If you don't want to have your photo used in this way, you don't have to sign the form.



You can change your mind at any time.

Security



At CASE, we take your safety and security extremely seriously.



We do not allow people to enter the building without prior knowledge or the consent of staff. People cannot just walk into CASE.



CASE does not have a 'locked door policy' which means we will not stop you leaving the building if you want to.



When you apply to CASE, we will ask you and people who support you if you are independent or not independent.



We will ask you or people who support you to sign a form saying which one you are to help us keep you safe while you are at CASE.

Social Media



There are certain behaviours that are unacceptable on social media.

These include:



- Name calling



- Threatening others



- Repeated friend requests from multiple profiles



- Using other peoples' photos without consent



- Making false claims about people or relationships

- Messaging someone repeatedly who has told you to stop

- Re-adding people repeatedly into group chats after they have left and do not want to remain in the group



This sort of behaviour online could be considered harassment and bullying and could become a police matter.

Keeping Safe Online



Do not give out personal information such as:

name ?

Full name

address



Your address

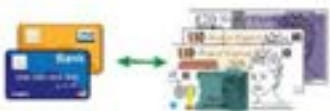
date of birth



Date of birth



Mobile number



Bank details



Do not post or send revealing photos

Remember that once something has been posted online, it is there forever.

IF YOU'RE BEING BULLIED ONLINE



Don't retaliate.
(Often that's what they want!)



Save the evidence.
(Screenshot, save messages.)



Tell someone what's happening.



Report, block, mute, get rid!



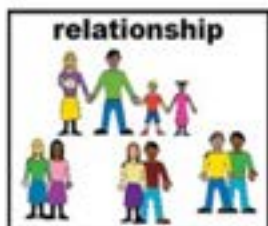
Remember the problem is with them, not you.

Image from www.anti-bullyingalliance.org.uk



Please speak with a member of staff or the welfare team if you are being affected by bullying.

Relationships



Every individual is entitled to privacy in their personal relationship.



However, all trainees are expected to behave appropriately whilst at CASE which includes:



- No kissing
- No inappropriate touching

Alcohol and Drugs



Any individual who is under the influence of alcohol or un-prescribed drugs whilst at CASE will be asked to leave immediately.



Repeated occurrences will be taken very seriously, may involve other professionals (e.g. Social Services) and may result in being excluded from CASE permanently.



Instances of using illegal substances will be referred to safeguarding and the police.

Dress and Appearance



A person's dress and appearance are a matter of personal choice.

However, everyone who attends CASE must dress appropriately for their work activities.

This includes:



No low cut or revealing clothing

- Full length trousers for catering or gardening
- No offensive words, logos, or pictures on clothes



Shorts or skirts should be knee length or longer

No see-through clothing or clothing that shows underwear.

Boundaries with Staff



Staff members are employed to guide, support and advise but the relationship between a staff member and a trainee should be a professional one.



Staff will be friendly but will not be able to become “friends” with trainees outside of CASE.



This includes staff not being able to accept invitations to join private social networking such as Facebook or Twitter.



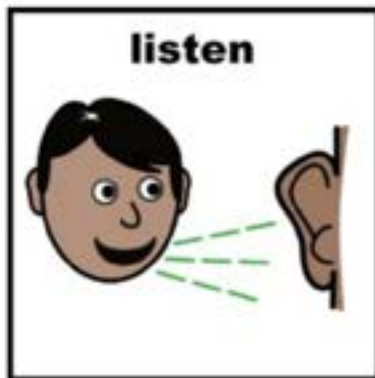
These rules are to safeguard both trainees and staff members.



If a trainee happens to become involved in a circle of friends or family with a member of staff, this should be made very clear to the manager they report to who will assess any risks.

Department Guidelines

We want your department to be a fair, safe and happy place.



- Follow and listen to instructions given by the trainer.

• T.H.I.N.K



- Do not eat in the department.

- Keep the department tidy and organised.



- Be kind, patient and friendly to each other.

- Talk to the trainer before leaving the department.



- Do not visit other departments unless asked by a member of staff.

- Respect yourselves and others.

- Be happy and have fun!

Unacceptable Behaviour



There are behaviours that are unacceptable at CASE including:



- Violence



- Bullying



- Damaging property



- Disrupting lessons



- Refusing to work



- Not following instructions

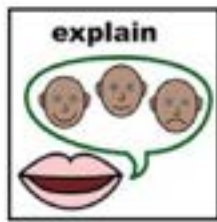


- Using mobile phones and other electronics during lessons when asked not to.



Other behaviours may also be considered not acceptable and staff will speak to you about this.

Consequences of Unacceptable Behaviour



1. Verbal reminder from your Trainer to explain what you are doing wrong – this will give you the chance to alter your behaviour.



