



## **Annual Performance Report**

**April 2017-March 2018**

**Name of Organisation:** Glen Caring Services

**Registered Addresses:**

**Omagh Office**

14 Mountjoy Road  
Omagh  
BT79 7AD  
02882252666

**Strabane Office**

Unit 35/36  
Orchard Rd Industrial  
Estate  
BT82 9FR  
02871885155

**Ballymoney Office**

Unit 21  
Acorn Business Centre  
Ballymoney  
BT53 7LH  
028 7772 2591

**Responsible Individual:** Mrs Linda Beckett

## **Introduction**

Glen Caring Services Agency is a domiciliary care organisation that has been providing care in the community since 1995. It is a private company that now employs approximately 150 trained carers and provides a service to approximately 300 clients living in their own homes within our community. Our services cover Counties Tyrone, Londonderry, and our expansion in County Antrim has been very successful and we have seen a substantial growth in this area.

We are employed directly by the Western and Northern Health and Social Care Trusts to deliver our services to their clients.

Our services allow people of all ages and abilities to remain at home and maintain their independence; we cater for people in the following groups: Elderly, Health and Disability and Mental Health, Brain Injury, Spinal Injury, Alzheimer's/Dementia, and Children and Young People providing them with personal care and social support. We also cater for private clients in all aspects of care and household duties. We provide respite care, over nights, sitting services, emergency care, palliative care and extended short breaks for family.

We want to thank our General Manager Mrs Linda Beckett and her wonderful team of coordinators and office staff across all of our offices for their hard work and dedication.

Their views and the expertise of those mentioned above are vital to the growth and sustainability of the company and greatly appreciated.

## **How has the past year been for us?**

Our headquarters are still based in the Omagh office, and we also remain present in our office in Strabane. In December 2017 we opened our new office in Ebrington and our Limavady office moved to Ballymoney.

These new locations will provide a base for existing care packages and aim to encourage growth opportunities in the private sector of the community. We want to provide a service that is person centred and geared to individual needs. Our Ebrington facility also includes state of the art changing and toileting equipment to accommodate a drop-in service for clients out and about who would otherwise struggle to find appropriate facilities in the area. The facility is furnished with all the adequate equipment required for anyone with disabilities including the provision of a tracking hoist, the spacious environment will relieve those with disabilities and their families of the anxiety of seeking adequate changing facilities when out of their home environment an added benefit to our self-directed support service.

We are really happy to see that the facility is being used by so many of our own clients as well as different groups and charities who have approached us for permission to use it when they are out on trips in Derry/Londonderry.

- **Organisational Changes**

The recent Tender outcome orchestrated by the Western Health and Social Care Trust resulted in a disappointing withdrawal of our presence in Omagh, Beragh, Carrickmore, Drumquin, Derry/Londonderry, Strabane and Ballymagorry. This meant that we were faced with the realisation that we had to restructure Glen Caring and strategically develop our services further in order to remain in the caring industry. This left us with no alternative but to withdraw from our provision of services in this area.

The loss of the Tender has had a devastating impact on Glen Caring, the staff and many of our service users. We appreciate all of the support everyone has provided Glen Caring during this uncertain time. Whilst our staff were all guaranteed their job, we quickly learnt that it is not just another uniform but it is the loss of an exceptional service that strived to become one of the largest and most successful domiciliary care agencies in the Western Trust with a wealth of knowledge, experience and most of all love and pride in the service we provided. It is difficult to accept that we lost this Tender as a result of offering a regulated price rather than quality, but it seems our belief that high quality comes from investment in this sector was, unfortunately, not reciprocated.

Whilst we are no longer providing services in the aforementioned areas, we continue to deliver a high quality service privately in Omagh, Strabane and Derry/Londonderry as well as Gortin, Newtownstewart, Castlederg and Victoria Bridge.

We were also sad to learn that in September 2017 we were unsuccessful in the Rapid Response Tender. However, within the Northern Trust our services are growing fast and we continue to deliver high-quality care in the Coleraine, Garvagh/Kilrea, Ballymoney, Ballymena and Randalstown areas.

- **Training**

We continue to seek additional specialised training for our carers to enhance their skills and understanding of client conditions. This year our general Manager Linda Beckett successfully completed the First Aid train the trainer course. First Aid was something which a lot of our carers said in their yearly appraisals said they would like to be qualified in. Linda will train and mentor our senior carers who will in-turn train all Glen Caring staff on the administration of First Aid. Linda also completed Train the trainer in Dementia for home care worker, Linda is passionate about upskilling staff so they have the competencies to meet the needs of people with dementia and their family carers so that as an organisation we can develop a range of innovative approaches and solution to deliver quality dementia service from early diagnoses through to end of life care. We have no doubt that this additional knowledge and expertise offers a little extra to our packages, and it could potentially save lives in the future.

