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<b>BOUNDARIES AND STRUCTURES</b>		

#### **What are Professional Boundaries?**

Professional Boundaries are clearly established limits that allow for safe connections between care workers and young people.

Being a residential care worker with good boundaries will entail the following being friendly, not friends, the ability to know where you end, and the young person begins.

A clear understanding of the limits and responsibilities of your role as some care provider boundaries should not be looked on as restrictions, they are a positive tool to be worked with in a conscious and deliberate way.

#### **Boundaries are important for the following reasons:**

- Role modelling to the client healthy communication and professional relationships
- Avoiding the "rescuer" role
- Staying focused on one's responsibilities to the young person and the provision of helpful and appropriate services to the young person
- Avoiding burn-out ("compassion fatigue")

- If working in conjunction with other professional bodies: maintaining a healthy, open, communicating, and functioning team
- Maintaining one's physical and emotional safety

### **Consequences of Having Loose/Poor Boundaries**

- Compassion fatigue - the staff's role may not feel sustainable
- Young people in our care may not be given appropriate or helpful services, which could affect their willingness to accept future services help
- The young person may feel betrayed, abandoned, and/or poorly served
- The reputation of the service provider's agency and/or profession may be compromised
- You and/or the young, person may be emotionally traumatised and/or put in physical danger

### **Why is it Difficult to Establish and Maintain Professional Boundaries?**

- Values conflicts- The young person's choices, history, relationships, feelings, lifestyle and/or life circumstances conflict with the carer's values and/or knowledge about best practices.
- Living vicariously through the young person - The carer experiences trauma symptoms from hearing about the young person's experiences. The care provider may be triggered due to having a history of similar circumstances
- Playing the "hero" role - The care provider feels the need to "save" the young person.
- Poor teamwork - The carer does not trust that other team members are fulfilling their responsibilities to the young person, believes that he/she can provide their services better than they can, and believes that the young person works best only with him/her. The service provider takes over the roles of the other team members.

### **Signs that Boundary Issues may be Present between Staff and Young People**

- Young person and carer begin referring to each other as friends
- Carer receives gifts from or gives gifts to young person
- The young person has or is asking for the carers home phone number or other significant personal information
- The carer reveals excessive personal information to the young person
- The carer is unable to sleep due to anxiety related to resident's situation
- The carer finds him/herself "venting" with the resident about other residents or team members.

### **Techniques for Creating and Maintaining Healthy Professional Boundaries**

As early as possible in the relationship (ideally at your initial meeting), establish clear agreements with the resident regarding your role as a staff member, your availability, and the best ways to communicate with you; this will lay the foundation of a healthy and mutually trusting relationship.

When boundary issues or warning signs appear, address these issues with the resident quickly. Be sensitive to their feelings when doing this; emphasise the importance of and your commitment to maintaining healthy boundaries and inform them that everyone here is to help them in equal measure, this way they will not covet your time and they may be more inclined to ask for support from other carers.

Self-disclosure: if you do decide to tell a young person something personal about yourself, ensure that the information is related to the young person's goals. Too much self-disclosure shifts the focus from the young person to the care provider and can confuse the young person in terms of roles and expectations of the relationship.

Realise that how a young person interprets your words and actions might not match what you were trying to communicate. With these sensitive relationships, you may need to frequently clarify your role and boundaries and ask the young person to repeat back what you said to ensure that he/she understands. This will also give the young person an opportunity to ask clarifying questions.

Use your supervisor and colleagues when you have questions or concerns regarding boundaries, and especially when boundary issues are impacting your ability to provide objective, compassionate care. Consult with your supervisor and colleagues if you are feeling uncomfortable about talking with your clients about boundaries.

### **Guidelines for Supervisors:**

Recognise that questioning someone's boundaries can create defensiveness. Rather than instructing someone to "have better boundaries", use open ended questions to help the care provider identify for him/herself that his/her work would benefit from the establishment of clearer boundaries.

