

## Our caring and skilled workforce

All our staff work very hard at maintaining strong, effective relationships with our young people. Staff set the tone of respect as per our Rossie Values; they also set appropriate boundaries, provide consistent support and engage in purposeful daily activities.

## 'R-O-S-S-I-E' Success Level System

We work with our young people to encourage them to strive towards being responsible individuals. Our 'ROSSIE' Success Level System demonstrates how positive reinforcement of behaviour can promote young people to be kind towards themselves, others and their environment.

The 'R-O-S-S-I-E' system stands for "Rossie Outcomes Support Success In Everyone". This system highlights everyday successes and achievements with a focus on supporting the young person to take responsibility and control of their behaviours. Research has shown that people who realise they can be responsible are more likely to develop resilience and adaptability, helping to cope with adversity and engage in new experiences.



## How it works

When a young person arrives at Rossie, priority at all times is to keep them as safe as possible. We approach success from the view that the young person can already succeed in their daily tasks. These include respecting where they live, attending school and engaging positively during activities/free time.

Their responsibility is to maintain these successes and Rossie staff support young people to be successful by providing advice and guidance. The successes are available at the beginning of each day; the system enables young people to receive positive reinforcement by maintaining a daily count of their successes, which are then counted as a weekly average.

Using this approach helps staff commend, reward and support our young people to take appropriate responsibility and control. The system also helps our young people understand what behaviour is appropriate and acceptable while they live at Rossie, helping prepare them for when they move on from us.

We keep this scheme as consistent and simple as possible for our young people, without placing demands which some may find difficult to meet. The team around the young people are able to individualise placement planning outcomes based on young people's success over a period of time.



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## What makes our residential service different?

Rossie provides a safe, nurturing environment for all young people who have faced difficulties in their lives. Rossie's unique and beautiful location creates a sense of belonging, with many of our young people telling us that Rossie feels "like home".

Our operational model is multidisciplinary and involves care, education, health and psychology input. We have everything here to ensure young people thrive, have a voice, and are included in decision making about themselves. We enable and support them to develop appropriate life skills and prepare for a positive future. Our staff use a relational model to build upon the young person's strengths; giving them every opportunity to succeed within their community, with a tailored and suitable level of support.

Our residential homes have different levels of support in order to meet our young people's individual needs. Our staff provide support during every step of our young people's journey, whether they are moving from secure care to residential care or moving from residential care into the community.

"I deeply appreciate everything that you've done for my daughter. I've seen so many positives. You've all been brilliant there at Rossie."

*Parent*

"I view my time in Secure as a rebirth. I was given the chance to let go of all my responsibilities from home and focus on myself. To have been given the opportunity to learn how to live my life again is very much appreciated."

*Young person*

## What does the residential service do?

We help our young people move successfully back into their communities. We encourage our young people to participate in SQA and Vocational studies, work placements within the community, and short-term courses through colleges, to enhance life and work skills.

We also facilitate contact with families which we know is important for our young people. This takes place at Rossie, in the local community and in young people's local communities. These arrangements also help the young person develop an increased sense of responsibility. Maintaining positive relationships with families helps our young people work towards a smoother journey back into the community.



We encourage our young people to make use of community facilities such as the local Health and Leisure Centre, the cinema, swimming or enrolling in a college course relevant to their educational aspirations. We promote community links by giving our young people opportunities for volunteering and work experience. We encourage them to carry our placements within their interests, which can include a range of industries, from engineering and hospitality to animal care and hair and beauty.



At Rossie, we have beautiful woodland walks, nature trails and cycle paths which all young people can take advantage of and enjoy. Our 150 acres of woodland setting means our young people can explore and learn about nature and wildlife. We also offer young people opportunities to learn through our Forest School – which provides alternative and fun activities such as wildlife surveys, woodland games, building shelters and woodland crafts – and our Eco School – which further encourages our young people to appreciate the environment while learning about sustainable living.

