



Maldon House
26 Belgrave Road, Seaford, East Sussex, BN25 2EG

Quality Assurance Review – November 2006

In November 2006 a total of thirty-nine questionnaires were sent to residents, parents, health and social care professionals and Maldon House staff team asking for their comments on the quality of service provided at Maldon House in the past year; what it was like to live at the home, what support the residents received and whether it was a good place to work.

Parents/Carers, Health & Social Care Professionals and staff were asked to score their responses to questions between 1 and 5, with 1 being lowest score and 5 being the highest. Copies of the questionnaires sent are shown in Appendix A. Thank you to all who took part.

The numbers of replies received and the results are as follows:

Residents	5
Parents/Carers	7
Professionals	6
Staff	13

Overall, everyone was pleased with the quality of service provided at Maldon House. All the residents said they liked living here, with 100% of parents/carers giving a score of 4 or 5 when asked if they were pleased with the service provided. Five out of six professionals gave a score of 4 or 5 when asked if we provided good quality care, and the other person gave a score of 3.

What we do well:

Support given to residents

All residents said the staff team supported them in the way they would wish. Six out of seven health and social care professionals gave a score

of 4 or above for the support given to residents at appointments, with staff being informative and responding promptly to advice and one professional giving a score of 3.

Activities

All residents said they did all the activities they would like to do. Six out of seven parents/carers agreed and one gave a score of 3.

Staff attitude

All residents said the staff team were nice to them. All parents/carers, health and social care professionals gave a score of 4 or above for the attitude and helpfulness of the staff team.

Accessibility of the Home Manager

All parents/carers, staff and health and social care professionals said they were able to speak to the Home Manager when they needed to, giving a score of 4 or above.

Environment

All residents liked their rooms and all parents gave a score of 4 or 5 on the home being clean and well maintained.

Supervision, Training and Development of staff

All staff that responded said they received regular supervisions, received the training they needed and were encouraged to progress within their role and career, giving a score of 4 or above. Eleven people gave a score of 4 or 5 when asked if they felt the opinions and ideas counted, with one person giving a score of 3 and one person gave a score of 2.

Things we are working on to improve

From the comments received from respondents to the questionnaires we are working on the following:

When to seek health advice for minor ailments

Before we got to know each resident when they first moved into Maldon House, we have been quick to seek advice from GPs about minor ailments. Although we still wish to respond quickly to each resident's health needs and will request a GP appointment wherever necessary, as we get to know residents well and have documented advice given by the practitioner on previous occasions, we will not need to seek their time unnecessarily when we can effectively support the resident with their health needs.

Assessments for new residents

Since Maldon House opened, ACH (London) Ltd has increased the Referrals Team and appointed a designated manager. The team are now working closely with Home Managers, so that they can be more involved in the assessment of potential residents and ensure that the home is able to meet the person's needs as well as being compatible with existing residents.

New staff getting to know parents/carers

We had one comment from a parent/carer who felt that junior staff could be more communicative. We are planning a Service Review where we will do some training on communication and interpersonal skills.

Domestic Chores

One parent/carer commented that clothes are not always ironed. We shall be working as a team to check clothing before it is put in residents' rooms to make sure that any necessary ironing is done.

Achievements in 2006

As residents have moved in throughout the year, individual activities have been planned. These activities took into account each person's preferences and needs as well as maintaining and/or enhancing their independence and skills.

Some of the activities organised for residents include:

College courses

One resident attends a college, on a life skills course, on a full-time basis. Other residents enjoy accessing Seaford Head College for activities such as Computers, Hear & Feel the Music, Riverside Revels, Pottery and Fun with Numbers. Four residents also access Plumpton Agricultural College where they learn about the care of livestock, commercial farming and working in a group.

Activities in the Community

All residents regularly go bowling, visiting local places of interest (such as Cuckmere Haven, Beaulieu, Michelham Priory and Arlington Reservoir), walking and football.

Evening activities include swimming, dances, attending a weekly (Friday) evening social club as well as the ever-popular visit to the pub.

Residents also go to the cinema regularly at Brighton and Eastbourne and in the past year have seen a variety of films that include Mission Impossible III, Over the Hedge, Cars, and Pirates of the Caribbean II.

Theatre trips are also a favourite and residents have especially enjoyed Starlight Express, Saturday Night Fever, Grease, Snow White on Ice, Holiday on Ice and pantomimes.