You are working with a team of care providers, remember to promote and role model positive, open communication and respectful sharing of information. Trust that team members are fulfilling their roles as care providers, and remember that you cannot (and should not) "do and be everything" for the young person

Take care of yourself! Make sure you are getting enough sleep, eating well, spending time with friends and family, exercising, seeking supervision as needed, and "leaving work at work" to the greatest extent possible.

- Be positive. Learn to separate personal issues which affect your mood when working directly with a young person. Use supervision, team meetings and other support mechanisms to help with this
- Be conscious that your moods and feelings affect communication - particularly body language and eye-contact which can affect interactions with young people
- Be thoughtful about the language you use. Remember you are not a young person's "friend" in the way they understand it, so sensitively challenge inappropriate terms such as "mate", "pal", "friend" or "Bro". Similarly, avoid using words such as "unit", in place of "home", or "service users" and "VP" as these terms may have an institutionalising effect on our young people.
- Always discuss problems with your team, rather than in front of young people, and back them up at all times. It is important to show unity and consistency.
- If a young person asks a question, you are uncomfortable about answering, ask yourself why and if they need to know. Use this to divert the focus back to the "here and now."
  - that is, the relationship with the young person and you as their carer.

- Be careful not to collude with young people or be drawn into situations. Remain in your professional role as this ultimately offers safety to the young person.
- Respect the personal space and privacy of the young person at all times. Do not encroach on their personal boundaries, either in fun or to gain compliance.
- Make sure you are aware of the young person's background and history. This will help you to understand where their own boundaries lie and how they will respond to yours.
- Respect confidentiality. Do not discuss information about other young people or staff. Be aware of being overheard while on the phone or in other room.
- Young people should be discouraged from offering gifts to staff. They should know they already have professionals' positive regard and do not need to "buy" favour.
- Sharing and explaining to a young person the thoughts/thinking behind what you say builds mutual trust and respect and offers young people a new way to look at the world and their place within it.

It is never acceptable to take advantage of vulnerable people or abuse your position of authority but when the aim is to get to know someone, to build up trust, to offer help and support then it is not always clear where the professional boundaries lie. The motivation may be entirely honourable but due to inexperience or over involvement the worker crosses a professional boundary leaving them open to allegations of misconduct.

Being open about your actions is good practice as this gives colleagues and your supervisor the opportunity to point out how your actions could be misconstrued by the client or others. If you do not feel comfortable sharing what you are doing, then you probably should not be doing it.

**Here are some simple Do Nots:**

- Watch your physical boundaries: do not hug or touch a young person in any way that could be misconstrued.
- Do not share personal information like money or relationship problems.
- Do not lend a client money or borrow from them.
- Do not buy them presents.
- Do not become over familiar.
- **Identify your personal limits.** In the process, start by thinking about what might make you feel uncomfortable physically, emotionally, and mentally.
- **Be aware of your feelings and what is causing them.** When feeling discomfort or resentment in a situation, that may mean someone is crossing a boundary.
- **Be direct when necessary.** Young people do not always share the same attitudes or preferred behaviour. Calmly voicing boundaries will take the stress out of a situation and bring you to a meeting of the minds.
- **Practicing self-awareness is a large part of setting and maintaining boundaries.** Over time you may let others cross boundaries unaware until feelings of resentment emerge. When this happens, review the situation, and decide how to get back on track.

- **Honor your boundaries regardless of your past or present situation.** If putting your own needs aside to always help others is a pattern, you may need to set boundaries for yourself to abide by. Take stock and ensure the young people maintain a healthy, give and take in the relationship as well.
- **Make caring for yourself a high priority.** Not to be confused with being selfish. Putting yourself first as it relates to health and well-being is to take precedence when setting boundaries.
- **Do not be afraid to ask for help.** Setting boundaries can sometimes be daunting. Asking for help from colleagues and higher management will make the task easier and provide an opportunity to hold each other accountable for maintaining those boundaries.
- **Stand your ground respectfully.** Once boundaries are set, it is essential to be true to them and kindly, yet assertively, let young people know when they have
- crossed the line.
- **Practice makes perfect.** Setting and maintaining boundaries and communicating them requires learning a new skill set. Start with a boundary that is not threatening to you when communicating them to others as needs arise. Then move on to communicating stronger boundaries as circumstances allow

