Interview Recording Duncan 31:8:21

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kids, trust, staff, person, wee, good, day, people, bungalow, shift, absolutely, important, school, structure, care, children, routines, team, worker, play

00:01 - Interviewer

should be fine. So let me just start with the first one then was what? What is the best? Or the best things that happen here or have happened here in terms of things that help children to recover?

00:17

I think one of the important things is we've got good structure,

00:20 - Interviewer

right?

00:23

We have things in place where helps the young person, like nighttime routines, morning routines, bathroom routines, something that they probably never had before. So once the once the routines are actually in place, sometimes they do struggle at the start. really helps they're day because they know what they're looking forward to. And the staff member they're on with, there are a lot of trust got a lot of trust for the kids. Yeah, eventually. They don't at the start but eventually they do and to be honest, they get a lot of TLC when they come in as well. Some of them have never had for such a long time. Yeah. But the actual structure really, really helps.

01:07 - Interviewer

Yeah, so that's interesting. That's the first thing that comes to your mind is structure. This, it sounded like predictability. Yeah, yeah. Yeah. What What is it that you think makes a difference for these kids? What is it? Why does that help them?

01:22

for the actual structure? Yeah, just because their early lives have been so chaotic. Yeah. Like, for a while, for instance, we had a young person that - I dinnae have a bath or shower. Okay, you do here you have a night-time routine. And it was a struggle to get them to have a bath or a shower, because they never did it at home and they probably just went I'm not doing it, I'm not do that. So, for a quieter life the Parent, or The Guardian, just that's Okay, it's fine you don't have one. But, here we like, we like our kids to go out clean? properly dressed? appropriately, appropriate stuff to wear? For school, etc, etc? and actually get them to school?

02:05 - Interviewer

Yeah. And that's, that's about care and care of them...

02:09

Absolutely. We have a duty of care. And as soon as they walk in yet staff are really interested in the young person that comes in. So they get a good bond or they try and get a good bond to start with. Yeah, although some of them have never been in care before. So they always tend to stick to the key worker . Okay. The named key worker. We're trying to change that now. Yeah, we're trying to go as teams key work teams. Yeah. So that if I was off, for example, somebody else would take off, take it over, and they can go and speak to them. Yeah, yeah. So it's about continuity there, and they know who they can go to although, they can go to any staff member anyway Oh,

02:45 - Interviewer

yeah. Yeah. I see that they have, you know, I know it’s going to change but that it's been a thing then. If you if you're taking on the key work for a new child you'll be the main, you're maybe spending more time initially and stuff like that until the [absolutely] or stay on their inbox or like so imagine it must be quite a change for some children if they've never been in a residential setting before many of them are coming through foster care or are directly from their parents maybe too.

03:13

Yeah, totally. It's a new world for them, new beginnings, hopefully good beginnings. Yeah. That must be I've never never ever been in a residential care as such. So you can’t turn round to a youngster and say, I know what you're going through, though. You're going through cause it’s, life experiences are completely different. Yeah, yeah, absolutely, definitely. But once to get to know two or three, the staff members, and then the try and get a rapport with the kids as well as really important because it's five kids in each bungalow. And it's good to get good start with them. Because they do have fall outs. Like every other kids they do have fall outs, it’s just sometimes their fall outs tend to be a bit more aggressive. Yeah, yeah. And some of that some of that is learnt behaviour. Because some of the kids have come in here where there's been nothing at all in their forms. Yeah. And been in here for a few weeks, and they've watched other youngsters hitting staff or the rest of it and they follow

04:08 - Interviewer

maybe that will work for me? get somebody away or bring bring somebody to me, whatever, to that kind of things. And the second thing that you've mentioned was trust. Yeah. And I wonder then. What do you mean by that? What does that look like?

04:25

Again? A lot of kids had bad experiences with adults, yeah. Mostly adults. And for us to try and gain their trust. It does take a while. It's no it's no an overnight fix. It does take a while. And you will you'll you'll hear the kids actually said, Well, I don't trust adults, I don't trust you Yeah, you're always showing that like. I'm here for you. You've got to trust me, but let me help you. And you've got this very repetitive. Very difficult because they've been let down so many times. Yeah. And trust is a big thing. Yeah, we've got a wee lad just now in there and he only goes to certain members of staff at night time? Because he gets very anxious at night. And I keep saying you've got to trust us, he wants the doors lock, he's wants his doors locked himself in his room been and all the resto of it and it's a ritual got to get it done at night. What time do you go to your bed if I say to him it's half eleven right, he now knows that half eleven, I go to my bed, I lock his door and be safe it's a wee bit of trust in there as taken a while? Yeah, trust is a really big thing. Yeah.

05:33 - Interviewer

So it's Yeah, seems like some of it’s built up and there's something in there that seems to link to the first thing you said to be structured and predictability and routine. are those two things connected then?

