

# OHT

## Respite Services

### Performance Report

#### April 2010-March 2011

*"Very enjoyable holiday" SERVICE USER*

*"Service user participation, integration, dignity and respect as principles of care form the cornerstones of the service provided "*  
*CSSIW INSPECTOR*



*"Staff feel well supported" -*  
*Staff to CSSIW during*  
*an Inspection*

*Her care was at all times, of a*  
*very high standard" ELDERLY*  
*CARER*

# 1 Introduction

## Person Centred Planning

OHT Respite service has a reputation for providing support that is tailored to the needs of the people who stay at the service. This is currently within the confines of the commissioned contract with the local authority. During this period we have considered how we can continue to improve the support to service users. The support planning for people who stay is mainly around what they want to get out of the stay/short break. We aim for all people to have a 1 page profile which is based on what's important to and important for them and shows key points on how best to support them. At the end of this reporting period there was 40 % of people who have a 1 page profile completed. All the other people have information recorded in other ways.

The use of PCP tools were widened with 60 % of family plans being developed. These include information about what's important to the family/carers in respect of communication to them from staff and other unique areas such as under what circumstances they want to be contacted and their preferences for times and type of respite.

The registered manager has attended a 2 day Person Centred Planning course which has served as a refresher and enabled her to develop a more indebt understanding of the PCP tools and how they can be utilised in a Respite Service.

The staff team have also been coached and developed to equip them to use PCP tools to implement person best practice.

There is a wide range of needs that people have who use our service. These include support to people who are visually impaired, display behaviours which challenge the support, Autism and people who have early diagnosis of Dementia, people who have a high degree of personal support needs(manual handling, physical support).



We provided additional emergency respite to one person. This was sadly due to her main carer passing away. Respite staff were involved in best interests decisions around the person's future needs.

We are really pleased with the number and range of person centred outcomes that have been achieved over the last year. Some of these we have observed directly and some have been fed back to us from the person and their family carer.

- ✓ An increase in social skills to include the ability to engage and interact with other people
- ✓ An increase in people's number and range of friendships and acquaintances
- ✓ Improved household skills
- ✓ Opportunity to complete the full process of producing a meal
- ✓ Increase in maturity such as ability to give and take with other people
- ✓ Reduced anxiety levels outside of the family home
- ✓ Increased independence in areas such as taking the lead in making choices and decisions
- ✓ Increased abilities to be able to have knowledge about own preference and to instigate these happening
- ✓ Decrease in challenging behaviour in the community
- ✓ Physical comfort as a result of new equipment being identified to use at family home as well as at respite



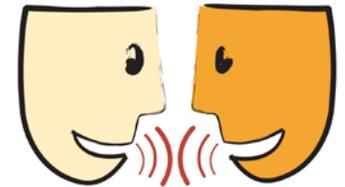
# Inclusive communication

The registered manager and assistant manager attended Inclusive Communication facilitators training aimed at managers, the team have been supported to implement some basic but effective communication methods. These include

- a staff photo diary to show what staff are on shift and when
- 1 service user was involved in a redesign of respite leaflet which is directed at people who are new to the service
- A folder has been put together that uses symbols with a range of options of activities to help widen service users' selection of new options.
- In process is a food menu which uses photographs of meals again to increase the range of selected options.
- There are photographs of people who stay which can be used on their bedroom door to help orientate them especially at night.

3 staff attended sign along training with the local authority, which they have used successfully with people to increase their communication.

In March a "journey into respite" poster was devised to use at the Cardiff authority Showcase event. This poster was put into a leaflet which was sent out to all new service Users and is being used for all new people who are introduced to the service. been sent to all our current service users.



# Alternative to house based respite

At the start of this reporting period service users were consulted on what their preferred choice /options were for day trip and holidays. There were 11 people who told us that they wanted a supported holiday. 4 of these people had requested to have a repeat of the holiday they went on last year as it had been enjoyed so much.

Some people requested day trips as their respite. They include such things as going to see 'Mama Mia' in the Millennium Centre and attending sporting events rugby/football. A safari park trip took place for 8 people on 3 separate occasions.