#### What Actions we can take for Negative Behaviour

- Early bed
- Loss of activity
- Loss of games console

#### Further Guidelines

- EVERYONE eats together.
- No lending each other clothes or belongings, if you see this make sure the items are returned to the rightful owner and remind them of this boundary.
- No eating in the lounge or games room apart from the kitchen or dining room — unless there is a DVD/movie night, on these nights residents can have snacks and drinks in the living room but make sure residents clean up after themselves
- No Cola, Dr Pepper, or any sort of energy drinks, (Tango, Fanta, and Sprite are acceptable) as energy drinks and certain carbonated drinks have E numbers which affect the young person's behaviour.
- No hot or cold drinks to be drunk anywhere in the house apart from the kitchen or dining room by staff or residents, this is to ensure cups and glasses are not left around the house and making it look messy.
- All residents are expected to do they are after dinner and weekly chores.
- No sitting on kitchen surfaces, or the edge of sofas, if they want to lay on the sofa, they can do so but make sure their shoes are taken off
- If young people are using the residents' phone make sure the call does not last more than 15 minutes, give them prompts until they end the call.



- No residents are allowed to cut or colour each other's hair.
- No piercing themselves or other residents - No burning CD's or downloading music, you can supervise them on the laptop, if this continues being a problem you can ban them from using the laptop for a week.
- No congregating on the landing or spending time in each other's rooms
- If young people want to listen to music downstairs that is fine, but make sure the songs do not have any swearing in it as it will be switched off, if the problem persists you can confiscate the CD or USB stick
- If residents want to listen to music a little loud that is fine but make sure it is after 11am, especially on the weekends as some young people might want to have a sleep in! Make sure your stereos are turned down at 21:30 during the weekdays and 22:00 at the weekend, young people need to be considerate to those around them.
- Make sure that we monitor young people TV usage as we do not want young people up all night watching TV and playing on games consoles. If this does become an issue within the home, then we will talk to the young people and if required we will remove the TV's from the bedroom for a short period of time.
- Young people are not allowed hot water bottles because they can burst and cause scalding and burning, if they require, we will get a microwaveable bean bag for them
- The games room is to be locked during the day until the school day has finished at 15:30 and then locked again at 22:00. At weekends, the games room can be left open until 22:00 Friday and Saturday.

**Things that we can Sanction a Young Person for:**

- Smoking in their/ others bedroom.
- Violence and aggression towards staff and house peers
- Smashing items and damaging property of SJD Homes, other young people's property

**Boundaries and Structures – SJD Homes**

Boundaries and Structures are very important and pivotal to the success of any home running correctly providing consistency within the home.

We pride ourselves on working as one team.

We do this by working in line with this booklet so that all young people feel safe and know clearly what is expected of them and what is not allowed.

You will be able to gain quick access to any subject area by using this booklet. You reference what area are you covering upstairs, downstairs, outside or working with young people.

So, for example everything that could happen and take place on the ground floor of a home would be found in the ground floor section - dining room, games room etc.