05:44 - Interviewee

I would say connected to trust, Yeah, absolutely.

05:47 - Interviewer

Yeah. So yeah, that's something then it's, it's a I suppose built through them seeing you doing the same being the same that being predictable, consistent and reliable. So that being consistent and so these are they some of the qualities that a person working here would need to bring with them, then

06:08

Definitely, you've got you've got to have, you've got a duty of care, got that TLC, you've got to stick to your structures and routines if you can try and not deviate. Yeah, and I'm going to be honest. So you've got to be a thick skinned person to like, work in residential care Yeah, yeah. Yeah. Yeah. Cuz they will, they will give you a volley of abuse. Yeah. Yeah.

06:29 - Interviewer

And it's interesting now because I'm thinking, you know, you can think Alright, okay, I know, of course, I've got to stick to that. But this is quite a difficult environment to do that, though. You know, there's a number of different children that you may be interacting with. There's quite a full on job, sometimes you're making an easier decision could just feel right in the time or that's where I feel sometimes, like, all right, okay. You only came sometimes want to defuse this in an easy way. But maybe that the easy path isn’t always the route to where you want to go with these kids?

07:00

You're absolutely spot on here. It's you're ad hoc-ing all the time. Ad hoc all the time is on shift. Yeah, some of them are constantly at you. Yeah. Some of them will go in and do their own thing. Yeah. Which is fine. But there's other ones that constantly do get attention from you. The other ones try and but in as well to, because their wanting that attention as well. Yeah. And again, that's due to trust. They think, oh I like you, I like you know that you'll do things for me so they'll try and but in and takeover. And it does make it difficult. Yeah, it does. Yeah, that's ad hoc all the time on shift

07:35 - Interviewer

in terms of that, so this this this trust thing, which is about relationships really isn't it? And their variable because there's five, if you're in a bungalow, they're all five very different kids, staff members are all very different, as well. So you know, one of the things I noticed is that, you know, some staff and kids click more than than other staff and kids. And is that something that you've how you've made you feel about that? Is that alright for you, if for some kids that you think, oh, that is easier for you, then are easier for them? I actually to be with you than it is with somebody else. Yeah,

08:10

I think you're right. Yeah. Do click with certain members of staff. As I said, you have to be thick skinned. You could have a really good day be one of them. Yeah. And then the next day, I don't want to know, you know, I'm not accepting you. Just leave me alone, whatever. And you've got you've got to get Okay. I'll leave you alone. But we'll have a wee chat. But I think it's important for them to try and say why they don't want you for that day. It's difficult. Yes. Most of the time. It's it's a case of? I don't know. I don't know. Yeah.

08:39 - Interviewer

And yeah, so you you go back and revisit and have a talk with a child

08:45

Yeah, you really want to know if you've done something wrong. Yeah. So you don't do it again. Yeah, you could rectify it and then get back to on an even keel.

08:53 - Interviewer

Yeah, yeah. And it's an interesting thing then, if you're actually talking about why you feel a certain thing is I suppose it's a form of learning then isn't it? emotional learning. What I'm feeling

09:05

Learning something new every day. Yeah. Every day. Whether it's for you another staff member, your practice yourself, or even the kids you're learning something new every day.

09:15 - Interviewer

Yeah, yeah. And then the next thing you mentioned then is TLC tender loving care. Yeah. And could you say a wee bit more about that about what that looks like for you?

09:27

You know, some of it's just like reassurance for the young person. And in here, right, we encourage like, a hug a kid ask for a hug. You certainly can have a hug. If they’re really upset? Can I sit in with you, yeah. Can I help? Yeah, it's just general talking to them. Yeah, there's a wee hanky or paper hanky about. And it's just being there for them so they can they can, again, put a bit of trust in you, and hopefully, hopefully, that may offload what's actually upsetting them. Right. Okay, that's the hugs and kids are always looking for a hug. Yeah, they're always looking for a hug. Even like at night-time, can I get a hug before I go to my bed. Yeah. Can you tuck me in, just what you would normally do in your home setting?

10:14 - Interviewer

Yeah. It feels very familiar. actually very familial. Yeah. Hey, some of the activity that goes on. That's interesting isn't it, it is one of the things that we think of is physical contact. Do you seem to seek out? Yeah, physical contact. And I mean, is that something you think is important as something that you talk about as staff?

10:32 - Interviewer

Would we do, some people feel uncomfortable with that? Yeah. Because it gives, allegations could be made, the but in here with the youngsters, the looking for you to be like, at like a role model or mentor. Look after me keep me safe. And if a hug. makes them feel safe. A hug, definitely.

10:50

Yeah. Yeah. Yeah. Yeah, definitely.