2. If your behaviour continues, you will be given a verbal warning by your Trainer and a Welfare Officer will be informed and may wish to speak with you at this time.



3. You may work with your Welfare Officer to put together an action plan or you may go through your own Behaviour Contract. Both of these documents will be signed by you.



4. A review date will be set to see how you are doing. This will normally be 4 weeks after signing the action plan.



5. If your behaviour still does not improve, you will be asked to leave CASE for the rest of the day and may be asked to remain at home for the following day or the rest of the week.



6. A meeting will then be called before you can return to CASE.

Bullying



Bullying or harassment of any person will not be tolerated at CASE and will be taken very seriously. The following are some examples of bullying:



Hitting



Threatening



Name calling



Swearing at someone



Doing something to make someone feel bad



Putting someone in a dangerous situation



Leaving someone out



Anyone who displays any of these behaviours may be asked to leave CASE, temporarily or permanently.

Other professionals may also be involved such as the Police, Safeguarding, Social Services or CTLD (Community Team for Learning Disabilities).

Disciplinary Procedure



If your behaviour becomes unacceptable or unsafe, we will:



1. Remind you what behaviour is acceptable.



2. Tell you what you need to do to change your behaviour.



3. Take time to go through this handbook.

You may want to ask us questions if there is anything that you do not understand.



4. Depending on each person, we may work with you to put in place a Behaviour Contract to help you.

What happens if I am violent to others?



If you are violent towards anyone (staff or other service users) there will be:



1. An immediate suspension of your place. This means you will have to go home and cannot come into CASE.



2. Your place may be closed and you may have to leave CASE following an investigation.



3. A meeting will be called before you can return to CASE.

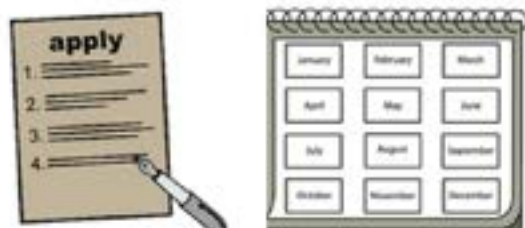
What happens if my place is closed?



1. If your place is closed, you can appeal within one month.



2. The appeal will be reviewed by the General Manager.

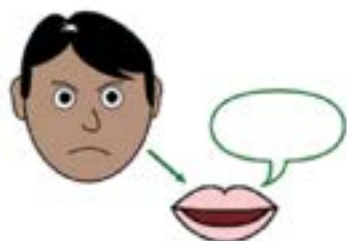


3. You cannot reapply to CASE for at least one year from the date that your place was closed.



4. Your previous behaviour and reason for being asked to leave will be considered when reviewing any future applications in order to safeguard service users and staff.

Helpful Tips



If you feel yourself getting angry or upset, you can:



- Have a break from your group and take time out.



- Sit in the Welfare Office or find a quiet space.



- Speak with your Welfare Officer.



- Take deep breaths and practice some relaxation.

What to do if you are unhappy at CASE



You should speak with your Trainer or Welfare Officer.



Your Trainer or Welfare Officer will listen to any issues that you may have and try to resolve them.



Your Trainer or Welfare Officer will discuss with you anything that they are concerned about such as:



- time keeping



- attendance



- behaviour

What to do if you are unhappy with how an issue has been dealt with



You should first discuss this with your Trainer or Welfare Officer.



If you are still not satisfied then you will be referred to the General Manager who will try to resolve the issue as soon as possible.



If you are still not satisfied with the outcome, the matter will be referred to the Board of Trustees.

A 3-step process will apply:



1. Put your complaint in writing.

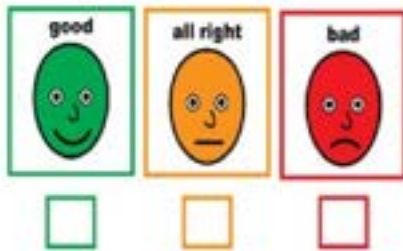


2. Meet with CASE to discuss your complaint and resolve it.



3. Appeal (if required) and another meeting will be called to discuss your appeal.

Feedback



What do you think of our service?

Please share your ideas with us.



We value the importance of everyone getting a chance to make a comment about the way CASE is run.



It is important that if you have any comments, good or bad, about how CASE works, that you let us know so that we can make sure we put the right changes in place to make it better.



If you have any comments, complaints or feedback about CASE please let us know.



We are always keen to know how we can make our service better.

Suggestion Box



We have a suggestion box in the restaurant.



This is for you to tell us any ideas about how we can improve our service.



You can write down any suggestions on a blank piece of paper or fill in one of our suggestion forms which are in the side pocket of the suggestion box.

Please post the completed forms into the suggestion box..



Please ask a member of staff to help you if you need support to fill the form in.

You can always just tell staff about your ideas.



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