SJD HOMES	DOWNSTAIRS (GROUND FLOOR)	
<b>SUBJECT/AREA</b>	<b>STAFF REQUIRED</b>	<b>RESPONSE</b>

SJD HOMES	DOWNSTAIRS (GROUND FLOOR)
<b>Office</b>	<p><b>No young people are allowed in the office.</b> They are required to stay in line with the door and not enter the office. This prevents access to confidential information on the walls and sensitive information on young people.</p> <p>The <b>young person's phone</b> needs to be handed to them at the door. They are not to access the office at any time.</p> <p><b>Medication</b> is mainly administered in the office area. Ensure that this is given by the door and that you have a witness to see and sign their signature in the Medication Book. Medication is not to be administered unless <b>TWO</b> people are present.</p> <p>Their <b>personal files</b> are not allowed to be given to the young person to view. This has to be agreed and organised through their social worker only.</p> <p>Young people are not allowed to view staff <b>laptops</b> to do any form of work. Approval for use and reason would have to go through the Registered Manager. Always lock the door <b>when leaving</b> if no one is left inside the office. The office must never be unattended with the door left open.</p> <p>Disperse young people from <b>congregating</b> by the office door - they can hear</p>
<b>Drinks</b>	<p>Only allowed to be <b>consumed</b> in the kitchen/Dining area not in the living room, games room, corridor, laundry, entrance hall — unless it has been approved by the team if the young people are having a DVD night with snacks.</p> <p>No <b>hot drinks</b> taken upstairs - <i>unless due to sickness (against the risk assessment of the behaviour and need of the young person).</i></p> <p>No fizzy purchased - <i>except on special occasions</i></p> <p>No <b>alcohol</b> can be given to the young people or consumed by them.</p>
<b>Kitchen</b>	<p>No young people to be <b>sitting</b> on the surfaces; this needs to be challenged. No unsupervised cooking unless agreed.</p> <p>Should a <b>volatile</b> situation happen, close down the kitchen as there are items in there that can harm other young people or staff Once the situation is calm then the kitchen can be re-opened against the safety of others.</p>

SJD HOMES	DOWNSTAIRS (GROUND FLOOR)
<b>SUBJECT/AREA</b>	<b>STAFF REQUIRED RESPONSE</b>
<b>Doors</b>	<p>Staff are not allowed to pass over their <b>keys</b> to a young person for any reason all keys are to be kept on staff at all times; do not put your keys down or leave them unattended.</p> <p>For safety reasons and maintaining/reducing damage to the home during a <b>volatile situation</b> it may become necessary to lock the surrounding doors to minimise the risk and safety of other young people and staff. Staff will remain in the room with the young people whilst the situation is dealt with by other staff members. Once calm unlock the doors. Young people can leave whenever they wish as the doors are on a turn lock.</p>

SJD HOMES	DOWNSTAIRS (GROUND FLOOR)
Mealtimes	<p><b>Everyone eats together</b> at the table - <i>unless otherwise agreed with staff.</i></p> <p>The table is to be laid out prior to the meal with mats and knives and forks etc. so everything looks presentable.</p> <p>Young people may be cooking on their independent plans. However, everyone needs to eat together, family time is important so arrange time scales that all meals are ready to eat the same time. The only ones who eat separate are those due to attend a meeting, contact or an activity.</p> <p>After the evening meal all surfaces, and the table are cleaned off according to the Rota. Staff help out also. All washing up is done and not left for the night</p>
Breakfast	<p>During school days the young people to be downstairs and ready by 8.15am at the latest. They can have cereals, toast with something simple like beans, egg, or bacon.</p> <p>Night staff to lay the table ready with cereals so it looks inviting when they come</p>
Presentation of the home	<p>The home has to be kept tidy and clean. We are <b>setting the standard</b> and therefore this is an important role.</p> <p>Cushions laid out neatly throughout the day to keep appearances. Young people to pick up cushions if thrown on the floor.</p> <p>Night staff to ensure they are all neat and tidy.</p> <p>All cleaning by day staff completed by 10am when the home's cleaner is not in.</p> <p>Cleaning schedule to be completed and signed off daily. Hoovering of floors Kitchen etc.</p>
Sofa/Cushions	<p>No shoes to be put on the sofa, (staff or young people). These are not to be used as weapons to hit staff with or other young people. Should this happen then this needs to be challenged.</p>
SJD HOMES	UPSTAIRS
<b>SUBJECT/AREA</b>	<b>STAFF REQUIRED RESPONSE</b>
Hot water bottle	<p>No hot water bottles are allowed upstairs. This is to prevent situations of scalding</p>
Hot heat bags	<p>These are to be used instead of hot water bottles for comfort or pain relief. These are warmed up in the microwave.</p>
Food	<p>No food to be consumed upstairs except if they have any night treats such as sweets, they may have bought with their pocket money.</p> <p>No meals to be each upstairs unless it is due to illness. The exception to this rule is the young people's flats.</p>
Going in each other rooms	<p>No young person can go into another young person's bedroom.</p>
Congregation on the landing	<p>Young people are not to congregate on the landing in deep conversation with staff or doing activities.</p>



SJD HOMES	OUTSIDE	
<b>SUBJECT/AREA</b>	<b>STAFF REQUIRED RESPONSE</b>	
In the garden/ outside area	Suspicion that they may be intending to abscond thus staff to be vigilant when out in the garden.	