10:53 - Interviewer

There's other places have been well, it's not been recommended. No, you don't hug them, you didn't... But I that's not that's not life? Yeah, yeah. You've got a young person, even an adult here that that's going home and needing a wee bit of reassurance or whatever, you would give them a hug

11:09

Yeah. Physical contact is important. Yeah, absolutely. Yeah, it's me, because my first team up here Actually, I was about worried about that, you know, what do I do if that happens, and then one of the boys flew off the couch on to me and I had no option but to catch him! I was like that to myself, well, Okay. Well, that's just how you that

11:26

sometimes they'll do, or will just kind of sit on your knee that just, that's they're just wanting you there eh?

11:30 - Interviewer

Yeah, I suppose a lot of the kids are quite young as well. You know, I suppose some other residentials where it's maybe teenagers are out. And that's the last thing. Yeah. So that's, so there's physical contact within? There's spending time with kids? I think

11:47

it was called quality time. Yeah. play time is quite important as well. They like, like, play time. Yeah. especially the younger ones. Yeah. And they just want to have fun when they're here. Yeah, yeah. Yeah. A fun. The only thing is when when some some of them will enjoy themself. If they're maybe in the playroom on their own it is great. Yeah, if they're in a communal area. If one's really enjoying themself, you'll find that one come over, they're being curious. Yeah. Might want to join then yeah, we would just disturb the whole thing. So the person is not getting that attention. Yeah, that's as, as I say it's ad hoc when you're on a shift. Yeah, things vary every day.

12:23 - Interviewer

Yeah. Complex, dynamic, I guess with all these individuals, staff and children. Yeah. Yeah.

12:31 - Interviewee

All staff work differently as well. Although we're all looking at the same stuff. We do. Do we do things differently?

12:38 - Interviewer

Definitely. Yeah. Well, you're different people.

12:41

Absolutely. But the good thing is that we still work as a team. Yeah. Really important. For the young people as well. Yeah. Yeah. People as well. And the harmony in the place is great. Yeah, it's got a great atmosphere. Yeah, kids pick up on that when it's really good. Yeah. pick up on it when it's not so good

12:58 - Interviewer

Yeah, yeah. Yeah. Yeah, certainly something that led the team meeting on Friday, I just happened to be in [Bungalow 2] when that happened. And I hadn't seen it before, because I didn't realise that's how it used to be before the COVID. What a great camaraderie asked it, and joke and banter. And I wonder how much does that allow you to work in the ways that you work with children, you know, having working within a team like that?

13:24

Teamwork is always important? It's always important. And as I say, everybody works as a team. But they'll banter things off one another? That's not worked tonight as Oh, boy, well, what's worked before. So there's a knowledge coming for everybody to help out. And and sometimes sometimes it just takes you to take yourself away from that situation. It's somebody else to go in, a new face. Sometimes that works. Yeah. That works. team works really important. They've got good teams here. Yeah. Yeah. They work well together.

13:58 - Interviewer

And it's an interesting thing. That's come up for me. And I wonder, Is it just is it just I don't know, is it just luck that [org] has this, they have a good team, that they attract the right kinda people is it something they do in the training or the the supervision or the other? What? Why is it such a good team? How has that happened?

14:20

Don't get me wrong. There is a lot of talk goes on behind the scenes, that happens in all care sectors. That's like, well, when they're working as a team, we have *regular* team meetings. Obviously, we don't during the summer holidays in the kids are off the school and that, which is unfortunate. But the team meetings are well attended that people get their say, there's always an agenda. You always you can add on your own agenda as well. And that's important instead of just, like, being a management agenda all the time. Yeah. People get their say, and you walk out the meeting, you’ve had your lunch together, you walk out your team meeting and yeah, it was That was good. Good. You feel you feel appreciated. Yeah. Because a lot of comments are made eh? Oh, this worked well, that worked. Well that didn't. Oh, good. We're always divulging and in the past and what things went well, not well. And it's just it's just really good for your practice as well. Yeah. And it's good to talk. And so we don't always see staff until the team meeting. Yeah, you might only be like handovers and things and we don't always work with the same people.

15:30 - Interviewer

Kid's go to school and Yes, yeah, there's all in the mix here as an hour. So getting that time then to actually is actually

15:37

be together. Yeah, it's really good. Yeah. And management has told us, we've got an open-door policy, which Yeah, yeah, absolutely, brilliant.

15:43 - Interviewer

So you feel like you can say if some problematic or challenging or?

15:50

Absolutely get any of the managers, you can do that. any of the managers

15:55 - Interviewer

Yeah. So that sounds like a good that sounds like a good and environment there in terms of what’s going on, and that getting to reflect on practice and to be able to see that's what we allow with me working well. That's what's going on with that child. And what about any other? Do you got other times to reflect other than the team meetings? What

16:13

do we do after shift right? At the end of the day we've got our shift planners or do a shift planner? And that's bits in there what worked well, what didn't work well. And we reflect on the shift and pass it over to the senior or whoever's on sleep over and over again in the morning. Yeah, people are coming in for the half, seven shift. And the senior comes on. So we're doing that every, every night.