All members of staff continue to receive our annual refresher training and we continue to provide any Government funded training to our staff. A number of our staff are currently enrolled and studying towards their NVQ Level 3 in Health and Social Care at the North West Regional College in Derry/Londonderry. We also saw a roll-out this year of our new online training programme which offers additional training opportunities and policy advice to all of our carers at the touch of a button.

- **Specialised Services**

The Short Breaks Respite Facility was renewed with Glen Caring again for the year 2017 which is a positive reflection of the service provided by us. This service is provided to clients with sensory and physical disabilities and is a successful one which is highly valued by all those that avail of it and their families. The service users were able to participate in a wide variety of activities such as:

- Day trips to outdoor and indoor activity centres
- Water sports
- Spa's
- Cinema
- Swimming activities
- Drama
- Arts and crafts
- Nature trails
- Shopping trips

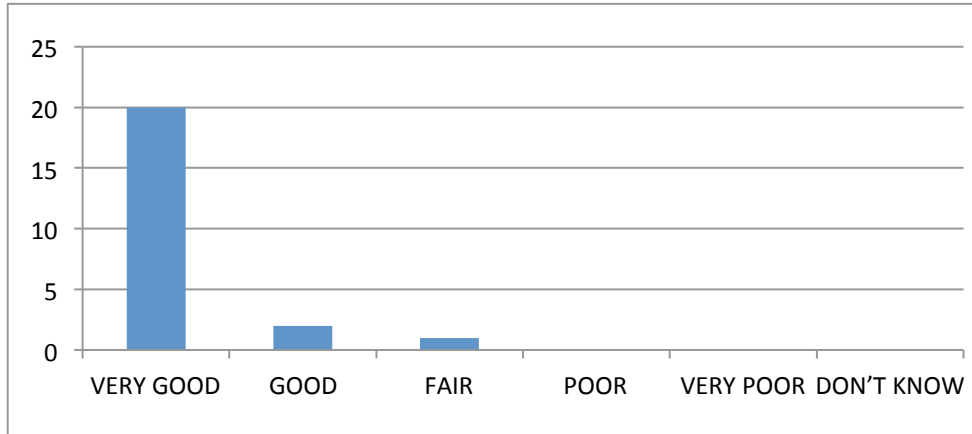
This year we also continued to diversify this service to include physical exercise classes at the local gym with a professionally trained personal trainer. We have also been privileged to assist one of our service users to and from his university classes in Belfast and his halls of residence. Our specialised services have been a tremendous success all round and this is something we are extremely proud of.

Additionally, through the respite project we continue to organise weekend trips away for service users. Our most recent was a Christmas shopping trip in Derry/Londonderry. These trips and weekend breaks are organised to meet the needs of the service users, whilst also allowing them to enjoy a wide range of activities with the support of our carers. This service proved beneficial to families of service users also as it enabled them to take time for themselves which is very important for informal care givers. From the findings of our feedback forms, it was clear that the majority of service users rated the care provided as very good.

- **Respite Scheme 2017-2018**

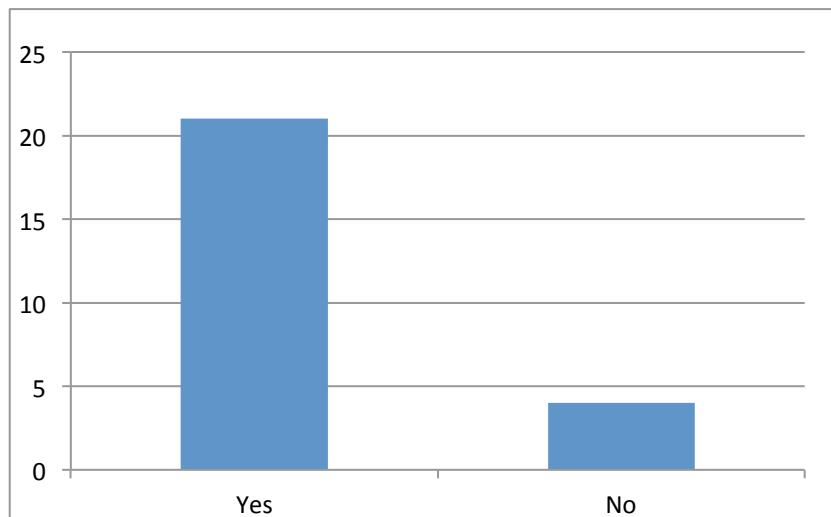
**Analysis of service user feedback forms**