For one family they requested respite support on a family holiday to New quay. This was arranged and involved one staff member going to provide personal care to the service user. Her sister had optional breaks from her role as a carer during the holiday. This holiday also meant that their elderly Dad was at home having his own 'break' from his role as a carer.(see section 6 for written compliment from Dad)

We have made contact with 2 more respite providers in Devon and Ceredigion where we hope to set up a wider range of exchange trips.

We continue to provide sessional respite to 2 people in the community.

These are some of the things people said about the holidays during this period.



# What people said about alternative respite

*"...without a doubt we had a holiday ourselves knowing that....was in good hands" carer*

*"...being with company she feels relaxed with... good match of clients and staff " carer*

*"..apart from .... Not stopping talking about holiday, it was kind of staff to put photographs onto a disc" carer*

*"..had plenty of good information in advance" carer*

*" a little expensive" carer*

*"..really good company"*

*" great want to go again"*

*"holiday was a really good idea"*

# Carer Support

We marked Carer's week in June by sourcing information on Carer's benefits and rights and did a mail shot to ensure that all 80 plus carers received this information. We also sourced a limited amount of high street vouchers and made these available. We have established links with Carer's UK and Cardiff.

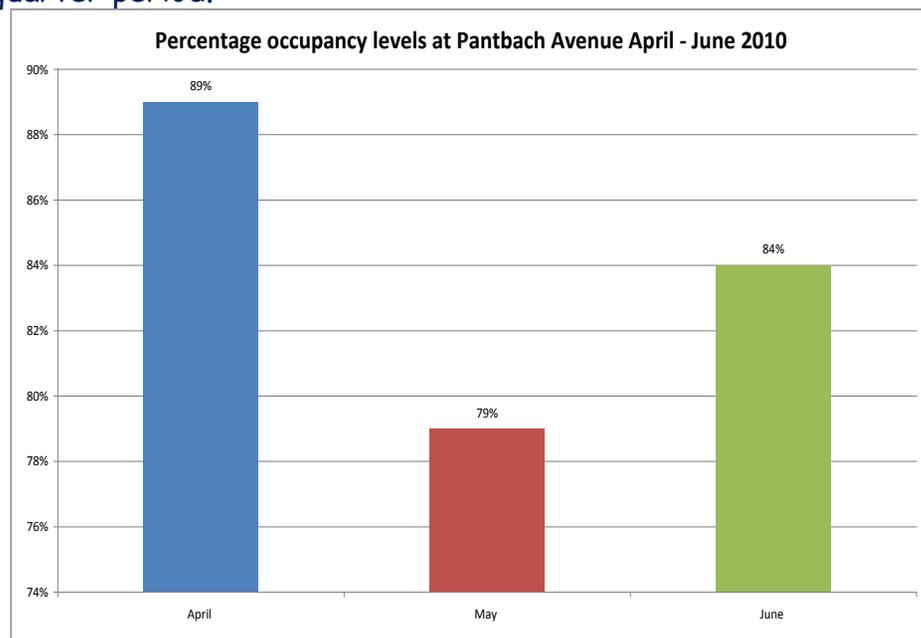
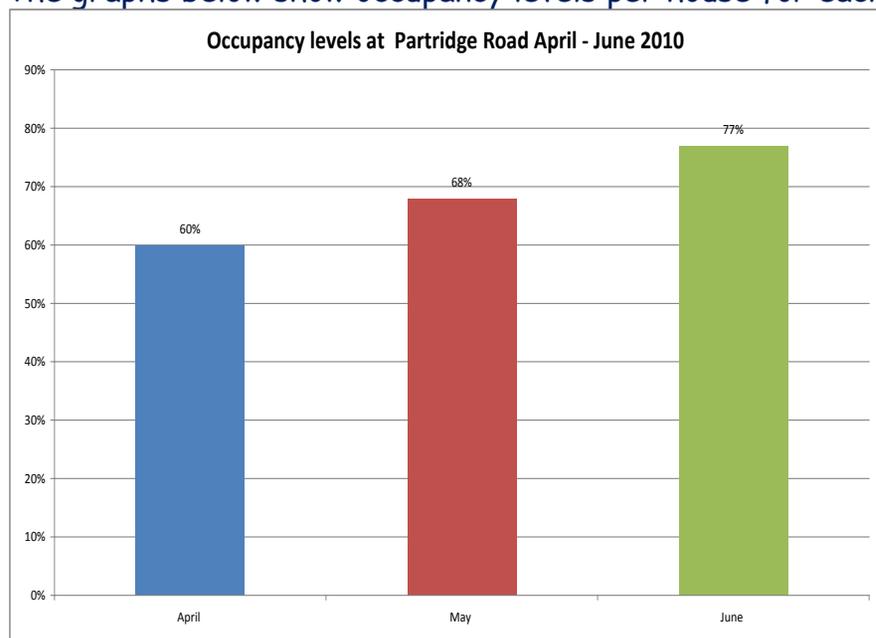
The main focus of respite is to enable carers is to have a break from their caring role. There is a named staff member who is the point of contact for each carer. Recently carers have attended the team meetings to pass on essential information and agree plans.