16:39 - Interviewer

Yeah, that'd be every night. Yeah. Any other individual supervision as well? Yeah.

16:43

Yeah. And to be honest, we don't get that during the summer, either,

16:46 - Interviewer

right. Just cause it’s So

16:48

you've got an open door. But it's usually once every four weeks, which was pretty good.

16:54 - Interviewer

Yeah. Yeah. Pretty good. So you get a chance to actually sit down and yeah. And have time for you to talk about your work and that. Because it can be quite challenging. Working emotionally. I would imagine that Oh, so

17:07

yeah. But no, no, that's really, really good at having their meetings and sticking to them

17:12 - Interviewer

know. Yeah. And there's something you mentioned in your show. I'm just taking opportunities to ask you things that I've been in my head, obviously I have been here observing as well. So the handover it's an interesting thing. I've been aware of recently recordings and then being right or getting the files for children, maybe No, come in till they've already been here. Yeah, for a while. And, again, that's sharing information is there's written information that's required here as well. It seems to be important for your job. Is that fair?

17:40

Yeah, absolutely. We've got a new person coming in, in a couple of weeks time and the paperwork is through now to so, we can actually look it all up. We mentioned it in the next team meeting as well perhaps or everybody got a wee wee insight into what what the young person is like, yeah, where they've come from, what their needs are, etc, etc. So that's that's a good one. Yeah, then you don't always get that as you say. I mean that's two weeks notice we've gotten up which is really good. Yeah, sometimes you get two days notice if you're lucky.

18:09 - Interviewer

Yeah. or a child arrives in crisis and you get the file sometime. Yeah, we know you're doing Yeah, so yeah, so there's information sharing because we must recording information there's daily open and I know the key workers do report

18:24 - Interviewee

monthly reports they're LAC reviews etc. etc. but yeah, yeah.

18:28 - Interviewer

But for you guys actually working here and it's important to know what's happened the night before and or what's going on for that child so that you're able to respond or

18:38

respond Yeah, I mean, we do the same in the school Yeah, because we got handover at two o'clock in the two o'clock shift come in. Yeah. And that involves the school, what kind of day they've had at school, has there been any incidents at the school. He's had great days who's not had some good days. And that's passed over as well so we know when we pick them up. Yeah, right when picking some of them might not I'm not going into car. Yeah, they've had a bad day, don't want to go back up the road. So yeah, we can start doing a bit of a piece of work there to say that you had an unfortunately at school. It's now time to move on. Let's get in that car and get back up the road. We'll start off fresh. Yeah, but but do pass on information, which is quite good that way.

19:19 - Interviewer

Yeah. Yes, interesting you're sparking lots of thoughts in my head here to which is the benefit of doing interviews on the back of being here and seeing things... managing transitions seems to be a big thing. I certainly I've noticed you know, the transition from school to campus from your tea, to bathtime. Yeah, this thing about changes and you're, there seems to be a big emphasis on that and about recognising that. It's that it's something that you find kids who come here need special attention to these transitions in the day and time. These movements do one thing or the other. I don't know.

19:54

I think I think I think it is really because we've got remembered somebody with kids who is six, seven year old. It is daunting to go anywhere, to a new place. So change is gonna happen. And so, for example, we had a wee conversation earlier on with one of the young people in [Bungalow 1], they've been here two years now. And they looked like a child when they’ve come in Yeah, I now they've grown up and flourishing because of the changes that we've made to their lives in there for another structure, taking them out in the social inclusion, just different things like that, and actually getting them involved in community things. We've got lads in here that go to the library. Yeah, religiously, every fortnight need to change my books, need to change my books. Yeah. When the first come in they wouldn't do that, yeah. There’s change, some of them not always for the best? Sometimes, maybe you need to change maybe a routine or something. And they didn't agree with that. But it's for their benefit, we'll sit down and discuss it with them as well. If it's not just that's what's happening. Yeah, they did they get their say you have your say. Yeah. This is duty of care is really important.

21:04 - Interviewer

Yeah. So a lot of, sounds like, a lot of communication and how things are communicated with children and how you deal with that communication. Sounds like it's another thing that's coming up that can be can be working. And, and, you know, this thing, one of the things we've been covering, you know, and the research questions rather than interview questions, Sorry, you've got all these things going off in my head as they're saying about, you know, we're just trauma informed care look like and it's actually sayings like trauma informed care sounds like, a bit, sorry this is a leading question sounds a bit to me like good care, basically, yeah. boundaries, predictability, good communication, TLC that is that is this what you Is this the nature of trauma informed care and you know, these kids background, but we're trying to,