**1. Please rate the level of overall care you received.**



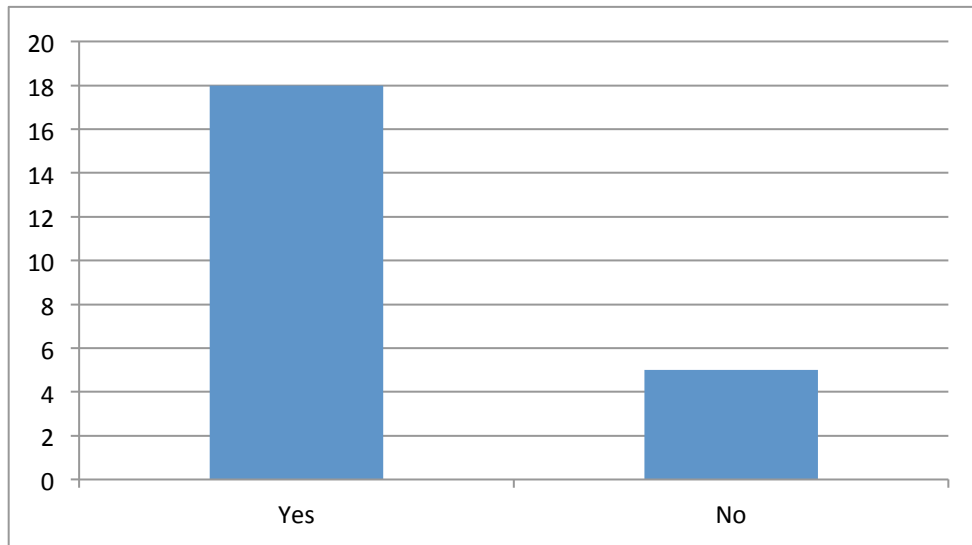
A total of 23 service user feedback forms were returned to Glen Caring. The majority of these service users felt that the level of care they received while away on a day trip or overnight stay was very good. This reassures us that the standard of care we provide is thought very highly of by our service users.

**2. Where your views and wishes taken into account when your respite care was being planned?**

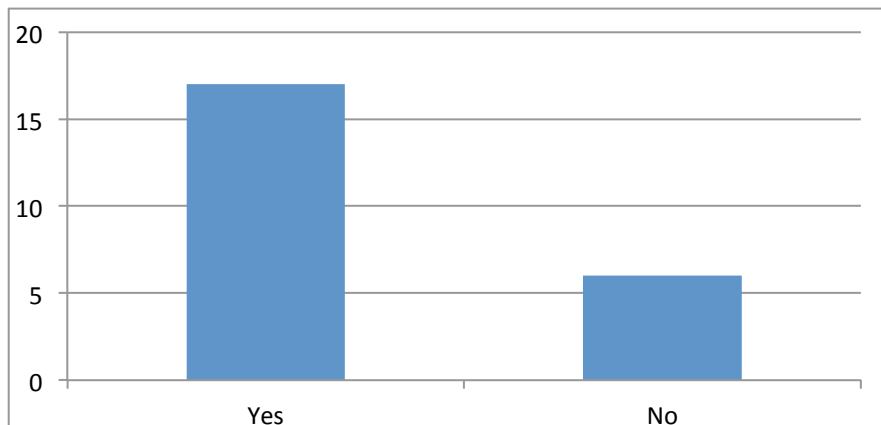


The majority of feedback forms which Glen Caring received back from the service users had a positive response to this question and they felt their views and wishes were taken into account when we were planning activities.