SJD HOMES	GUIDELINES FOR WORKING WITH YOUNG PEOPLE	
<b>SUBJECT/AREA</b>	<b>STAFF REQUIRED RESPONSE</b>	
Personal Care	<p><b>We are not allowed to do the following:</b></p> <p>Dye hair or cut hair.</p> <p>Cut finger or toenails with clippers.</p> <p>Do piercing on their bodies or support other young people to do so; No tattooing on their bodies or support other young people to do so.</p> <p>Massage the body - <i>head massage is allowed</i>, lower leg, arms due to relieving pain as immediate first aid.</p> <p>See their body naked - <i>unless agreed by the social worker in <u>writing</u> for their personal care plan or failure of capacity to be able to care for themselves.</i></p> <p><b>Personal care</b> - you need to <b>make e appointments</b> with professionals who hold qualifications to conduct any form of care to them.</p> <p><b>You can do the following:</b></p> <p>Wash hair</p> <p>Place treatment on the hair</p>	
Swearing	<p>This is not allowed and has to be challenged failure; to do this says that this is acceptable.</p> <p>If <b>continual</b> swearing is happening within the home, then put in place a strategy/ consequence plan to reduce and even stop it altogether.</p> <p>No staff to swear at the young people.</p> <p>If <b>they continue</b> to swear at you in conversation inform them that until they can speak to you properly you will not be responding to them, then walk away.</p>	
Clothing	Ensure young people are encouraged to wear age-appropriate clothing. School Uniform: If applicable needs to be the full uniform of the school that the young person will attend. Uniform needs to be washed and ironed ready.	
Time Keeping	To be on time for education and appointments	

SJD HOMES	GUIDELINES FOR WORKING WITH YOUNG PEOPLE	
<b>SUBJECT/AREA</b>	<b>STAFF REQUIRED RESPONSE</b>	

SJD HOMES	GUIDELINES FOR WORKING WITH YOUNG PEOPLE
Sweets	<p>We have to monitor the number of sweets purchased as we are responsible for weight gain etc.</p> <p>You may have to put the young person on supervised spend if it is not managed correctly</p>
Supervised Spend	If a young person is on a supervised spend then under no circumstances are the money to be handed to them at any time. Staff need to keep all moneys on their persons.
Professional Boundaries	Please read the professional boundaries policy.
Safeguarding	<p>All concerns around safeguarding need to be reported as soon as possible in line with the Safeguarding policy.</p> <p>All staff under safeguarding have a duty of care to report any concerns of safeguarding.</p>
Whistleblowing	Staff will be supported should they wish to report concerns of poor practice within the home under the Whistleblowing Policy. Staff need to report concerns immediately.
Bedrooms	Bedrooms need to be kept clean and tidy and staff need to complete a room check daily to ensure that the bedroom is in a reasonable state. Young people to deep clean their room once a week.
Mobile Phones	No member of staff is to give their phone to a young person to use.