21:54

we're trying to give them a better start in life. than what they've actually had sometimes it works Andrew and sometimes it doesn't sometimes we're too late. Yeah, they'll set in their ways or whatever. But the nice when you look at some of the history of the young people out here, they've had such dramatic starts in their life. And it's really difficult for us to kinda take over that. Yeah. We know what's going on here. Some of the kids will divulge some of them are still to divulge. Once they divulge, obviously that goes under the child protection stuff, and it helps them as well. We're not near that stage with quite a lot of the kids, but we have a few as I feel like me, call me call me granda. Right. Especially there's one person who's just lost two grandparents sorry, and he says he says to me, well, you're a granda so I'll call you granda, is that okay I've not got a problem with that Yeah, yeah problem with that but just remember you've got to respect grandas, you've got to do this. Yep. So they do they do look for like a role model or another family member at they maybe miss that they did like

23:05 - Interviewer

yeah,

23:06 - Interviewee

yeah, yeah, there's quite a bit of that goes on

23:08 - Interviewer

It’s interesting, then, because as you say, sometimes they’ve had really quite difficult beginnings difficult experiences for them to come here and it can I suppose it can take a long time to gradually repair some of the you know, not that you'll necessarily repair all of it Yeah, but how do you measure success then is that when when they start calling me granda our creating a relationship or showing you the trust...?

23:33

I think you're right it's when you get trust with the speak to you openly when the when they search for you or they're looking for you on shift again, I'll enjoyed the shift to yeah and just things like that that that that's they're moving on. Yeah, of course when they maybe first come in, they wouldn't do nothing, or they'd maybe, maybe abscond all the time. Yeah, no, we've got to the stage where - I like you, Yeah, but don't, well, I like you don't like you, l like you, I like you, I like you, and I could come in, be liked all day, and then come in the next day and- I hate you. Yeah, yeah. And that's just the way they are but you know, you know, that there's something wrong with them then, so you start being a wee bit curious now. asking them are you. Okay, what's gone wrong? Why you hate me today? Because you liked me yesterday? Yeah, I mean, you can just be the fact that you never said goodnight to me last night. Some really small to us but Huge to them.

24:26 - Interviewer

Yeah. Huge to them. Yeah, yeah, things take on different magnitudes. Yeah. But again, get back and chatting and communicating, that kind of stuff. And there's another thing I was gonna ask you whether you'd say it in the mix there as well about play. And we'll just do where you can see a bit more of a play and what that looks like here or how important or otherwise you think it is.

24:53

Well, obviously we've got play therapists here. Yeah, yeah. And they're used - we've got an assistant manager who has taken it on for six months as well, when the kids come back, right? Hey, do you want to play therapy? No wanting to discuss it. My Okay, fine. do I'm gonna play a board game? We're gonna play the board game. Right. Okay. This happened today at play therapy and that happened today. So, it's like they're thinking about what they did at play therapy. Yeah. And how you're playing with them. So they're trying to relate what they did, whereas they'll not necessarily just come up with a conversation and say that that's that's that's that enjoyed it and I didn't like this. Yeah. It’s just like their own wee bubble. Like that's my play therapy. You're not my play therapist. Yeah. Although we try and involve play in a lot of stuff. Sometimes it's difficult. Yeah. Sometimes it's really difficult. And as I says when you're on a one to one, right. It's great. We've always got another another young person who wants to be curious, wants your attention, will do anything to get attention to the other person misses out? Yeah, it's really difficult.

26:00 - Interviewer

Yeah. It's interesting that you're saying that, you know actually, sometimes when you're just you’re not, asking them about it. Then, actually both of you are focused on a board game or something else that that. Yeah. When some of that

26:11 - Interviewee

They take it as play,

26:14 - Interviewer

Yeah, less pressure, less social pressure or something's going on. In those circumstances. I used to get that with young people in the car. You know, when you're driving because, you know, cause you’re not face to face

26:25

cars a great place for for chat. Yeah, yeah. Can't go anywhere!

26:28 - Interviewer

Yeah, you know, it's not so intense because, you know, you’re not looking at each other you know,

26:33

I’ve had some fantastic chats and cars. Yeah, yeah. fantastic chats in cars. Yeah, just offload loads of stuff. So

26:41 - Interviewer

I'm just gonna read this ad somehow. Trying to remember,

26:46

honestly, the cars one of the best places, ever for getting information.

26:49 - Interviewer

Yeah. Yeah. So using the different spaces that you're in, the transitions and stuff

26:54

Nobody else to interfere, two of you get in the car. And away you go, yeah, yeah. Good. So you quite a lot of them offload that way, it's good.

27:02 - Interviewer

Okay, so that's loads of stuff in there in terms of that things that work really well here for you in terms of routines and structure, rebuilding trust, we can play em. TLC, as you mentioned, stuff like that, as well. But also stuff about you feeling part of team that you're really appreciated. Where you can say what you need to say and be heard and for you to hear what other people are saying and time to reflect. That sounds like maybe quite a lot that contributes to that. I wonder as well. Do you think in terms of the reflection and the discussing this stuff about sort of example, you've used the word curious quite a lot today and then we've also talked about playing I know that that comes out within the DDP model. And I know we've talked about the DDP model before and you've used it whatever else, I'm just wondering whether you feel that that has an impact on how things are done here or how things are spoken about or anything like that at all.