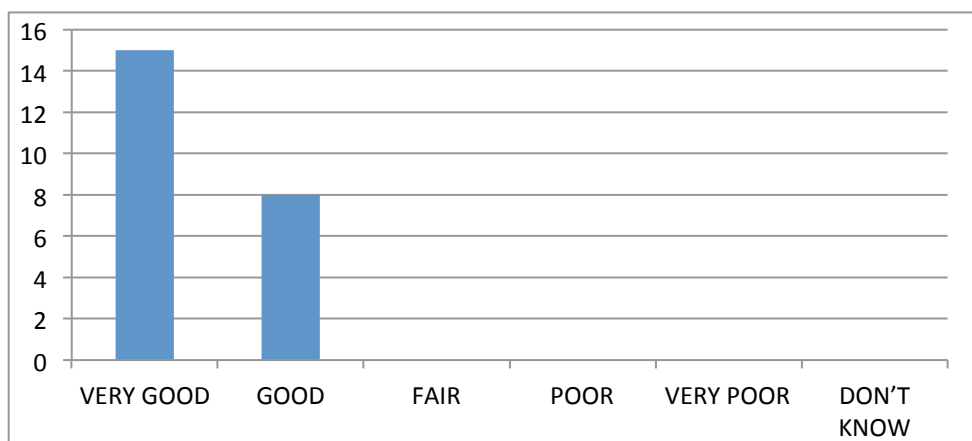
**3. Did you have a care plan?**



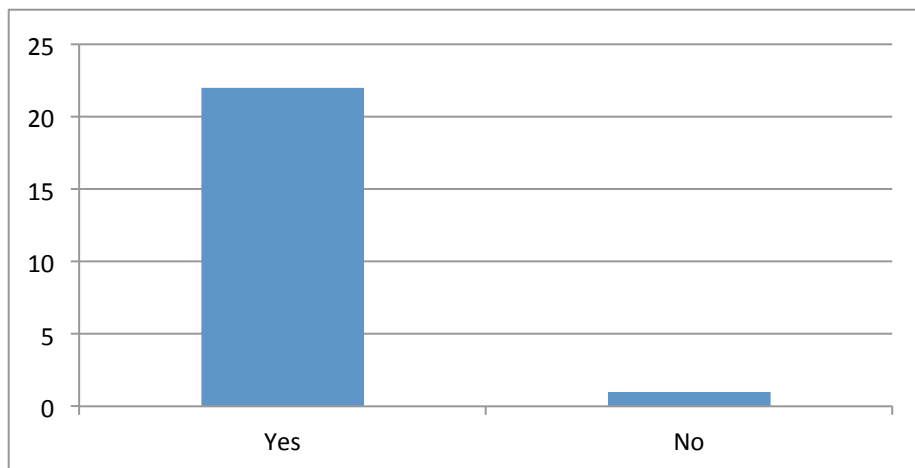
**4. Were you involved in the agreement of your care plan?**



**5. Please rate how satisfied you were with your care plan?**

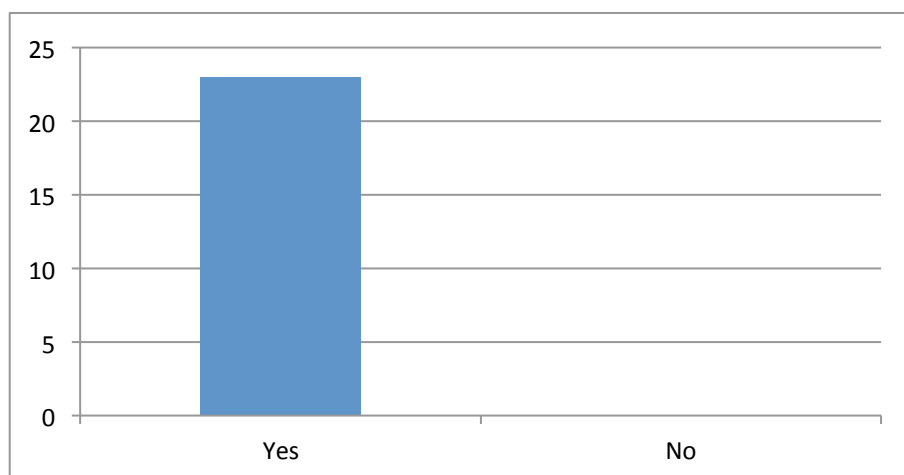


**6. Do you feel the staff was responsive to your needs?**

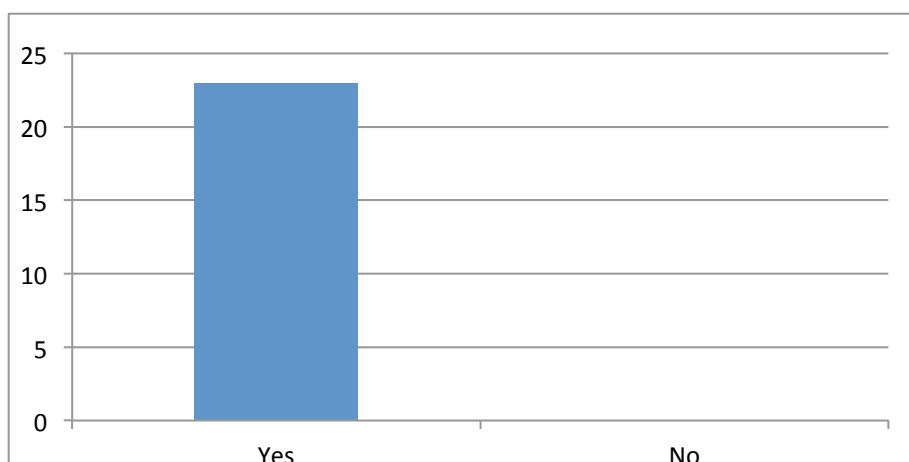


Apart from one, all feedback forms stated that the Glen Caring staffs were responsive and considerate to their needs.