See consultation section for further work with carers.

## Occupancy levels

### 2. Occupancy levels

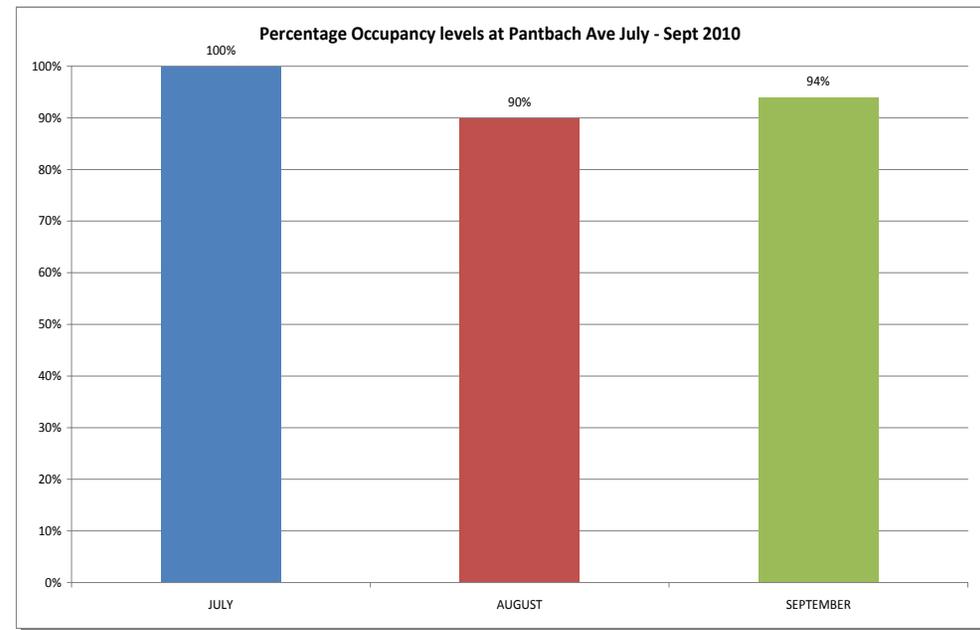
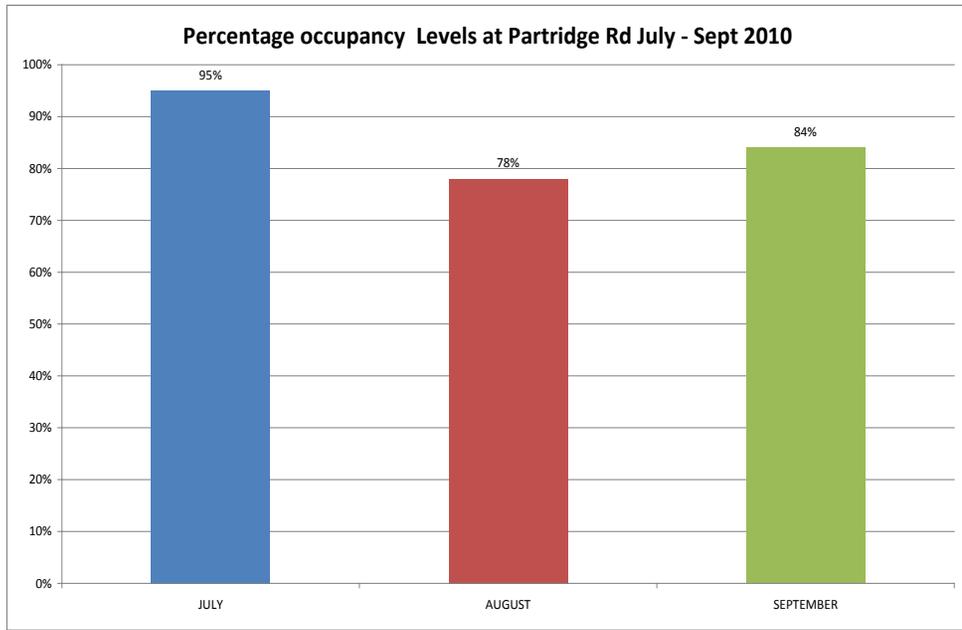
The graphs below show occupancy levels per house for each quarter period.



