BRIDGES FAMILY SUPPORT TEAM – A QUICK GUIDE

We are aware that Bridges Family Support Team is unique!

It’s a fabulous team with outstanding outcomes for disabled children, young people and their families.

The team was voted as Boltons Best for Customer Care 2016. This was voted for by parents, young people and our colleagues in other services, and reflects the high esteem in which we are held and the way in which our flexible family led approach is valued and appreciated.

The team was also assessed as Outstanding in CQC inspections 2014 and 2016. This again reflects our approach and our commitment to providing a bespoke support service to disabled children, young people and families.

The team is close, hardworking, committed and passionate and we look forward to welcoming new team members with a similar ethos and approach who can help us maintain our outstanding service.

We are aware that many applicants come to us with different personal and professional experiences and that you might have lots of questions for us. We hope the following information helps you to understand how we work and what might be expected of you.

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| Who do we support ?  | The children and young people whom we support may be aged between 0 and 19 years of age. They may be diagnosed/described as having a learning disability, a physical disability or complex health needs. (The list below will tell you what that means in terms of the support we offer) Some children and young people have a combination of all of the above, others just one.You may be asked to support any of the children referred to us so you can’t “choose” to work with one type of child or specialise in one disability.  |
| Roles and tasks you will be asked to do or learn how to do.  | You may be asked to do any of the tasks below. Some tasks will need specialist training. These are marked with a \* We will stagger your training so you get confident in some areas before moving on to more complex training. The list can be quite daunting and you wouldn’t be doing everything each week. You do however need to be prepared at this stage for what you might be asked to do. Personal care. Helping a child/young person to dress and undressWashing, bathing and/or showering a young personHelping a child or young person to move from one place to another (transfer), for example from a bed to a wheelchair\*Using aids and adaptations to assist with transferring (hoists, slide sheets, transfer boards for example) \*Erecting and collapsing a wheelchair for travelling\*Seating a child comfortably in a wheelchair, fastening them in and ensuring safety\*Pushing a manual (not electric) wheelchair around the family home, up and down ramps outside and out and about (town centres, countryside, side, on and off buses etc) \*Linking arms with a child who needs to walk with support. Helping a child into specialist equipment for standing, walking or seating \*Helping a child to get on and off a toilet.Wiping a childs bottomChanging of continence aids (nappies and tenders) both in the family home and when out and about. Helping with meals. Cooking a mealJoining a child to eat a mealCutting up food.Loading cutlery for a child to useLoading cutlery to put into a child’s mouth.Tube feeding via a nasal gastric tube\*Tube feeding via a gastrostomy\*Central Line Feeding \*Care of stomas and the stoma areaGoing out and aboutGoing with a child or young person to parks, clubs, cafes, restaurants, cinema, sporting activities, arts activities, shopping centres, town centresUsing public transport and/or your own carAdministration of medication. Oral – giving a tablet of medicine.Into the buccal cavity of the mouth \*Via a feeding tube\*Applying creams to the child/young persons bodyGiving injections via an epi pen\*Care of central Line site\*Breathing support\*\*Administration of oxygen, Measuring of saturation levels\*Tracheostomy care\*Oral Suctioning\*Tracheostomy care and suctioning\*Emergency tracheostomy changing\* Cough assist\* |
| Administration | You will need to keep running records detailing the support you offer to each child, each session of support. You will be asked to write reports for reviews.This means you will need to be able to Read and write EnglishUse a computer to read and send emails , access the internet, complete word documents and access the councils computer based recording system.\*You will need to record and add up your hours, record and add up your mileage, and keep a running record of the office time and direct work time you offer.  |
| Your hours and being part of a flexible rota system | All our permanent posts are for 20 hours a week. You will work with the team manager and the team to plan your rota each month. Some “shifts” are regular and essential, others more flexible. This post is NOT like a residential post with a fixed rotaWe don‘t impose fixed hours and a rota on families. Families and the children and young people will tell us what they want to do, what help they need, when they need it, and we adapt to meet those needs.This means that your rota may change depending on the children and young people you are supporting. We can only give examples as part of the joy of this job is that no day is the same, no child is the same, no family the same. You might, *for example,* be supporting five children across the week.One may need help at 7.30 am to get up and off to school One may need help with a shower and to get into bed around between 8pm and 9pmOne may want to go to a football club after schoolOne may need care within the family home – meals, medication, play. One might want to go to the cinema.So our hours *could* be

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| Week one | Week two |
| Monday 7 – 11am (4 hours)Tuesday 5 – 9pm (4 hours)Wed 7am – 11am (4 hours)Thursday – 3pm – 7pm (4 hours) Friday 4pm – 8pm (4 hours)Saturday OffSunday Off | Monday OffTuesday OffWednesday 7am – 11am ( 4hr)Thursday 7.30am – 10.30am (3 hr)Friday 4pm – 9pm (5 hr) Saturday 9am – 1pm (4 hrs) Sunday 4pm – 8pm (4 hrs) |

Please note that many of our children and young people are school age so the support they need will be before and after school, weekends and school holidays. Your hours are planned in advance and at least 3 weeks notice between rotas is given so you can plan and our families have prior notice of support being offered.We cannot give you set days off each week although you will get two days off each week.We can’t give you set hours to fit around another job. You can’t opt for all weekend working or no weekend working. You will be expected to work across the week, five days out of a seven day week. You can request annual leave but please be aware that school holidays are our busiest time and the time most of our team wish to take time off so leave is granted on an equitable basis across the team.You will not work with every child supported by the scheme. We allocate you to specific packages of care giving you time to get to know a child and their family well and build relationshipsWe expect all team members to work as a team – to co work, to step in if a colleague is off sick or on annual leave, to assist where required. This means that you may be asked to change your working pattern at short notice. We appreciate you may not not be able to change our plans, but you will be asked where required.  |
| Training | Much of our training is “mandatory” – this means that you have to do the training and be assessed as competent before you assist a child with specialist care needs. The basic training needs to be completed before you are on your own with a child. Much of the early training you need will be covered in the Social Care Certificate training. This is offered in a two week block of one weeks training.If we ask you to come in for this training prior to your contract starting, you will be able to claim back the hours when you start with us.If you complete the training and then withdraw your acceptance of the post, we will not reimburse your hours. |
| Supervision | You will have a regular “one to one” supervision session with the team manager. In addition. You will be linked to a more experienced Family Support Worker for specific aspects of the role. |