

Kaleidoscope South Hams Ltd

CEO's Report Year Ended March 2016

For me at a personal level, one of the benefits of writing the Annual Report, is the opportunity it offers to reflect on the past year and mark our progress as an organisation.

2015-2016 has been an exciting time at Kaleidoscope.

We employ approximately 107 staff and support 48 people. We delivered 122,200 hours of care and support through the year and have engaged many new people as bank staff. I know I always say how proud I am of our staff and I know the Trustees agree when I say that we have an enthusiastic and loyal team who bring many individual gifts and skills to the organisation and who are committed to providing first class care and support.

The Care Quality Commission, our auditing body, has recently introduced new key lines of enquiry (KLOES) the audit looks in detail at the following areas of provision; Is the service Safe? Responsive? Caring? Effective? and Well Led? We commissioned Quality Checkers Cornwall to carry out a peer audit to check that we are meeting the KLOES and as a result we received a Gold Key Award as an excellent service.

We also completed an independent audit which highlighted our strengths, and also areas of weakness which we are addressing. The most serious area of weakness highlighted in the audit was the lack of a Registered Manager which is a legal requirement. We have now appointed Mark Anders to this position and welcome him into our organisation. We have been putting into place our own auditing tools to ensure that we meet the CQC criteria. We are now collecting and analysing data on a monthly basis. Both audits focussed positively on the person centred nature of our organisation which informs everything that we do.

In line with the new standards, we have introduced 'A simple solution to the Care-Certificate' for all new employees, a twelve week induction process. We have been working with New Key in Totnes to provide joint training, which offers a useful opportunity to network, share good practice and find a cost

effective way to introduce the process. Financial restraints continue to profoundly affect support packages and the people we support are under constant review. It is rare for a support package to be increased, but, unfortunately, increasingly common for such packages to be reduced. The activities we offer at 115 are becoming a necessity as less and less hours are provided by Social Services. The donations, which Lorraine and Jeff Buckley and Janice Jeffery successfully sourced, have made it possible to deliver more courses and we are writing new bids all the time. We have made a number of funding bids and as a result have delivered drama, basketball and football to a large number of people on a regular basis. The Buckleys, Jeff and Lorraine, have worked hard, and dedicate a considerable amount of time to keeping the projects running successfully.

Anne Widger and her team continue to organise many social events through Gateway which are always much appreciated by the people we support and give them the opportunity to meet up with their friends.

In line with the dire financial situation being faced by statutory services, slowly and insidiously we are seeing, through the brokerage system, that residential funding is often the funding of choice for many placements as there are obviously economies of scale when a number of people share a house as compared to one person living in their own home, but at what cost to the lifestyle of the individuals concerned? 'Challenging Behaviour' was an expression in regular use ten years ago. These days, it is rare in Kaleidoscope for someone we are supporting to be so unhappy that they have no other option but to make their feelings known by challenging a system which does not meet their needs. Often when people were forced to live in groups with people they had little or nothing in common with, they made their feelings apparent by railing against the system in the only way they could. To be powerless is the worst fate imaginable.

It has always been an uphill struggle to change hearts and minds and to obtain sufficient funding for the people we support to have rich and fulfilled lives, but we are in an even more precarious situation now and it will take energy and determination to ensure that the hard won ground which has been gained over the past sixteen years since Valuing People was launched is not lost.

In spite of the increasing difficulties with care and support package cuts, there has been much to celebrate in 2015-16.

We have signed up to The Social Care Commitment, Driving up Quality and TLAP, Think Local act Personal. These initiatives expect a commitment from

our organisation to achieve SMART targets and can be viewed on our new Website www.kaleidoscopesouthhams.org We also have a new Facebook page; @115Kaleidoscope and a twitter account; @115kaleido. Bruce Luxton who designed our website, has been invaluable and continues to support us in so many ways in setting up these new systems.

We have spent much time and energy in re-branding and developing our new logo and we thank Bob Arnold for his help with graphic design and in creating posters, cards, handbooks, flyers and banners.

Along with four other organisations, we are setting up Altrum South West, a collaboration of like minded providers. Membership will be limited to organisations who share a common ethos and values and we will have strict criteria for membership. We are already sharing training and mentoring opportunities.

Our community presence continues to grow

115 has been a valuable resource for our organisation especially as it is situated in the town.

In addition to the courses we provide at 115, such as Art, Gardening, The Hub Grub Club, Healthy Eating, Drama, Pottery, side by side training in First Aid, Advocacy, Disability Awareness and various seasonal workshops, it is used as a drop in for the people we support, people from Tumbly Hill and the local community; it is also used constantly for staff training, staff meetings and supervisions and Circle and PATH meetings. Now that everyone in the organisation is familiar with 115, the building is being used increasingly for other events, parties, tabletop sales, fund raising, bingo, karaoke and coffee mornings by volunteers, staff, the people we support and the younger local people in the area.

Letting out the rooms at 115 gives us the opportunity to make connections with the local community. The premises are used regularly by Action for Children, Kingsbridge Country Market, Kingsbridge Quilters, Pig Finca Book Club, the Speaking Up Group, the local WI, the Ecumenical Group, Prospects, The Devon Sensory Team, the Devon Carers Reading Group, Prospects from KFC and by independent trainers who rent space for their training sessions. We were invited to take a stall at the market for Fair Week and have been asked to provide the premises for the Extravaganza volunteer hub for Christmas. All these groups are getting to know the people we support who

come in as volunteers on reception or to help in the office or around the building.

In the coming year we will be re configuring the office at Carling Court, completing a sensory garden in the courtyard at 115, and working closely with Gordon Carling Foundation as they develop new accommodation.

The Oxford dictionaries definition of *Kal|eido|scope* is:
a constantly changing pattern or sequence of elements.

We chose the name for the organisation carefully to reflect the richness and diversity and changing nature of who we are and what we do. To this end we will remain open to new ideas and suggestions and together develop new opportunities for the people we support. We will continue to strive to provide an outstanding service because surely what we all want in our lives and in the lives of the people we support is .

To be acknowledged
To be respected
To find dignity to grow

Rowena Halle
Chief Executive Officer
July 2016