

Respite Performance report 2008/09

Mission Statement

“Opportunity Housing Trust aims to provide quality respite for service users, their carers and families, who want respite for their individual needs”

Why?.....

Respite gives carers some time to themselves, while those who are cared for get to enjoy a complete change of scene and new experiences.

We like to think of it as a break for everyone.



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Introduction

Opportunity Housing Trust provides respite to adults with a learning disability over the age of 25 years. At the end of this year we provided support to 82 people which is 1 person less than the previous year.

Some of this support was house based respite in one of our 2 settings in the Birchgrove and Roath areas of Cardiff. The houses are fully adapted to meet the individual needs of service users.

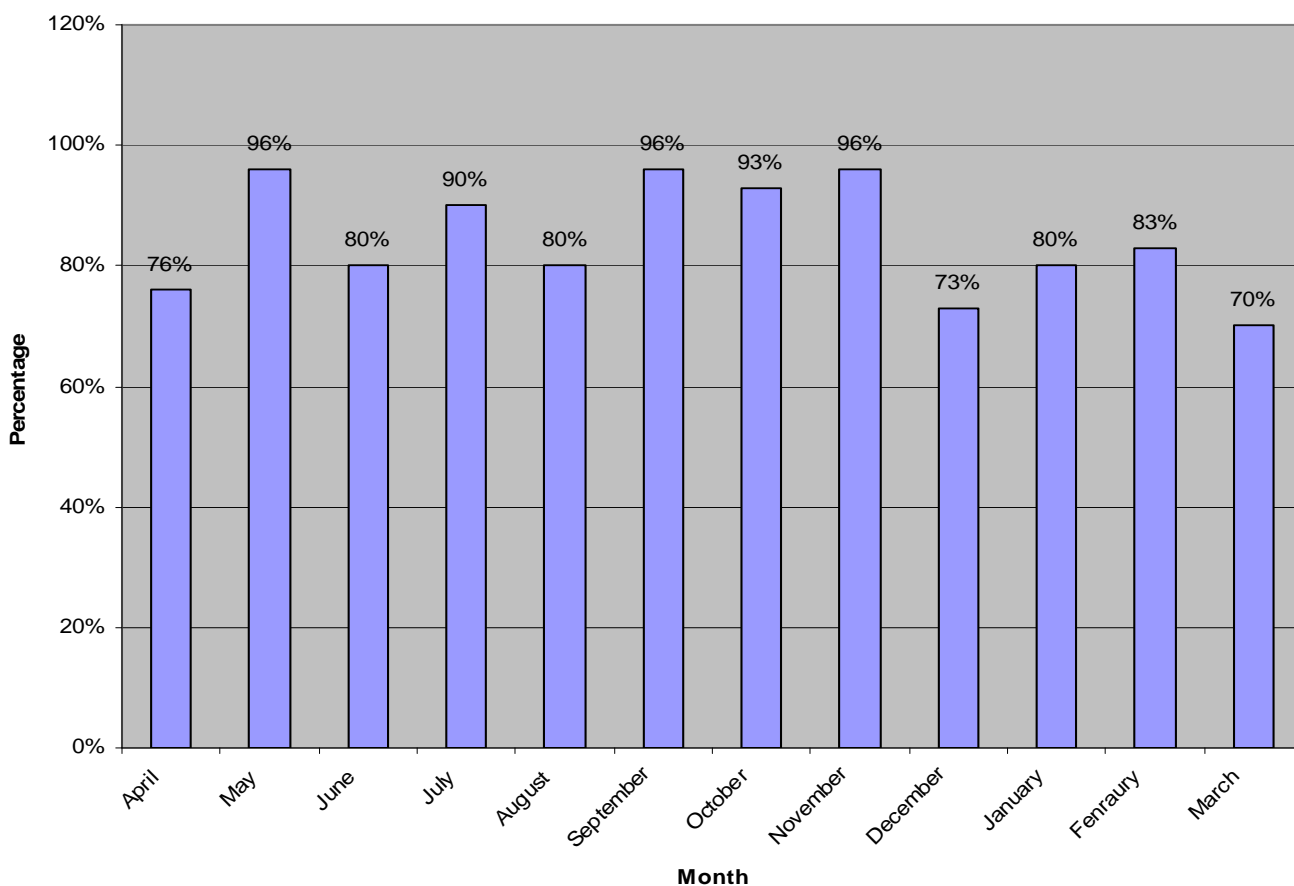
We also provided non house based respite to 22 people which took the form of holidays and various trips to places of interest around England and Wales.

