

Kieran:

The staff member who wakes you up and deals with breakfast was not on shift yesterday and so does not know that it was a very difficult day at school for you

Homework was a real effort to complete and you are dreading going to school.

Staff member (1).

You were not on shift yesterday and have not had time to read the logbook. Your priority is to get the young people up and off to school

Kieran:

PE day – this is recorded in the daily logbook in the office the staff member has not checked and so does not remind you what you have to take. You have forgotten and have lost your timetable.

Staff member (1).

You have not had a chance yet to check the logbook in the office to see what everyone needs for school.

Kieran:

Getting up was a battle of wills between the staff member and you. Everyone is grumpy and you leave the unit without anyone saying goodbye.

Staff member (1).

You notice that Kieran has had his breakfast and left without saying goodbye.

Kieran:

You return to the unit from school and find there are different members of staff on duty. You got into a row at school for not completing the homework and from someone else about not having the right equipment.

Staff member (2).

You have arrived on shift during the day. In the handover meeting, staff said that Kieran had been grumpy in the morning and difficult to get up, but no reason given. He seems pretty down when he comes in from school.

Kieran:

You are upset and irritable and cannot settle to anything. Food is bad. Your key worker tries to talk to you but you don't want to talk about things.

Staff member (2).

You try to talk to Kieran but he tells you to "stop doing his head in".

Kieran:

You are finding it hard to settle to do homework but are keen to do the activity that evening which is swimming. Staff discuss between themselves whether you can go, given that you have been difficult. In the event, however, a volunteer fails to turn up so there are not enough people to cover the unit and go swimming, so no one goes.

Staff member (2).

Kieran is messing around not doing his homework, but carrying on about going swimming. You feel that he should not go unless he gets his work done and settles down a bit, your fellow staff member thinks that he shouldn't go at all. In the end no one goes.

Staff member (3).

You are a supply/relief staff member working here for a week or so. The younger children have gone up to bed and it is quiet in the kitchen when Kieran comes in and chats about his "crap" day at school. You listen and mean to write it all up in the logbook before you finish tonight.

Staff member (2).

You decide to have a try at talking to Kieran who seems to be a bit brighter. He says that he has talked to Pete and he is sick of talking and no one listens anyway.

Older residents are refusing to go to school or to get out of bed.

Staffing difficulties – only two members of staff on duty – one on the phone, the other trying to cook tea.

One of the other children becomes very threatening and tries to harm self and then other residents – has to be restrained by the two members of staff.

A group of local lads is hanging around the entrance after bedtime – calling for the girls to come out.

Card D

Social worker visits to see another child to discuss arrangements for weekend.

Two councillors and Head of Service arrive on a planned monthly visit.

Social worker and Team Manager and a young person's parents and guidance teacher arrive for a review

Card G

Parents come to see a young person.

Workman arrives to repair damage to windows caused by local youths throwing bricks.

External Manager calling in to discuss staffing difficulties.

Card J