April- June- The average occupancy between both houses showed a decrease compared to the same period last year. However some of this is due to specialist support to people who needed to have sole occupancy of the house. For this period there were 13 sole occupancy nights.

There were 2 service users who cancelled at short notice who had moved on. This left 15 nights being offered to others to stay. There were 2 service users who advised that they wouldn't use their respite due to monetary issues. This has been discussed at the respite allocation group and the respite steering group.

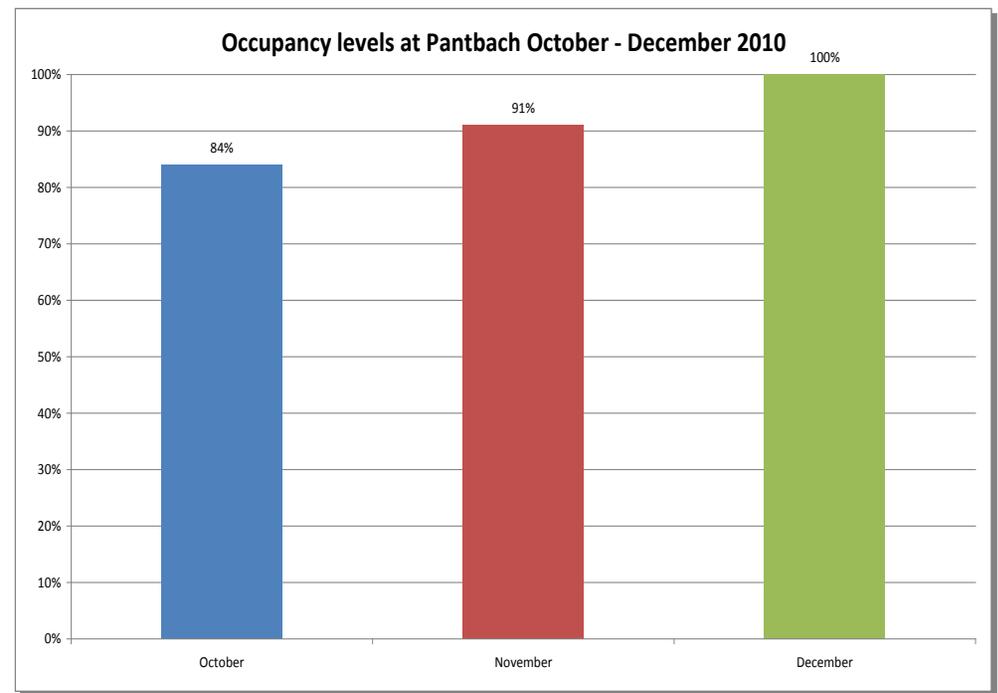
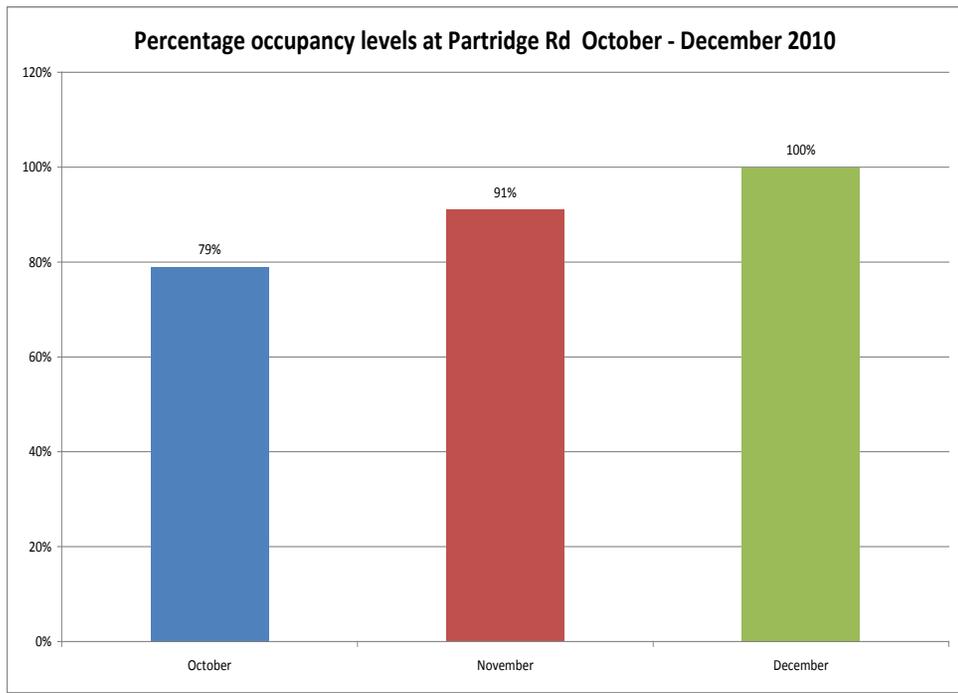
There were 5 new service users who were introduced to the respite service during this 3 month period. This involves individualised and detailed plans to assess needs and wishes. All new plans are being written using PCP tools.



