

IMS-KSC-002

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2 Introduction

This Standard Operational Procedures document has been formulated as a guidance document to underpin practice during the day-to-day management of the Centre.

On a daily basis, Kibble Safe Centre follows the principles set out in the National Care Standards and through best practice guidance, these include:

It's everyone's job to make sure I am alright. (Scottish Executive 2002)

Holding Safely:

"A guide for Residential Child Care Practitioners and Managers about physically restraining children, young children and young people"

(Scottish Institute for Residential Child Care (SIRCC) 2005)

Looked after children and Young People:

We can and must do better (Scottish Executive 2007)

Secure in the knowledge (SIRCC 2005)

How good is our Throughcare and Aftercare service?

Scottish Throughcare and Aftercare Forum 2006

A guide to evaluating services for children and young people using Quality Indicators (HM Inspectorate of Education (HMIE) 2007)

3 Scope

This procedure applies to the Safe Centre within Kibble Education and Care Centre.

4 Aim

The aim of this manual is to provide a common basis for all staff to operate in order to ensure that the Centre consistently fulfils its purpose and function – the provision of quality of care and education in a



6 Overview

Kibble Safe Centre is essentially a secure adolescent and children's residential unit. Its purpose is to provide a safe, secure and nurturing environment where the grounds for the initial referral and placement can be addressed in a proactive and child centred manner.

Due to the needs and support requirements of the young people, and the highly complex nature of the task, a clear and unequivocal management structure is necessary. This recognised management infrastructure should provide direction, leadership, guidance and support for staff, while ensuring that consistency and child-centred practice is maintained within teams.

Secure care provision like residential childcare is a 24-hour service therefore the management of the centre, staffing and its facilities have to be relevant and appropriate in order to provide an adequate service provision. We must ensure that there are experienced, qualified managers on shift at any given times.

The structure that has been drawn up for our Safe Centre takes all these factors into account.

7 Operational Management of the Safe Centre

The Centre will operate a 3-tier system of management that will provide adequate and appropriate guidance, direction and support at all times.

This system will:

- Ensure the Safe Centre remains a safe and secure environment at all times.

- Ensure adequate availability of experienced and trained managers all of whom will undertake training to meet the Registration requirements for their post.

- Ensure that any incidents are afforded an appropriate level of management response to match the nature of the incident.

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To formulate annual development plans for their respective units and review these at regular intervals.

To ensure written reports dealing with unit issues are provided monthly for the Board of Directors
To underwrite written reports and assessments in terms of competency and accuracy and ensure quality assurance is maintained.

To carry out internal investigations relating to potential employee malpractice.

To ensure policies and procedures are fit for purpose, reviewed and updated where appropriate.

To liaise with the Duty Manager and ensure high levels of service provision are maintained across their units.

To ensure high standards of Health and Safety are maintained at all times.

To play an active part in the referral process ensuring Kibble operates in an effective manner, placing young people in appropriate units.

To ensure all development plans for staff and the units they have responsibility for are in line with Regulatory bodies.

To ensure any admissions have the correct documentation and paperwork.

8.3 Tier Three: Service Managers

Have responsibility for the day-to-day operational running of their unit (one unit).

Will ensure appropriate staff cover in their unit.

To act as first-line manager for staff in the unit they hold responsibility for.

To formally supervise and mentor their teams in conjunction with their line manager (Operations Manager).

To liaise with the education department and ensure that the 24-hour curriculum is functioning to a high standard.

To play a leading role in the LAC process and the wider multi-disciplinary approach, ensuring that decisions are in line with best practice and relevant to the needs of the young person.

To co-ordinate visitors to the Safe Centre whilst keeping the Duty Manager informed.

To help manage and plan for new admissions and discharges and ensure that Exit Planning is carried out in line with good care planning.

To oversee residents basic needs are being met at all times, taking action where there are any potential shortfalls in service provision.

To co-ordinate and keep accurate SCM Incident Reports and liaise with the SCM Manager/Coordinator.

To support the Duty Manager and Operations Manager in the debriefing of staff after critical incidents and keep up to date records.

To liaise with the Operations Manager to review formal complaints made by staff or young people.

Ensure that organisational policy, in relation to equal opportunities, is adhered to at all times.

To help coordinate responses to accidents, injuries, dangerous occurrences and illness. This should be done in close liaison with the Health and Safety Manager at Kibble.

To report repairs and any vandalism to the facilities Manager for prompt action.

To co-ordinate activity planning (particularly during holiday periods) that will give our young people new experiences and opportunities.

To inform, consult and work in conjunction with the Duty Manager and Operations Manager in the event of any major occurrences of disruption, incidents or breaches of security.



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