Respite Performance

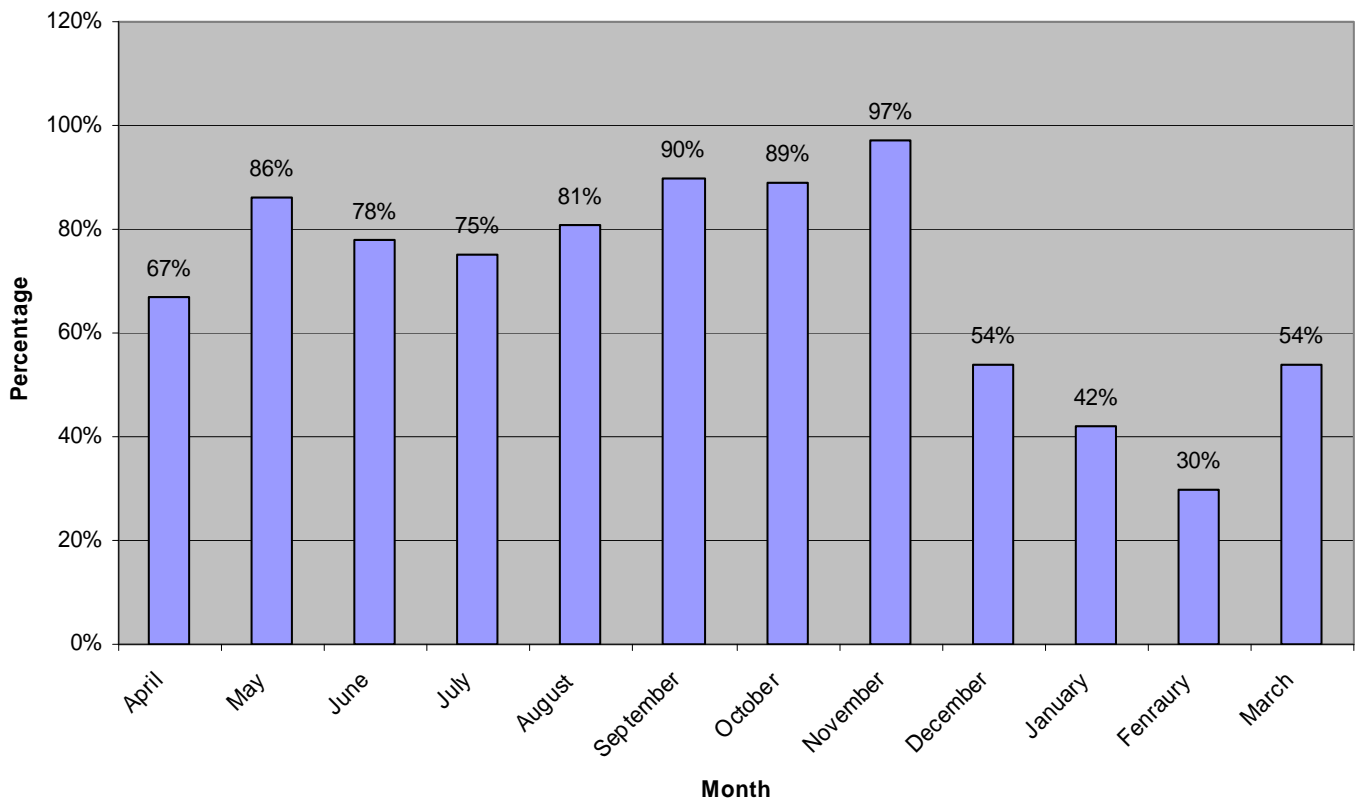
Occupancy Levels

Our aim is to make full use of the two houses when completing the bookings. The graphs below show our occupancy performance for the year.