July-September- The average occupancy between both houses showed an increase compared to the previous quarter. This still includes specialist support to 1 person who needed to have sole occupancy of a house. For this period there were 8 sole occupancy nights.

There were 9 service users who cancelled at short notice (4 Pantbach and 5 at Partridge). This left 35 nights in total being offered to others to stay. Of these 35 nights there were 19 that were taken up by other service users. This level of take up by others is possibly due to the time and effort that the registered manager puts in to ensuring this valuable service isn't wasted.

There was 1 new service users who were introduced to the respite service(Partridge) during this 3 month period. There were 3 people who left the respite service:2 people went to supported accommodation;1 person went to emergency accommodation.



October-December- In October we only had 2 persons staying during a Monday to Friday due to introducing a service user who usually stays alone to stay with one other person.

We had 2 people cancel during this quarter covering 7 nights; due to short notice we did not manage to reallocate these nights.

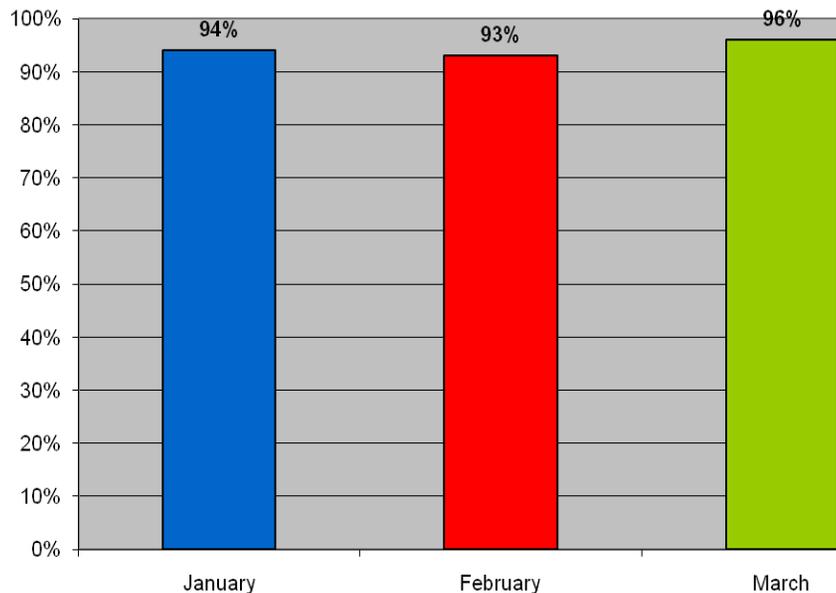
In October we only had 2 persons staying during a weekend due to compatibility.

