

## National Care Standards – overarching principles consultation

### National Deaf Children’s Society Response

Deadline: 10 December

Surveymonkey: <https://www.surveymonkey.com/r/J9B72PZ>

#### 1. I am entitled to **be respected**

**This means:**

**My opinions, privacy, beliefs, values and culture are respected.**

**I am treated with dignity**

*Agree that this is a critical underpinning principle. In reality this should mean well trained practitioners who have a strong understanding and awareness of the needs of disabled children and young people. We recommend that the final guidance references the need for appropriate training for staff to ensure they have the skills and knowledge to put this principle into practice. For example, we agree that the Common Core<sup>1</sup> should be at the heart of this training and we agree that all practitioners should be familiar with this document, however we know this is not always currently the case. This training should also have a particular focus on disabled children and young people, to ensure that meeting and respecting the needs of children with additional support needs is embedded into the culture of services.*

*In terms of culture, it is crucial that Deaf culture is known and understood by practitioners. Many do not appreciate that British Sign Language is the first or preferred language by Deaf people, and that British Sign Language is a language in its own right. This has been recently highlighted by the British Sign Language (Scotland) Act (2015) which puts a duty on Scottish Ministers and public bodies to promote and raise awareness of the language, as well as to consult with users of the language.*

#### 2. I am entitled to **compassion**

**This means:**

**I experience warm, compassionate and nurturing care provided by people sensitive to my needs and wishes.**

*Agree that this is a critical underpinning principle. In relation to disabled children it is critical that they are treated with compassion and are provided with nurturing care to*

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<sup>1</sup> <http://www.gov.scot/Resource/0039/00395179.pdf>

*support their overall wellbeing. Again, it is crucial that practitioners follow professional conduct that addresses the subtle differences between compassion and sympathy. It is crucial that disabled children and young people feel empowered by practitioners around them who have a warm and compassionate approach, but who also have equal respect and high aspirations for them.*

### **3. I am entitled to be **included****

**This means:**

**I receive the right information, at the right time and in a way that I can understand.**

**I am supported in my right to make informed choices and decisions about my care and support.**

**I am involved in wider decisions about the way the service is provided. When I make suggestions and voice concerns I am listened to.**

**I can play a full role in the community around me.**

*Agree that this is a critical underpinning principle. In order to promote inclusion it is critical that practitioners have an understanding of what inclusion is, and how to genuinely achieve this in practice.*

*A commitment to inclusive communication is a critical first step in ensuring genuine inclusion. The provision of information in formats that is accessible to every child and young person and their families is critical to ensuring they gain full access to the care and support they need, understand advice and guidance they receive, and are understood by the practitioners around them. This is particularly crucial in the context of the Children and Young People (Scotland) Act (2014) and the duties on public bodies to seek the views of children and young people in the assessment of wellbeing and development of Child's Plans. Practitioners need training to ensure they have the skills and knowledge to make inclusive communication a reality. This is also required to ensure the principle of putting the child at the centre is achieved, and ensuring children have their views listened to and are involved in decisions that affect them. We refer to a range of NDCS resources that support practitioners to meet their unique communication and language needs, these available at [www.ndcs.org.uk](http://www.ndcs.org.uk).*

*NDCS agrees that key to achieving inclusion is also ensuring that disabled children and young people play a full role in the community around them. To achieve this it is critical that a whole child approach is taken by practitioners providing care. There should be recognition that inclusion in all aspects of a child's life is critical, including play, family, education, health and social care.*

#### **4. I am entitled to be treated **fairly****

**This means:**

**I am valued as an individual and I am treated fairly.**

**My human rights are respected and promoted.**

**I do not experience discrimination.**

- **People understand what discrimination is, and what it means to have rights not respected, the “everyday” discrimination or rights abuses that occur and**

*This is a critical principle to underpin the care standards. It is the reality that everyday discrimination does occur, particularly against disabled children and young people. To prevent this disabled children, young people, their parents/carers and the practitioners that work with them should understand their rights and responsibility and know how rights based frameworks such as the United Nations Convention on Rights of the Child and the United Nations Charter for Rights of Persons with Disabilities should be applied. It is also important that young people and their parents and carers understand where they can go to complain if they feel their rights are not being respected within the complaints processes of service providers.*

#### **5. I am entitled to a **responsive** service**

**This means:**

**I am supported to have personal goals and aspirations and to achieve them.**

**I receive the right support and care at the right time.**

**My care and support responds when my needs, views and decisions change.**

*Agree that this is a critical underpinning principle. We recommend that it is made explicit in documents that for services to be genuinely responsive, resources should be shifted towards early years support so that the needs of a child or young person are picked up and addressed as early as possible in order to secure the most positive outcomes. In addition, resources should also be targeted towards early intervention and prevention, which may be required at any age, so that their changing needs are identified as soon as they develop and do not evolve into more critical issues that seriously undermine wellbeing and require resource intensive crisis support. Additional help should be provided in a manner that is appropriate, proportionate and timely and should consider short and long term needs of the child.*

## **6. I am entitled to be **safe****

**This means:**

**I am safe, free from harm and abuse.**

**My care and support is provided in an environment in which I feel safe.**

**I am supported and encouraged to achieve my aspirations and potential, even when this means I might be taking risks.**

*Agree that this is a critical underpinning principle. There should be a strong awareness about the additional steps that may be required to keep disabled children and young people safe particularly given that research illustrates they are more vulnerable to abuse and harm.*

*There should also be a strong acknowledgement that keeping children and young people safe goes beyond child protection and should have a strong emphasis on emotional wellbeing and physical safety too so that children and young people flourish in environments that supports them to reach their full potential.*

## **7. I am entitled to **personal wellbeing****

**This means:**

**I have individual health and wellbeing preferences and outcomes.**

**I am supported to achieve these, and to realise my potential.**

*Agree that this is a critical underpinning principle that needs to be clearly linked with GIRFEC and practitioners' roles and responsibilities in terms of the assessment of wellbeing and their role in the Named Person Service. There should also be a focus here on building on strengths and promoting the resilience of children and young people.*

## **8. Are there any other principles that you think should be included?**

*While it is likely to be covered in the full document the issue of supporting and empowering parents and following a policy of informed choice within care services to achieve this is critical. Engaging with parents and carers, particularly those of disabled children and young people is an important way to promote positive outcomes for this group. Their parents/carers may require targeted information and advice, access to advocacy or family support in order to engage effectively with the practitioners working*

*with their child. The principle of taking a positive and empowering approach to working in partnership with parents would be useful to include within the final document.*