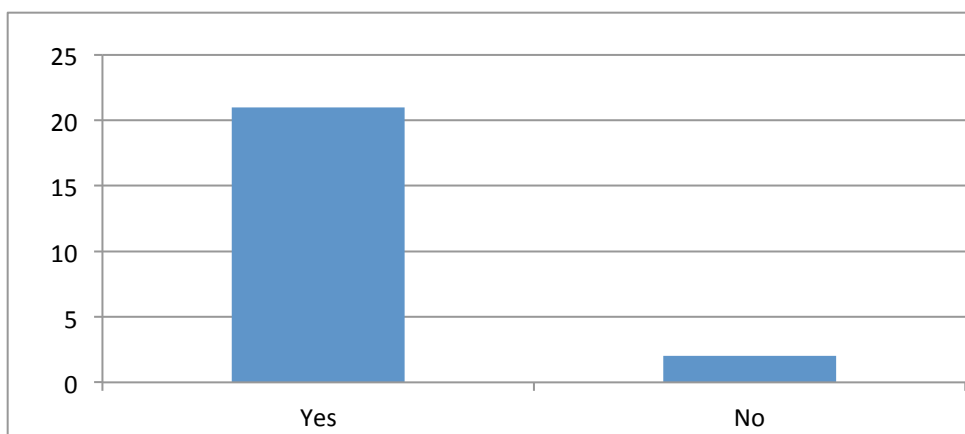
**7a) Were staff understanding towards you?**



**7b) Did you feel valued as a person?**

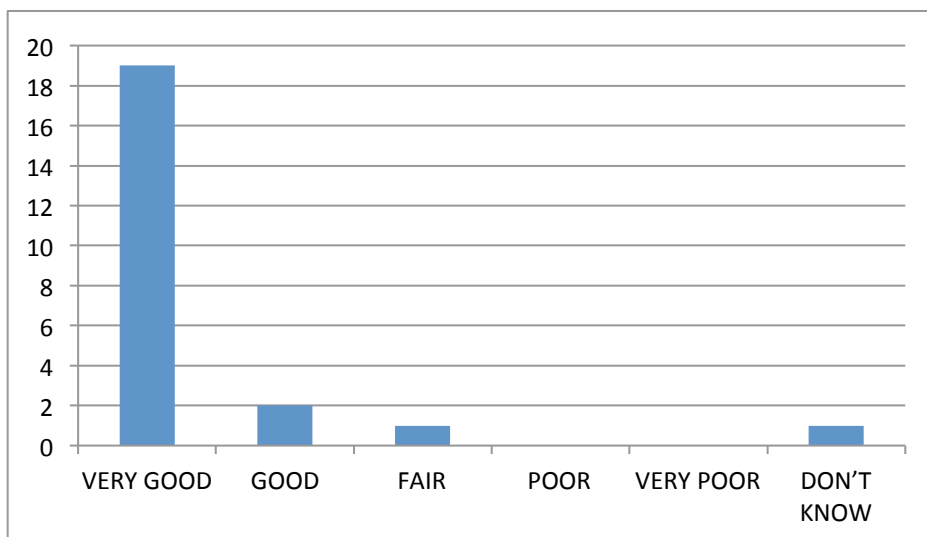


**8. Do you feel all your individual needs were met?**



As the graphs show, the majority of service users who availed from the respite scheme felt valued and were treated like individuals while on a day trip or an overnight stay. This assures us that all service users are treated with the dignity and respect they deserve, which is an integral factor to our business.

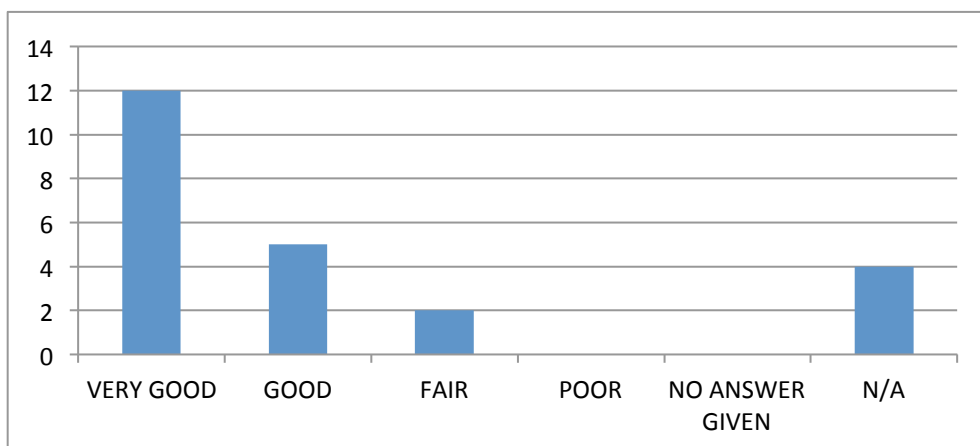
**9. Please rate how helpful you felt the respite care worker was.**



It seems the majority of staff provided by Glen Caring were helpful and thoughtful throughout the respite scheme. This is very positive feedback received from our service users.