We had 3 people cancel during this quarter covering 9 nights, due to the short notice we did not manage to reallocate these nights. We have begun introduction for 2 people into Pantbach this quarter.

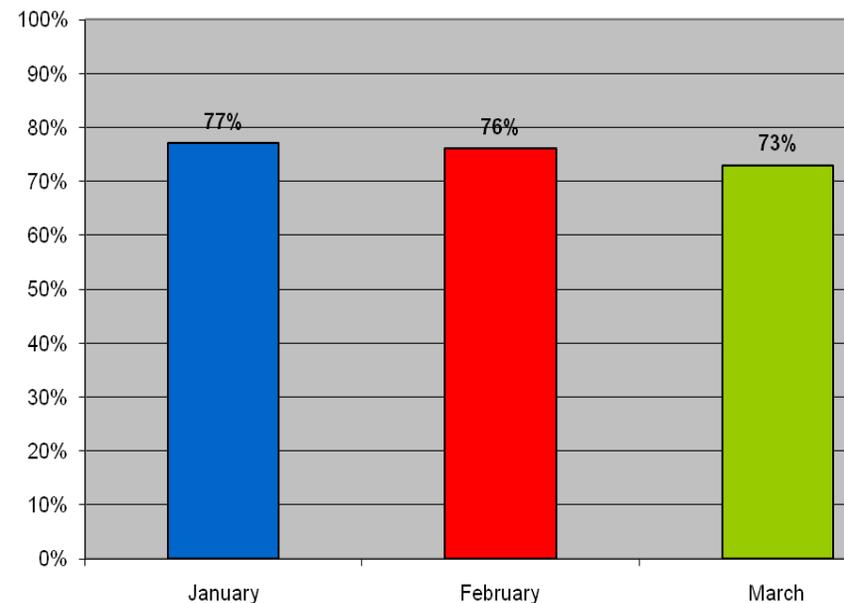
One person is being introduced into one of the downstairs bedrooms, this will be a long process as the person is very anxious about being away from home.

The second person is 17 at the moment but we have been asked by the local authority to begin the process of introduction, it has still not been decided by the MDT whether this will go ahead due to the complexities of his Autism.

Percentage Occupancy level at Pantbach Jan - March 2011



Percentage occupancy level Partridge road Jan - March 2011



Occupancy at Pantbach is high this quarter, with 16 nights cancelled which we managed to cover 11 of these. The only other under occupancy was for the upstairs bedroom which we are still awaiting a new introduction from the local authority.

Partridge Rd has lower occupancy; again some of these were down to sole occupancy needed for one service user. We also had two person's who were booked in during this quarter but we were informed that they would not now be using the service. Introductions have now started for two other service users who will hopefully be introduced for the next quarter.

Gaps in occupancy were sent to the local authority case managers so they can prioritise carer's/ service users in need of extra respite, from this 8 nights were allocated.

# Consultation



## Carer's feedback

The feedback form for carers has been revised and issued. This gives another opportunity for the service to obtain feedback from its customers.

## Service user feedback

A review of stay format has been agreed which is aimed to be more person centred and links what the person wants from their stay with what this actual outcome achieved.

On 13<sup>th</sup> November we asked carers, service users and staff to come along to a Respite specific Participation event. We had over 10 carers who gave feedback about what works well and what works less well about the service we provide.