28:06

All goes back to your DDP training. It's really intense. It's really good course. It's different from where I have worked before you're asking questions and getting, trying to get a bit of trust, because obviously, it's the pace which is your playfulness. Yeah.

28:26 - Interviewer

Acceptance, curiosity and empathy [both laugh].

28:29

And, and it works really well. Not all the time. Yeah, not all the time. But I think it works well. And everybody knows that you're away to do DDP a, and some of them will stay in the background. And they'll they'll join in? Yeah, yes. They've been on the DDP. It's a good approach. Yeah, it doesn't always work out. But it's a good starting point. approach. And everybody's, that consistency is here for the staff, knowing what questions do you ask? What not to ask? Listen to what's going on? Honestly, it's the DDP training from [Consultant A] is Absolutely. Excellent.

29:04 - Interviewer

So that’s interesting, that sounds like it's giving you strategies or tools to use, but then I wonder if there are other things too why is, what is it about before you do here? Do you know what is it that’s good?

29:15

Like? It's just the seems like an easy approach. Yeah. It's no heavy handed. It's getting them involved in it as well. And you came to come down to their level? Yeah. Like, for example, I know you've had a really bad day at school. Right. And I know this happened. So how can we move on from that? And it's just a general thing. I don't know. I'm sad that I've had a bad day at school. They would help me. And it's just the way it comes over. Because you're basically talking on that level. Yeah. DDP has worked quite a few, quite a few times it hasn't worked. But quite a few times it's worked for me. Yeah, especially we the young lass at [Bungalow 3]. Yeah. And I'm really, really, really good session with her with DDP when we settled things up really quickly, really does work as much as much. That's more but yeah, it was moments when it does not.

30:12 - Interviewer

Yeah, yeah. And I suppose you know, when you're on a 14-hour shift to be playful and you know human beings Well, you know, you'll be tired and everything like that, kids will be in different places as well. So

30:24 - interviewee

yeah, does it drain on your the 14 and a half hour shifts, because when you start to get to 12 hours you start to maybe, you're not as enthusiastic as you were when you first started. You've been getting a wee bit ratty. I'm getting tired. I've just come off shift yesterday oversleep and comes straight into a 14 and a half, right? I've been up since quarter to six this morning. Right. I'm not the best in the world in the morning, definitely not, some of the days are long, but again its consistency for the kids isn't it? that they know that when they come back in from school today. I'm in. Yeah. There's at least one familiar face.

31:04 - Interviewer

Yeah, yeah. Yeah. Yeah, it's interesting. Sorry, I’m just aware of time, I don’t want to take up too much of your time. That, so, we did some stuff about the best there, what was what has been kind of stuff here in terms of that kind of a structure of routines and predictability from the kids these things work? How can you build trust in develop relationships so that you get to know them, and they get to know you, the TLC is important, and they're looking after to them, caring for them, being within a good team, a supportive team, all of that kind of stuff there. So then thinking about then, what might be, so what can what how do you think, in terms of going forward? So you've mentioned, for example, the key worker could change. But are there any other things that you've done going forward? You think well change, or could change or shift change a about how things are done here? And

32:02

I think there's always room for improvement somewhere. For example, I'm a wee bit older, and some of the younger workers, obviously, and I was brought up discipline, respect to elders, etc, etc. And I was always led to believe as well, that if you did something wrong, then you shouldn't be rewarded for that. Yeah. Sometimes they do that here. Something I will take you for a drive anyway, even though you've just kicked lumps out of the car we'll go for a drive anyway. I found that really difficult. Yes. all over again, maybe after the something, improvement in that the to realise you have caused damage, therefore, the consequence will be Yeah, because that's what you did. And normal circumstances. Moving forward, what key worker things are really big thing, just now because it used to be one person. Yeah, they were doing as teams. Yeah, that's a really good point that it's a positive thing for me. Absolutely. positive thing for me. It means you've always got people helping. Yeah. And if you're off in your days off, there's always somebody there for that young person, which is important, because I wouldn't want the young person waiting for three days, for example, until they come back? Yeah, offload that and that's no fair,

33:15

because they have this thing. Because I think they know the language, you know, you know, who's who? Yeah. You know, I remember one of the boys when I was here, when I came back because I hadn’t been up for a while and he seen me and he said, you've not been up for a while. So is that you full time now? I said no, and he said ‘oh just sessional’? [both laugh] I’m not working here – but he was trying to figure out, oh who are you and where do you fit in this structure. So yeah, so they know, so you still might be just anybody available and stuff like that. Do you think maybe the might still pick their favourite to to talk to you?