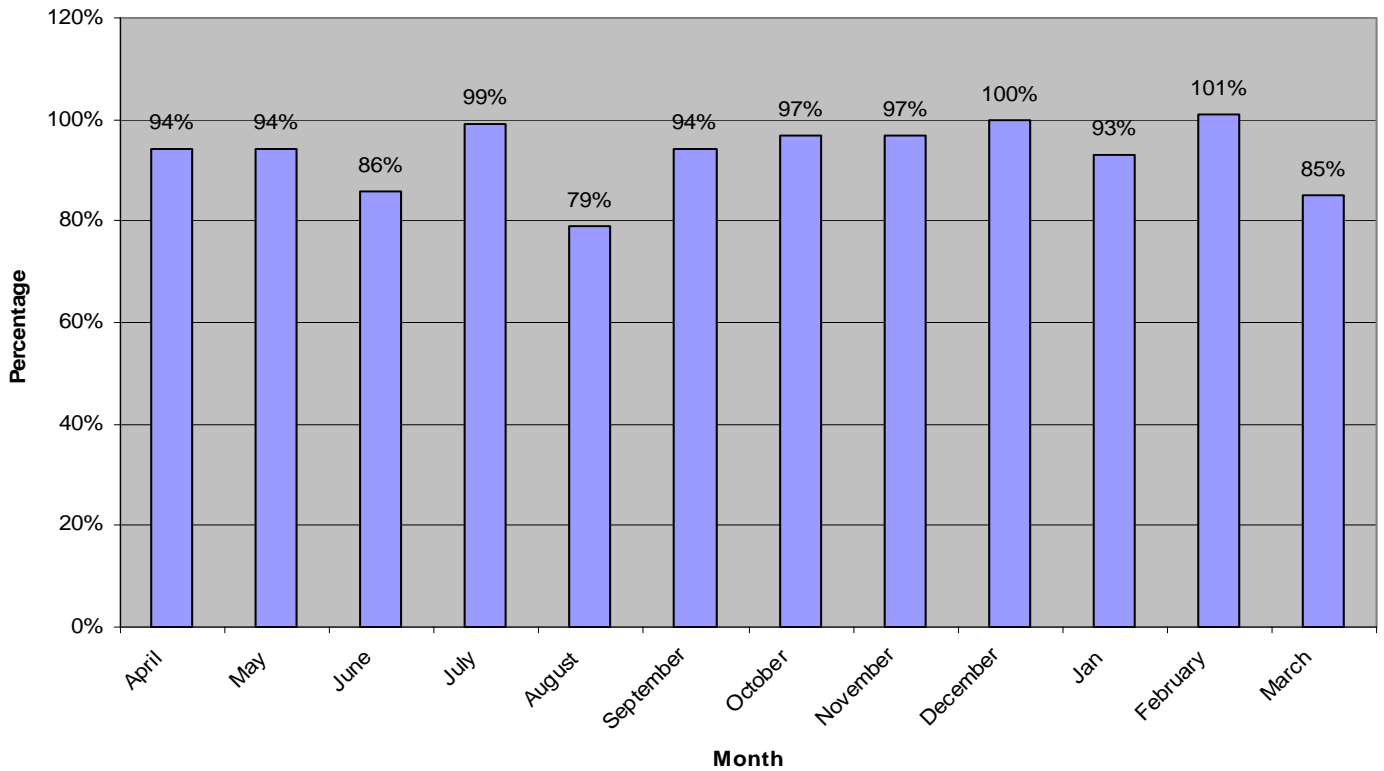
Percentage occupancy for Respite from April 08 - March 09



Percentage occupancy for Partridge road from April 08 - March 09



Percentage occupancy for Pantbach Avenue from April 08 - March 09



We are really pleased with the overall performance on occupancy levels.

For 8 months of this year the overall occupancy levels were increased from the previous year. The highest level was 96% which is an improvement of 4% from the previous year. This year we hit over 90% occupancy for 5 months.

The lowest occupancy level was 70% which is the same as the previous year. Another reason for under occupancy has been -late cancellations by carers where despite offering these dates out we were unable on many occasions to achieve further bookings. One example of this would be on December where we had 22 nights cancelled. Carers' reasons have been around family activities and service user move on.

New service users and people who left the service

During this time we provided support to 82 people, 2 were transitions from younger persons' respite and 3 were introductions - completely new to respite services. The introduction process takes approximately 2-3 months during which time there is detailed information gathered from carers, the person, case manager and other specialists involved. The person has introductory sessions over a period of time which includes 'tea' visits and an overnight stay. There is provision to complete this process very quickly to meet urgent needs which happened during this period. The over all outcome is to put together a person centred profile and design the respite provision around the person's unique needs/preferences.

There were 6 people who moved on, 2 moved into supported accommodation, 1 into adult placement, 1 stopped due to service user health issues and 2 who no longer required respite provision. Where people moved on from family home to more independent accommodation respite has played a key part in this. Work has involved house hold skills teaching and learning social skills to support successful compatibility, confidence building by trying new activities and being exposed to different environments. Respite staff have helped with introductions into the person's new home and worked as part of an extended multidisciplinary team to achieve successful outcomes with the person.

Alternative to House based Respite

This year has seen the continuation and expansion of our alternative respite. 14 people went on day trips to places like Stratford site seeing and shopping, theatre trips etc

10 people went on holiday to Pembrokeshire coast, the Isle of White and weekend breaks such as Turkey and Tinsel.