## Carer's Feedback

What works	What doesn't work	Response and actions
Accessible and approachable registered manager  Communication between manager/staff and family  Practical suggestions made about approaches that respite use that carers have used at home	Continuous change of staff    Future bookings in advance	Respite have had a steady team for a number of years but unfortunately we have lost staff to ill health and to career promotions in the last year or so. The turnover of staff is still low compared to the rest of OHT and the care sector as a whole. We have discussed the role of link workers and keeping these the same within the current staff with the exception of where staff have particular skills that can be matched to people's needs. We recognise that our experienced staff in the team are invaluable to the quality of the service.  There is a procedure to book a certain number of dates in advance and a short turn around for these dates being confirmed for special occasions. This procedure will be communicated again in this newsletter

Respite April 2010- March 2011 performance report

<p>Stays are planned so that the compatibility of people in terms of age and friendship groups is catered for</p> <p>There is a sense of inclusion where staff actively involve people</p> <p>The environment is homely and pleasant to leave relatives</p>	<p>Admin</p> <p>Number of preferences made and given</p> <p>shift to shift communication level of detail in what's recorded</p> <p>Laundry - different for different people (dry washed clothes)</p> <p>Procedure for pick up and drop off of cases</p>	<p>We have set aside Respite only time for our admin staff which will be spent at Pantbac Ave . This will make direct contact for admin queries easier and clearer. The exact day will be communicated to carers.</p> <p>We have discussed this and agreed to keep a formal monitoring log of the number of preferences made and met i.e 1<sup>st</sup>,2<sup>nd</sup> and 3<sup>rd</sup> preferences. We are governed by the priorities set by the local authority respite access group who meet every month.</p> <p>We have discussed how this can improve and will be reviewing the whole communication system in January with the team.</p> <p>We hope to always respond to individual wished as to how clothing is to be handled. This will be included on the individual family plans.</p> <p>This is an area that is being discussed with the local authority via the access group and steering group for respite.</p>
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In November a consultation event was held for people who stay at respite. The group decided their preferred way to give feedback was to say what they wanted to start doing/do more of.

The table below shows the feedback.

What we want to do	What we want to do more of	Things we want OHT to do
We would like to be involved in putting together the Respite Newsletter	Be involved in choosing the staff at Respite	When letters go out with our Respite dates, can these have accessible pictures etc to help us understand them.
We would like a dart board and possibly games room	Help to organise social events/parties at Respite	
We would like to go on holidays abroad	Want to go to more venues for activities and have more advanced bookings of musicals etc	

All of the areas raised are being worked on by the team and registered manager.

There was 1 regulation 38 notification made in August. This related to a medication error. An investigation was carried out by the registered manager and the error was found to be the first time for the staff member and appropriate steps had been taken to obtain medical advice. Reassessment has taken place to prevent further error.

There was 1 regulation 38 notification relating to a medication error. This was a first time error for the member of staff and had no links to the previous error. This was investigated by the registered manager and reassessment took place.

There were inspections at both of the properties during this period. These were carried out by 2 different inspectors; previously we had 1 inspector over both properties. The registered manager discussed the overlap and inefficiencies in the collection of information given that there is one OHT team across both place. The inspectors agreed and liaised with each other to pool collective information such as for staff supervision and appraisals etc.

We were really pleased with the inspection report which made no formal recommendations and no good practice recommendations. The full reports can be viewed on [www.oht.org.uk](http://www.oht.org.uk) Respite. A summary of both reports includes...

- ✓ Well established respite centre, it is indistinguishable from other properties
- ✓ Service user participation, integration, dignity and respect as principles of care form the cornerstones of the service provided
- ✓ Family are kept informed of progress
- ✓ The home values and seeks to reflect the racial and cultural diversity of service users
- ✓ Staff confirmed they feel well supported and have regular supervision and appraisals
- ✓ The home provides clean and comfortable surroundings

- ✓ Service users have a variety of activities inside and outside of the home
- ✓ Service users have comprehensive plans and risk plans in place
- ✓ All plans are updated regularly to reflect service user needs
- ✓ Service users are encouraged to maintain relationships
- ✓ Service users are encouraged and supported with making decisions and informed choices
- ✓ Staff administer medication and have the appropriate training and policies and procedures in place

## Protection of service users from abuse

There were no POVA referrals during this reporting period.