33:56 - Interview

Oh, yeah. Yeah,

definitely. Some of them. I've got some really good rapports with the other adults. And some of them just no interested and

34:03 - Interviewer

yeah.

34:06

But the good thing here as well. So we didn't always work in the same bungalow. Look. We've got at least two or three days out the month where you're supposed to go to another bungalow? Err on the rota officially. Yeah. Sometimes it's good thing. I don't think it is because of all the continuity. Different person going in. but You've got to know all the other kids on the campus as well. Yeah. And there's some days because of shortages of staff. Right? They'll say you're not in there today. You just slot in though, because it's a lot of it's the same stuff. Yeah. structures are there, the bedtime routines are there for the staff to see and you can just go in and get on with it.

34:43

And you know, it's hard sometimes. Because all the staff know all I know. That's what I see. Certainly they know but send, you know, I was speaking to one of the teachers at the school who knows all of the children at the school. Some of the kids from the other class were giving her a hug and that, and she said sometimes that’s easier because I’m not their teacher. For them, you know, you've got a slightly different relationship with him, you are an adult, you will obviously keep an eye on him and did whatever else. But you know, their worker that works with them all time and that that can provide opportunities that can be a bit, like and auntie or an uncle I suppose.

35:16

I would love to sit in the school someday just for one day, just to witness how they are in school life.

35:22

Alright, okay. Is that not something that you can do?

35:24

Well, when I first started, it was going to be getting done. Yeah, I never I've never ever been. Yeah. And then obviously, my COVID just kind of stuck to what places I'll just for the one even just for like a morning. Yeah, just to see exactly how they react from the care side education side, that'd be quite interesting. And to be honest, I think if teachers would swap around as well, yeah, come here sometime and see like their bedtime routines or the table manners, etc, etc.

35:52

Yeah. Because it's quite different environments. In terms of the same class in staff, always kind of 9-2.30 Monday to Friday, which is you get the whole life. Really? Yeah. So

36:09

we've tried to just just even just once every month or so even if the teacher to say, I’m going to come for my tea for an hour and a half just to see what was going on, and we do the same at the school.

36:21

Tea time is a great time to come, actually,

Interviewee

Tea at times that it is so much No, but I used to when I first started here, at tea time, we used to sit everybody sat at the table, right? every few days are really difficult to get usually. So go set the table. And then we'll just do and how was your day, what happened and go through everyone, even the adults. How's your day been? What have you done today? What was good? What wasn't good? Yeah. And you've got a good conversation. Yeah. And I don't want to talk about it I've had a bad day. That's fine. As you said, your thing for the bad day. We'll move on. You've got to I've had a great day after this, this, this and this. And I'm going to be doing that that after Bath and whatever to get really involved in. We've looked at that for I've not seen it for such a long time.

37:07

I've been a few good teas here actually. feel about again, familiar and familiar, you know, that I don't want to hear me doing when I'm working with a boy. And now at NASA. No, no, no, no, you that's when I just feel really familiar. Me actually, you know, yeah. And it was really nice. I really enjoyed so some of the teas, you get an idea about relationship. things work. And that's a huge part everyday care isn't it?

37:34

Definitely. Got some of the kids you know, like eating breakfast and lunch with them. They have something at dinner time. Yeah. And we're trying to encourage them on trying different things. That's why we do we do all the stuff with the Jimmy Oliver book. Yeah. And Okay, it looks fancy. But it's, it's really just the way it's been like tarted up. Yeah. I'll try that. Try that. Try that. Some of them up. Try it and just try it.

38:03

I have noticed a few because I like everything somehow. Oh, that's lovely. I love some of that. I love some of that. And then sometimes the one next to me will be like, ok I’ll try that. Maybe imitation rather than being told to eat something. But anyway, that's my two cents worth. I don’t have any weans. And Good. Good. Okay. And good deeds are just a last one. Do you think normalcy definitely is definitely the year. Thank you. You've talked about some of the things you think work really well here the day and, and maybe some things that may be able to change or should change. Do you think other people in [org] have similar views to you? Or do you think folk have quite different views? I

38:48

think everybody's individuals who have different views? Yeah, I think we'd have to. Some people have never worked on those things before you come in new. So I've been here for a year from years and years. Yeah. And has changed. Yeah, I've been in care now 22 years. Yeah, it's changed a lot from when I first started. Yeah. Obviously, there's more training you've got your triple SC, Care Commission inspections than others did that 22 years ago. And it's all I saw. I think it is good for actual care services. I really do think that the thing is a bonus sort of got a head body if you like. Yeah, yeah. Because obviously we've got we've got complaints here and they're not being dealt with you go there. Yeah. Which is really important. Because if you have complained with about something Andrew you're doing it for the best intentions. It's to improve something Yeah, it's not always a negative complaint. Have you ever you know, I mean,

39:44

Yeah, malicious or something but trying to improve something.