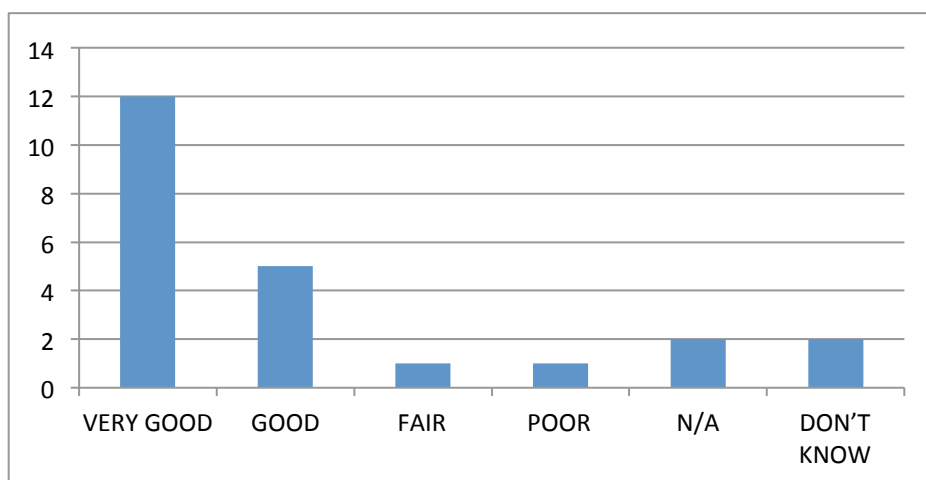


**10. Please rate the choice of food on the respite session.**



The majority of service users were happy with the quality of food provided to them during their overnight stays or a day trip away.

**11. Please rate the choice of activities on the respite break.**



We are happy to see that the majority of service users felt that the choice of activities was either very good or good. We always strive to put a range of activities on offer to our service users and we like to give them a choice.

Some of the comments we received from service users and their family representatives included the following:

*“Every aspect of personal and social care was so empathetically considered and carried out.”*

*“I was made to feel special. The carers were all wonderful and professional at their job. All who attended were treated with kindness and made special.”*

*“My husband was very pleased with his stay and he would love to go again”*

*"I couldn't have asked for better. The carers did everything possible to meet my needs (including dietary requirements). I had a brilliant time with lots of laughs!"*

*"The event was wonderful but made feel very special because of the wonderful carers."*

- **Commissioner Survey**

We value the opinions and feedback of all social workers and other healthcare professionals as a way of reflecting on our performance and making improvements in order to give the best service possible to our service users. As such, we carried out our Commissioner's Surveys, which was designed in-line with RQIA's Standard 8.12 and the completed report for the results of this survey are available in our Omagh office.

- **Annual Quality Survey**

As always, we carried out our annual quality surveys with our service users and staff to gather information on how our agency is performing in the eyes of those who matter most to us- our service users and their families. A huge thank you to everyone who completed the surveys and for the time and effort you put into them.

In our surveys we asked a variety of questions regarding the quality of service we provided you, and how you rated it. We also thank our staff who filled out surveys and whose input was extremely enlightening.

As with last year's survey response, service users opted not to participate in a service user focus group. We have included this question as we would like service users and families to become more involved in their care and listen to their opinions and suggestions for improvements to their experiences.

Please see below the results of the annual quality surveys. Each office carried out the survey separately. The annual survey requested service users to rate their care on the following areas with additional information requested if necessary:

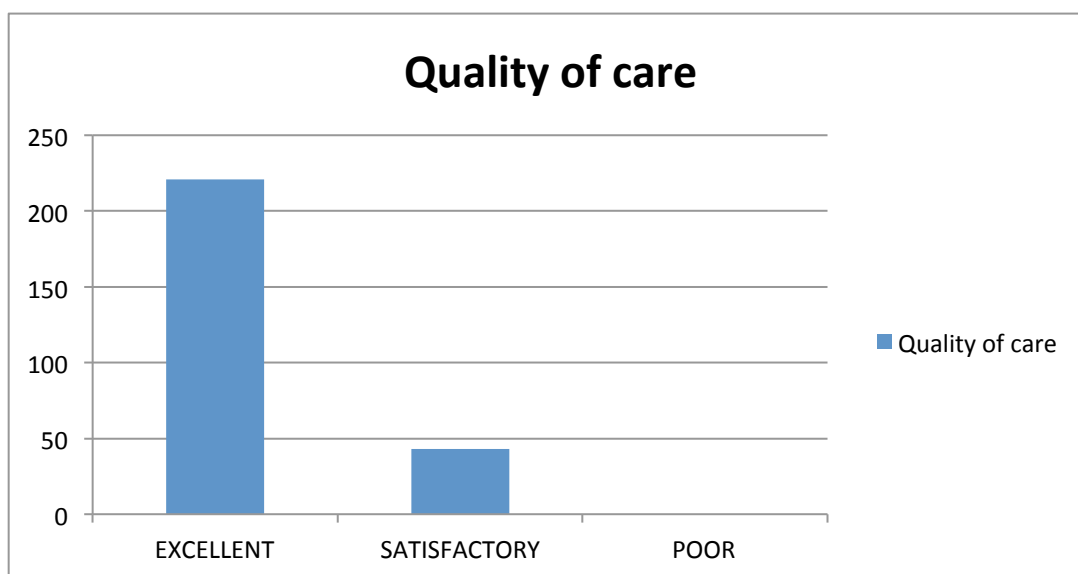
- Service and staff reliability
- Delivery of respect and dignity
- Time Keeping
- Competency of Staff
- Promotion of independence
- Confidentiality
- Standard of care delivered
- Staff training
- Adequate availability of information

## Results

Across all of our offices, a total of 372 surveys were sent. 264 of these were returned to us. The results were as follows:

Findings from the surveys revealed:

- 84% of service users think the care they receive from Glen Caring Services was excellent.
- 90% of service users said they would recommend Glen Caring Services to others.



We are happy to see that the majority of service users said continuity and reliability of care was excellent, they felt carers were respectful, the staff were well trained and competent carrying out tasks and they communicated well with the service users and their families. We are delighted to see that no-one rated any area of the service poor this year.

- **The Annual RQIA Inspection**

We were inspected by RQIA (Regulatory and Quality Improvement Authority) on 15th August, 21<sup>st</sup> December 2017 and 29<sup>th</sup> March 2018. These were our fourth and fifth unannounced inspections and they concentrated on the following areas:

Theme 1-Is Care Safe

Theme 2- Is Care Effective

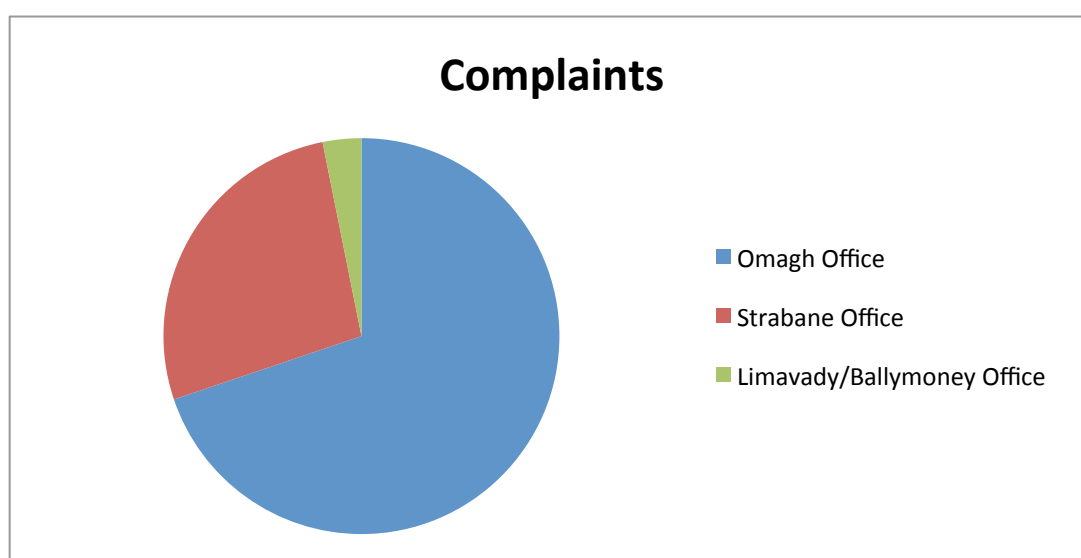
Theme 3 – Is Care Compassionate

## Theme 4 – Is the Service well led

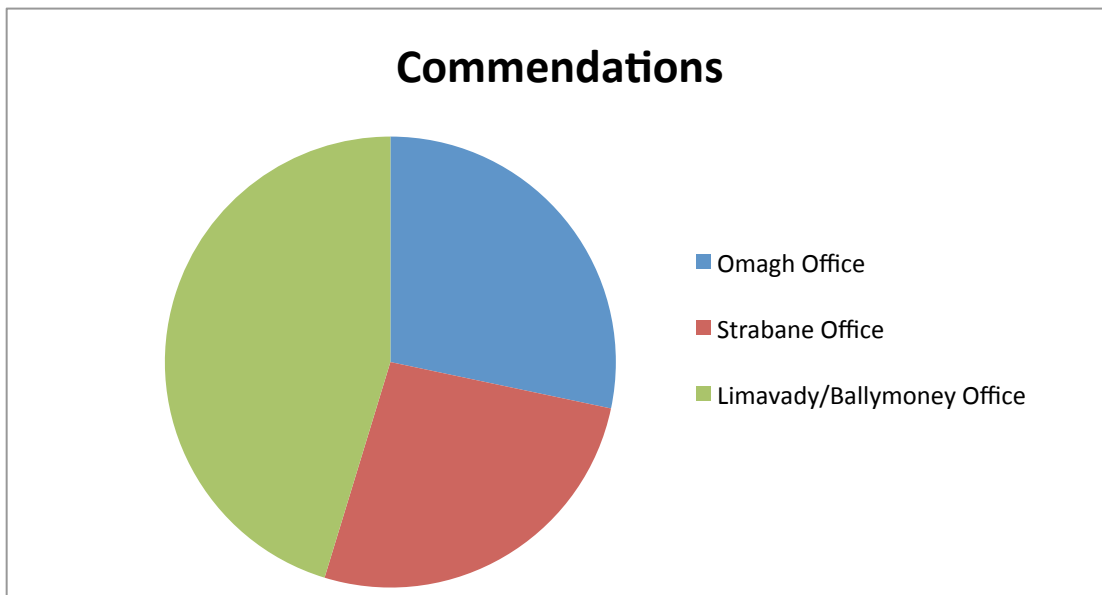
We were delighted to achieve “Compliant” in all areas across all offices and we would like to acknowledge the hard work and team effort that helped accomplish this result. We will strive to continue working hard as a team, both carers and office staff to provide all our service users with a high standard of care in the future. The RQIA’s report on this inspection is available online.

- **Complaints & Commendations**

The chart below shows the number of complaints we have received during 2017. We had a total of 49 complaints which ranged from carers timekeeping, staff attitude to office errors. This averages at approximately 4 complaints per month. We are really happy to see that the number of complaints has reduced significantly from last year which we hope will continue. We work hard on all the complaints we receive to improve the standard of care as much as possible.



We have had a total of 53 commendations over the past year within all our offices. It was lovely to receive such positive feedback from our service users, family members and healthcare professionals about our standards of care. During the winter months, our clients were extremely grateful for the length our carers went to ensure none of our clients were missed, even in the ice and snow. Family members also expressed how without the carers, service users could not have been kept in the comfort of their familiar surroundings of their homes. Commendations also expressed appreciation for our office staff and how hard they work to maintain a high-standard.



We want to take this opportunity to thank everyone for all of their kind words and expressions of appreciation. For our carers, this positive feedback means the world and it makes their job all worthwhile.

**What are our plans for the coming year?**

In the year ahead Glen Caring Services will continue to maintain our high quality service by complying with the National Minimum Standards (NI), the Northern Ireland Social Care Council (NISCC) codes of conduct and with the RQIA guidelines. All staff have now completed their application with the Northern Ireland Social Care Council allowing the caring profession to become a recognised vocation in the health care sector.

As a result of the Tender, we are continuing to provide and expand our private work in all areas. We hope to promote the Self Directed Support Services which is something we urge all service users and families to consider because it is one which is finally dictated by **you**, the person in receipt of the care. This service enables you to choose your agency, your carers, and your tasks at the time you want and our aim is to make Glen Caring Services the number 1 choice for service users.

As always we will continue to work closely with Social Services and service users and value their views and comments and work transparently to provide them with the highest standard of care. We will continue to diversify our services as much as possible to meet the demand of service user’s needs. We are happy to have launched our new Ebrington office and Changing Places facility which is the first of its kind in the Londonderry area that allows those with disabilities to stop and avail of our changing and toileting services.

We will work diligently to maintain and improve existing relationships with all health care professionals and aim for a cooperative and mutually beneficial relationship that will ensure the best possible care package for each and every service user.