# Compliments and complaints

During this period we have 1 written compliment from an elderly carer whose daughter was supported to go on holiday. (See previous)

*'...the whole few days were apparently very enjoyable with special praise to Emma (staff) who made the experience a very happy one. Her care was at all times, of a very high standard.....once again many thanks'*

We received a compliment in the way of a card from a Carer regarding their son who was ill whilst staying at Respite.

*"We just want to say Thank You for taking care of our son --- so well. He is so precious to us and we do appreciate the way you have looked after him."*

There were no complaints during this reporting period.

# Human resource information

No reports were made under RIDDOR during this reporting period.

There are no disciplinary investigations during this period.

## Sickness

There has been a significant improvement in sickness throughout the year .

April-June There were 10 days lost during this period for staff sickness. This is a massive improvement on the previous period when there was long term sickness and 2 cases of persistent intermittent sickness. The registered manager and senior manager progressed in the use of OHT capability procedure which has impacted on this.

During the July- September period there were 12 days lost due to sickness which equates to 5%. Whilst this is an improvement on previous quarters it is still above the 4% target. Patterns of sickness are being monitored by the registered manager and the regional manager.

October- December There were 45 days lost due to staff sickness. This equates to 3 1/2 % sickness.

January - March there were 9 days lost due to staff sickness, which equates to 0.63%

### **Staff numbers**

April-June During this period we had 1 leaver and no new starters. There is now a total of 5 staff vacancies related to previous ill health and career progression. The team have maintained a high level of standard during this period. There are recruitment and transfer plans in place for support staff and a new assistant manager.

During the July- September period we had 2 leaver and no starters. There are transfer plans in place although this has been problematic due to the diverse nature of the respite role and the level of flexibility and commitment that is required. An advert has been placed for on line recruitment to keep vacancy levels to acceptable levels.

October- December period gained 1 new starter with no leavers.

January - March we had no leavers and 1 new starter

### **NVQ**

April-June The percentage of staff qualified dipped briefly to 43% during this period due to staff leaving. This has increased above the 50% due to staff achieving their award.

July- September There is 50% of staff who are qualified. 1 staff member has started their award.

October- December maintained the 50% rate of qualification with another staff member commencing their award.

January - March has decreased slightly to 44% rate of qualified staff, three staff are part way through completing their NVQ level 3.

## **Training**

During this 3 month period staff attended training on medication and the registered manager attended training on Fire Risk Assessment.

During the July- September the following 8 courses -

Transforming Teams

Behavioural issues for people with Autism

Epilepsy Awareness

ARC Medication Training

Online Recruitment Training

First Vision Awareness

Bereavement & Loss

Equality & Diversity Training

During October- December there were 7 courses

First Aid Training

ARC Medication Training

Manual Handling Training

P.B.M. (Reactive)

Dementia Awareness

Understanding Behaviour Training

Appointing Officer Training

During January - March there were 14 courses

Person centred planning



Protection of vulnerable adults

Mental capacity Act

PBM (Reactive)

Role of a support worker

Epilepsy

Principles of support

COSHH

Health & safety

Manual Handling

Introduction to Autism

Fire

Conflict training

Visual support strategies for people with Autism

## Health & Safety

During this period there were no major incidents in relation to health and safety. One concern raised is as follows:

- One outstanding action is the provision of hoisting equipment at one respite house to support the moving and handling of service users. The current hoist has been replaced.

### Fire Safety Management

Compliance is **100%** in fire risk assessments and reviews. A comprehensive PEEP has been completed to support a wide range of people utilising the respite service. This meant that each person who had the ability to understand actions required in the event of an emergency was taken through the procedure. There is an action outstanding for the landlord to put in emergency lighting in the kitchen.

### Portable Appliance Testing

Compliance is 100%. No outstanding areas of action

### Moving and Handling

One of the two Respite services has received specific people handling training. The main concern relating to manual handling is the provision of equipment to support the wide range of mobility issues. The service has acquired a multi purpose changing chair, which will provide a wide range of functions from toileting, showering, as well as functions