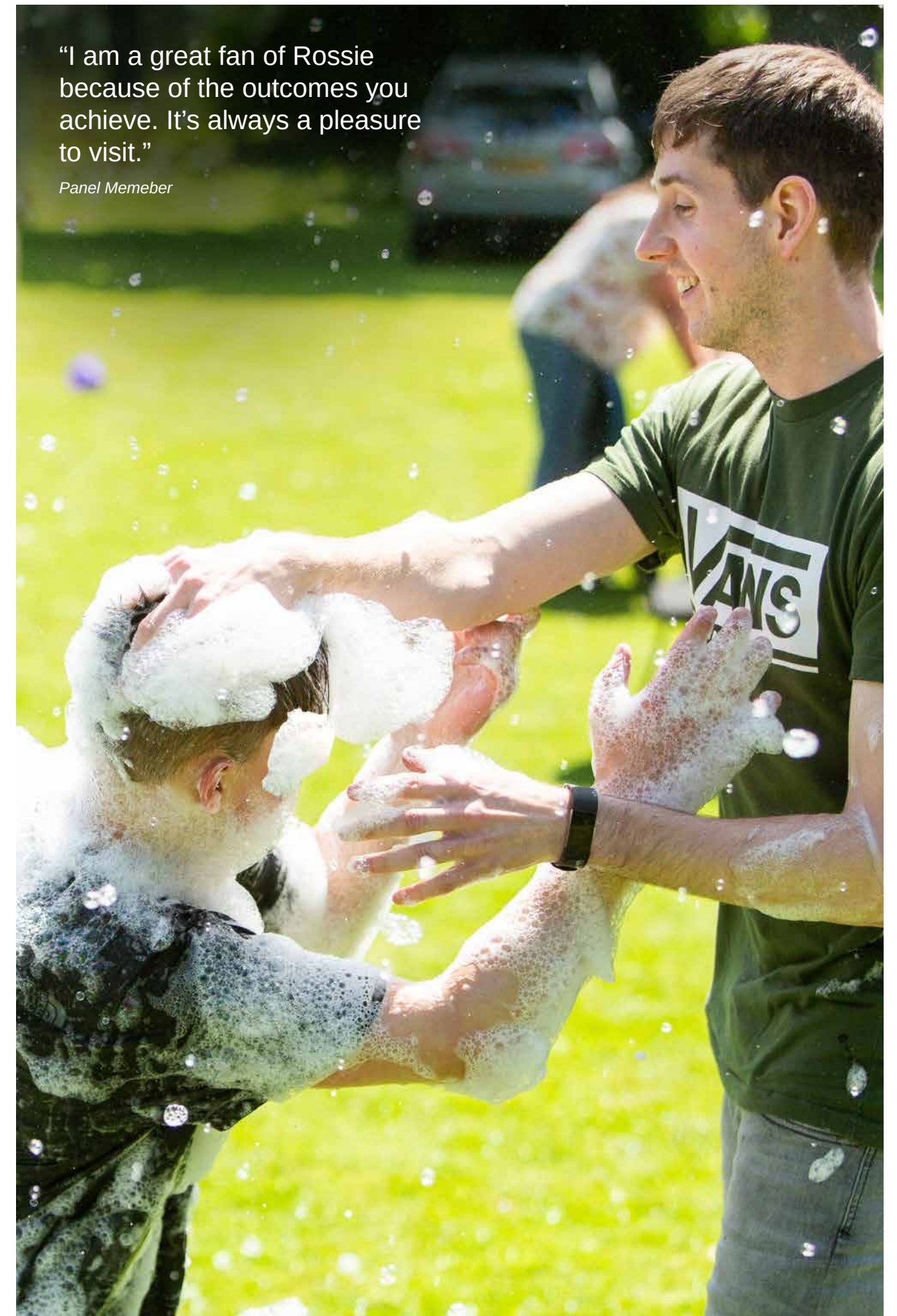
## What facilities are in the residential service?

Young people staying in the residential houses have access to all Rossie's facilities, including the fitness suite, games hall, swimming pool, dance studio, hair and beauty salon and the residential games room.

Within the houses, our young people can play pool or games consoles, relax with a book or watch television, engage in baking or cooking activities, or enjoy a chat with staff and other young people. Twice a week, our young people attend Youth Club where they can have their say and help plan activities.

**"I am always kept up to date with significant information, all staff are informative and helpful."**

*(Social Worker)*



**"I am a great fan of Rossie because of the outcomes you achieve. It's always a pleasure to visit."**

*Panel Member*