Music concerts, including The Beach Boys, Voulez Vous, Chico and The Royal Philharmonic have been a "must".

Activities in the Home

Art and Craft is a popular activity in the home, with projects such as Outer Space, Summertime, Under the Sea and Mask Making being completed during 2006.

Each week all residents are encouraged to take part in preparing and cooking meals, car cleaning, cleaning their rooms as well as the home and doing personal shopping, such as toiletries and clothes.

Other activities include Inter-Active Sensory Books (Bag Books), Gardening, Live Music evenings, Sensory Room, Karaoke, Discos and lots of parties (including themed birthday parties).

Since September 2006, we have introduced a "Shop, Cook and Eat" session, where residents choose what they would like for lunch then go and purchase the food required, cook it and eat what they have made.

Holidays

All residents enjoyed a holiday at Centre Parcs Longleat in October 2006 on two separate weeks. Each resident had one to one support from staff and a senior member of staff led both holidays. While there they all enjoyed the swimming pool, with the water chutes and rapids, walking and meals out. Some also took a trip to Monkey World and Longleat.

Residents' Meetings

Residents have a regular House Meeting, where they voice their opinions and suggestions about activities, meals, staff and about general living at Maldon House. These meetings are recorded and the notes displayed, with pictures. Any suggestions made are then put in place wherever possible, or reasons given why not. For example, many residents said they enjoyed playing snooker and wanted a snooker table; this has now been purchased and is used daily. Also, most residents complained they did not like liver and bacon, so this was taken off the menu.

Menu and Diet

We have a four-week rotating menu, which reflects the changing seasons and aims to offer residents a varied choice of food. Individual dietary needs, likes and dislikes are built-in to the meals and beverages provided.

Each main meal has an alternative option and we incorporate healthy eating for most of the meals. Residents have the opportunity to suggest choices of menu during their meetings and any changes required are made accordingly. Choices of hot and cold beverages are available to residents throughout the day.

Transport

When we first opened, we had a people carrier for residents use. As more residents moved in and activities were arranged, a second car was purchased. Both vehicles are invaluable for residents in attending all their activities.

As well as using the cars, residents also enjoy using the excellent public transport. With both buses and trains being close to our doorstep, regular trips are made to Lewes, Newhaven, Brighton and Eastbourne for shopping trips, visiting piers and places of interest etc.

Access to Health and Social Care Services

We have built up good links with the local general practitioners and dentists, who are getting to know each resident and their individual needs.

We have also built up good links with the local Community Learning Disability Team and access their Psychiatrist for the review of medication, the Community Nurse Services (including training for staff on the administration of medication), Speech and Language therapist, Dietician and Psychology service for support around a residents' anxiety.

We also access specialist health consultants for neurology, audiology and appliances.

A chiropodist regularly visits residents where required.

Staff Achievements

To ensure our staff team are qualified to give the support residents need, a comprehensive training schedule is put in place. When members of staff first join our team they are expected to complete our comprehensive in-house induction, which now includes the successful completion of 6 Induction Standards.

In the past year all staff have also undergone at least 7 days of formal training. The mandatory courses attended include First Aid, Adult Protection, Health & Safety, Infection Control, Moving & Handling, COSHH and Basic Food Hygiene.

Also this year, the team attended specialist courses in Epilepsy, Autism, Positive Behavioural Support, Conflict Management and Signalong.

As well as the above training, we had 3 members of staff undertaking NVQ2, two people undertaking NVQ3 and the Deputy Manager doing NVQ4 in Care.

Plans for 2007

Early in the year we will be reviewing the service we provide so that we can continue to build on the activities and facilities already available at Maldon House. However, the following actions are also planned for 2007:

1. Aromatherapy sessions will begin in January for residents who wish to take part, with a qualified aromatherapist visiting each week.
2. Sport activity sessions at Lewes Leisure Centre on Saturday evenings.
3. Holidays to take place during June/July will be planned early in the year.
4. Person Centred Lifestyle Plans for each resident.
5. A log cabin to be erected in the garden, in place of the garage, once planning permission has been granted. This will then be furnished with sensory equipment.
6. A separate medication room to be available on the first floor.
7. NVQ2 courses to be obtained for staff members where required.
8. Signalong course to be cascaded to all staff.