39:51

trying to improve your service eh? I see because you want people to 'oh [org], I've heard about them, they're good'. Yeah, yeah. Oh, I went to [org] and such and such a big one the website got website and the next thing yeah what we work mostly with primary school kids, bla, bla, bla… I mean, I’ve brought one, two… that’s four workers I’ve brought from [another residential service] since I left.

40:18

And they’ve come here. Yeah, because it's a good place to work

40:21

and terms and conditions are good the longer hours... A lot of people don't like the long hours. Yeah, it comes to the school holidays. Yeah. Is they're too long sometimes? Especially if you don't get maybe a half hour break in between?

40:35

Yeah, yes, I'm

40:37

here. Again. You can get the kids out in the morning and out all day? Yeah. It's in the summer. I'm usually at 10 o'clock. And I'm not back till six.

40:47

Yeah, yeah. Even the physical environment here actually is compared to somewhere that’s in a city or something like that?,

40:53

Environment is really good. Yeah, really good. I've never seen so many kids go hill walking in my puff. Yeah. Yeah. Which is physical exercise is pretty good for that. Yeah. Yeah.

41:02

teamwork and these kind of things. It's just fun to see. You know, if you're still

41:08

well, they dude do fun stuff at school. Yeah. I mean, you just bring the fun stuff back. Yeah. Yeah. I mean, the book, the book, the gorge, got the hills to got camping overnight.

41:18

Yeah, yeah.

41:19

They don't get that in a lot of other places. Yeah.

41:21

Yeah, I know. It's I think I've become a wee bit focused on a in recent months actually is joy. The role of joy and what happens in between people when we're enjoying each other's company, you know that? I keep thinking of it as maybe the therapy isn't something that the adults do to kids or whatever else, but it's actually about creating space to enjoy each other. Enjoy your time together, and it's a thing that’s in my, a thing that I’m working up just now.

41:52

I'll give you one example. before I finish right. I had a young laddy, another bungalow, used to be his key worker. And I moved down here in March to [bungalow 1] end of March. And there's no staff to take him home for a family contact I says, I'll do it - are you sure? - I'll do it. I'm not having him missing out on his family contact. That's what

42:14

what does it do? Yeah.

42:17

[A manager] was so thankful here that he said it in person, shook my hand and said, Thank you for doing that or he wouldn't have got to his trip emails galore. Thank you for helping us out. you're from a different Bungalow, it was great. Yeah. Even the social worker and the family worker up in Aberdeen fantastic. Wee guy, it went well, why we're glad you did that. Start the next day. And you feel appreciate it was actually the days off? Yeah, yeah. And I thought oh, I’ll go up and do that because that’s not fair if he misses out. Oh, yeah. And that's that's the day that it takes.

42:52

dedication, commitment today. Both Yeah.

42:56

dedication and commitment to the company. The company looking after you. You're after them. Yeah. young persons your main priority and main focus. Yeah. Don't want them missing out because It could be another 2-3-4 months before the see the family. Yeah. So therefore, I am going to look after that wee laddy. Now, I let my family down because it was my mum's birthday. I let her down. I had to go and take him, but once I explained why. It's not fair to be just to get to see them again to find out why. But that's what you need. Everybody just mucks in. Yeah. They just muck in. They didn't want to see a young person getting let down. Yeah. Yeah. Is that that's what happens quite a lot. They get let down by family members and whatnot.

43:37

Yeah, I was gonna say that the everyday. Yeah, yeah. I'm just saying, I've got all these ideas going around my head just there, [Duncan]. But yeah, that sounds like something like that. If people in your life who actually cared about what's going on for you and actually wanting, you know, going out of their way to make sure that you get what you need.

43:55

It went so well, that the mother, is wanting to take him once a month. for a weekend. Be fantastic for him. Yeah. and the brother instead of like two or three months coming through here for an hour. unsupervised. But the other family members supervised. I'd a great weekend. Yeah. That's a thought I said that would take your back in a minute. Yeah. Because he was so good on a one on one. Different when he's got other kids here. On a one on one. Fantastic. Yeah, yeah, absolutely. Fantastic. I said, say that the I'd do it in a minute, really good. I've got I've got a lot out of it because we've got a good conversation in the car. Yeah, we sat and had chats over like we had our takeaway sat and watched a movie here. Things that wouldn’t necessarily do here. Yeah, yeah. so fantastic. nice and relaxed. Nobody else watching us is just really fantastic again, no way. I would do it again. But that's because I enjoy my work. Know the benefits that we're getting the benefits they're getting. Yeah. And that's really, really important. Because some young people do go back to their family members. Which is great, which is great. So always encourage the family contacts if possible. He was a joy. An absolute joy.

45:21

Yeah, helps you develop a relationship.

45:25

Absolutely. That's great. Is

45:26

there anything else that you want to get us off?