SJD HOMES	GUIDELINES FOR STAFF
SUBJECT/AREA	CONDUCT REQUIRED OF STAFF
Guardians / professional distance	You always need to remember you are the professional caring for the young people. You must not become overly close or show favouritism, this is both unprofessional and dangerous.
Downtime	<p>Alcohol: No alcohol to be consumed on shift. Staff who are going <i>off</i> shift and returning the next morning are to ensure that they only drink within the limit allowing them to be able to work effectively when back on shift.</p> <p>Failure to do this could lead to disciplinary action.</p>
Clothes	<p>May need to attend a professional meeting or court whilst on duty and should therefore dress in a professional manner in order to support young people.</p> <p>Whilst it will not be possible to provide a complete list of proscribed clothing, nevertheless staff should be advised that they will be expected to appear clean, well-groomed, and dressed in a professional manner at all times -</p> <ul style="list-style-type: none"> <li>• No miniskirts worn on shift.</li> <li>• No low cut tops.</li> <li>• No hipster trousers</li> <li>• All leggings must have a garment over them that covers their bottom and top thighs to just above the knee.</li> <li>• Staff should always be aware that they may need to attend a professional meeting or court whilst on duty and should therefore dress in a professional manner in order to support young people.</li> <li>• No high heels</li> <li>• No flip flops.</li> <li>• No open toe shoes.</li> <li>• No G-strings showing</li> <li>• No ripped jeans</li> <li>• No short shorts in hot weather, they have to be to your knee.</li> <li>• No ripped jeans</li> <li>• No open toe sandals.</li> <li>• No low-cut tops showing your chest</li> </ul>

SJD HOMES	GUIDELINES FOR STAFF
SUBJECT/AREA	CONDUCT REQUIRED OF STAFF
Smoking	<p>No smoking on the premises. If you smoke, you must only do so <i>off</i> the premises and away from the home; you will need to walk a few yards up the road so that the young people do not see you from the windows.</p> <p>No smoking when out with the <b>young people</b>.</p> <p>Not to <b>provide</b> young people with cigarettes <i>or accept them</i>.</p> <p>Ensure <b>on return</b> you spray yourself (perfume, aftershave, or body spray so the smell is not offensive to the young people</p> <p>Use mints afterwards so your <b>breath</b> is not offensive.</p> <p>Staff smoking can be one of <b>triggers</b> to the young people, so you need to respect these guidelines.</p>
Presents/ gifts	<p>You are not allowed to provide the young people with any form of presents or gifts.</p> <p><b>Birthday and Christmas gifts are</b> provided by SJD Homes and not staff No gifts from your personal items.</p> <p><b>Grooming</b> - by doing the above this could be interpreted as grooming resulting</p>
Burning CD's/ DVD's	No burning of CDs/DVDs is allowed as this is <b>illegal</b> .
S h a r i n g p e r s o n a l i n f o r m a t i o n	<p>You need to be very limited about this as they could use this against you.</p> <p>Never let them know where you live.</p> <p>Never talk or share information about the young people outside work or on social sites. This could result in disciplinary action.</p>
Relationships	These are <b>not encouraged</b> as this can cause a conflict of Interest for the company.

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SJD HOMES	GUIDELINES FOR STAFF
<b>SUBJECT/AREA</b>	<b>CONDUCT REQUIRED OF STAFF</b>
Issues within the team or between each other	<p>These must be <b>resolved asap</b> in a manner that the young people are not aware.</p> <p>No yelling, shouting, or swearing; discuss your issues in a mature manner. Speak to the manager/deputy or Registered Manager to conduct a resolution meeting in order to resolve issues quickly and efficiently.</p>
Medication	<p>This is a <b>very important responsibility</b> and failure to follow procedures could result in disciplinary action or immediate dismissal. Never issue medication without a <b>witness</b> present.</p> <p>Always <b>check</b> the medication prescribed and quantity is correct for the young person.</p> <p>You are responsible if given this charge on your shift- keep <b>all records up to date</b>.</p> <p>You cannot leave the premises until the medication responsibility has been passed over to a senior member of staff - senior or manager.</p> <p>You <b>cannot leave</b> shift at the end of your shift until it has been counted and handed over correctly and signed for.</p>
Own Vehicle	<p>No young people to be taken out in staff member's vehicles unless it is an emergency situation, and the staff member has business insurance <i>and a current MOT if required</i>. Under no circumstances are you to transport young people in your car other than for an emergency.</p>
Passing over sensitive information to a young person	<p>This needs to happen at the appropriate time and this would <u>not</u> be at nighttime as this could unsettle the whole night.</p> <p>Unless there are circumstances where the information needs to be passed to the young person immediately.</p>

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