During this year we reflected on the positive feedback that we had from service users and carers which resulted in us developing and expanding the range of activities. Whilst the house based respite will remain the centre of our service, we are excited about the development of our summer program. This was sent out to service users and carers in March of this year and discussions have taken place to further tailor what's on offer to meet individual need. We hope that the range of alternative respite will expand the opportunities to service users and meet their unique needs.

Sharing Experiences





Images of Achievement

Plans to celebrate 21 years of OHT respite provision

We are proud to say that OHT has been offering a valuable respite service to carers for over 20 years.

The current manager began working in respite some 14 years ago and alongside her team they have developed extensive relationships with the people who make use of the service and their families.

The 21st year is of real significance to all of us at OHT and we have started plans to celebrate our success.

These include an event on 21st November 09 where service users can say 'thank you' to their family/carers, re-launching our newsletter and updating our brochure.

Service user feedback

It is very important to us to actively seek the views and opinions of the people who use our service, In order to do this we ask each service user to complete a review of stay form. Where service users require support to do this we use inclusive communication skills to read and interpret what people's experiences have been. This year we have had nearly every stay reviewed using this method. During this time we have had no formal complaints from service users.

Last year's feedback and actions we took.....

- We put a ramp in the front of Panbach to aid accessibility.
- The TV reception in the bedrooms was improved by installing high powered aerials
- We expanded the range of arts and crafts available for service users to have ago at to increase hobbies
- We expanded the range of day trips and holidays
- We further tailored the respite break to include opportunities for skills development

Feedback you told us this year.....

"I had a wicked time in Partridge Road; we had a BBQ and watched England play football. I like the other guest....we had a good laugh. I can't wait to come back."

"I like respite very much, it give my mum a break."

"I liked being supported to watch the welsh channel on the TV"

"Really fun, really enjoyed our 'girly' night, lots of laughs and tears" (watching the film together)

"Really enjoyed going to the bowling and being able to still attend my church on Sunday"

"I enjoyed having chance to sing and dance"

Carers Feedback

Last year's feedback and actions we took

- we have put into place a system where carers receive a written review of stay so they are able to discuss the activities and experiences the person had whilst at Respite.
- we have moved the office to Pantbach Avenue where the manager is more accessible to take calls from carers

Feedback you told us this year.....

- “I would like to say a very big thank-you to all for booking my son in at short notice so we could visit an elderly relative for the week-end. Also how my son thoroughly enjoyed the chance to cook a dish he loves”
- It was said that when..... stayed and they did arts and crafts how the carer felt it was not appropriate as did not like arts and crafts, however the carer decided to try this with them at home and found that the person actually did enjoy this activity and to say thank-you to the staff for trying new things out.

CSSIW inspection and feedback

The Respite service is registered under the care homes (Wales) regulations 2002 and is inspected annually. From these inspections we received a good report. There were no requirements identified and no outstanding requirements.

There were a few good practice points identified:

- A formal process has been developed and implemented where if the service user update information from carer is not received the staff can obtain and update records accordingly

- all medication administration is countersigned by a second member of staff at least at the next shift

- thermometers have been put into place to ensure all medicines are kept at less than 25 degrees centigrade and this is monitored daily

- A review of all risk assessments has taken place, this will identify that they are written with service users where possible and following social services, and specialists protocols. That staff check details and dates of any management strategies and record appropriately.

Some of the observations made by the inspector were:

- The inspector note that throughout the team meeting 'service user choice' was a recurrent theme in relation to a majority of the agenda items.
- During the unannounced inspection visit it was pleasing to see the staff and service users together eating their evening meals. During the meal, staff and service users 'chatted' informally. Care staff ensured that all service users regardless of their communication needs were included in conversations.
- The homes philosophy is to promote inclusion, autonomy and independence; this is appropriately facilitated through current practice. Service users observed at the home appeared relaxed, happy and familiar with the surroundings

A copy of the full report can be found at:

www.csiw.wales.gov.uk

Staff Development & Training

50% of all respite staff are NVQ qualified

1 Member of the Respite team is working towards their NVQ.

1 Member of staff left Respite

4 New members of staff have joined the respite team.

Number of Training Events	19
Number of Staff who have completed training	14

Core Training Courses	Number of staff Attended
COSHH	10
First Aid	0
Food Handling	10
Fire Safety	2
Health & Safety	7
Medication Awareness	5
Protection of Vulnerable adults	3
Whose House	3
Half day induction	3

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Fire Safety	2
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Whose House	3
Half day induction	3

Respite Staff

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If you would like to find out more about the OHT Respite service please visit:

www.oht.org.uk/respite