

camphill  
village  
trust



Croft  
Community

Welcome to your Trustee road trip pack – June 2022



## Community summary

Croft Community is based on the edge of the market town of Malton, the self-proclaimed food capital of North Yorkshire.

Croft Community comes under the North Yorkshire County Council Local Authority (NYCC). Support is commissioned by NYCC, Calderdale, Kirklees, Sheffield, North Lincolnshire, Harringey, Royal Borough of Kensington and Chelsea, and one independent and private payer.

### Accommodation

On the Croft Community main site

- Two small bedsit annexes
- A one-bedroom flat
- We have three larger family style houses, two on our main site and one off site.
- We have two, four bed cottage style houses.
- A home adapted in 2016 for the older members of the community.
- We have five rooms in three houses vacant (voids). Regular referrals are received, however these potential vacancies remain on hold until suitable staffing is in place to meet the current needs of the community. The additional staffing required to offer places to new referrals would be dependent on levels of individual support need, at approximately one additional full time worker per vacancy.

Outside the main site

- Michael House is a large three storey family style house
- Two detached houses
- One bungalow

### Support needs

- We support 38 people across the community, 26 at our main site and 12 off site.
- We support adults with learning disabilities, people on the Autistic spectrum, individuals with mental health needs, physical disabilities, visual impairment, and elderly care needs.
- Our Domiciliary Care and supported living service offers regulated activity of personal care to all 38 people, ranging from medication prompts to high levels of intimate care. Support packages averaging around 32 hours.
- The community provides just over 1200 hours of support per week.
- Support ranges from 10 hours (including day opportunity hours) to over 114 hours per week.

### Day opportunities

- Funding for the day opportunities support is allocated from the full support budget agreed with the social workers.
- 40 people attend our day opportunities. 34 people attend who live at Croft Community and six people who are external attendees.
- Day opportunities include.
  - Kingfisher Café operates as a commercial café in the centre of Malton, and is staffed by people we support and paid staff.
  - Craft workshop – producing handmade soap products, candles and other craft items.
  - Textiles workshop.
  - Market garden.
  - Community opportunities – connecting people with, and contributing to the wider community, including a local shopping scheme, library delivery service, working projects at a stately home, local farm, adult education, running activity sessions at an extra care facility.

### Staff

- We have 55 members of staff, including permanent and relief staff, as well as ancillary staff.

### About our land

Our Market Garden

- We maintain the approximately 4.5-acre grounds
- We grow fruit, vegetables and herbs in the garden.
- The fresh produce is supplied to the community and Kingfisher Café.
- The garden team take on a range of tasks including:
  - Spreading compost
  - Propagating seeds to planting out
  - Watering and bringing in the harvest.

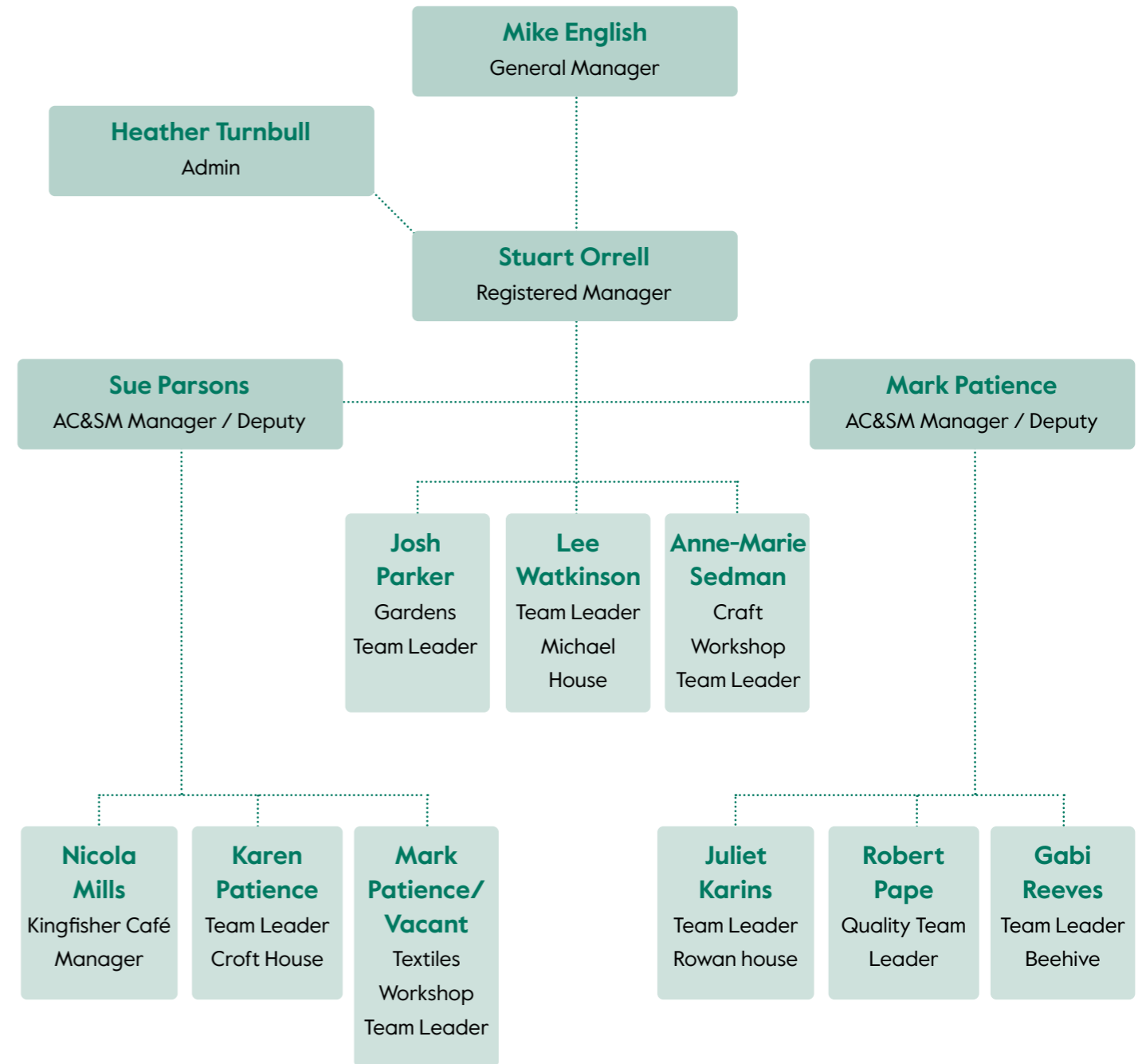
*English*

**Mike English**  
General Manager  
Larchfield  
Community

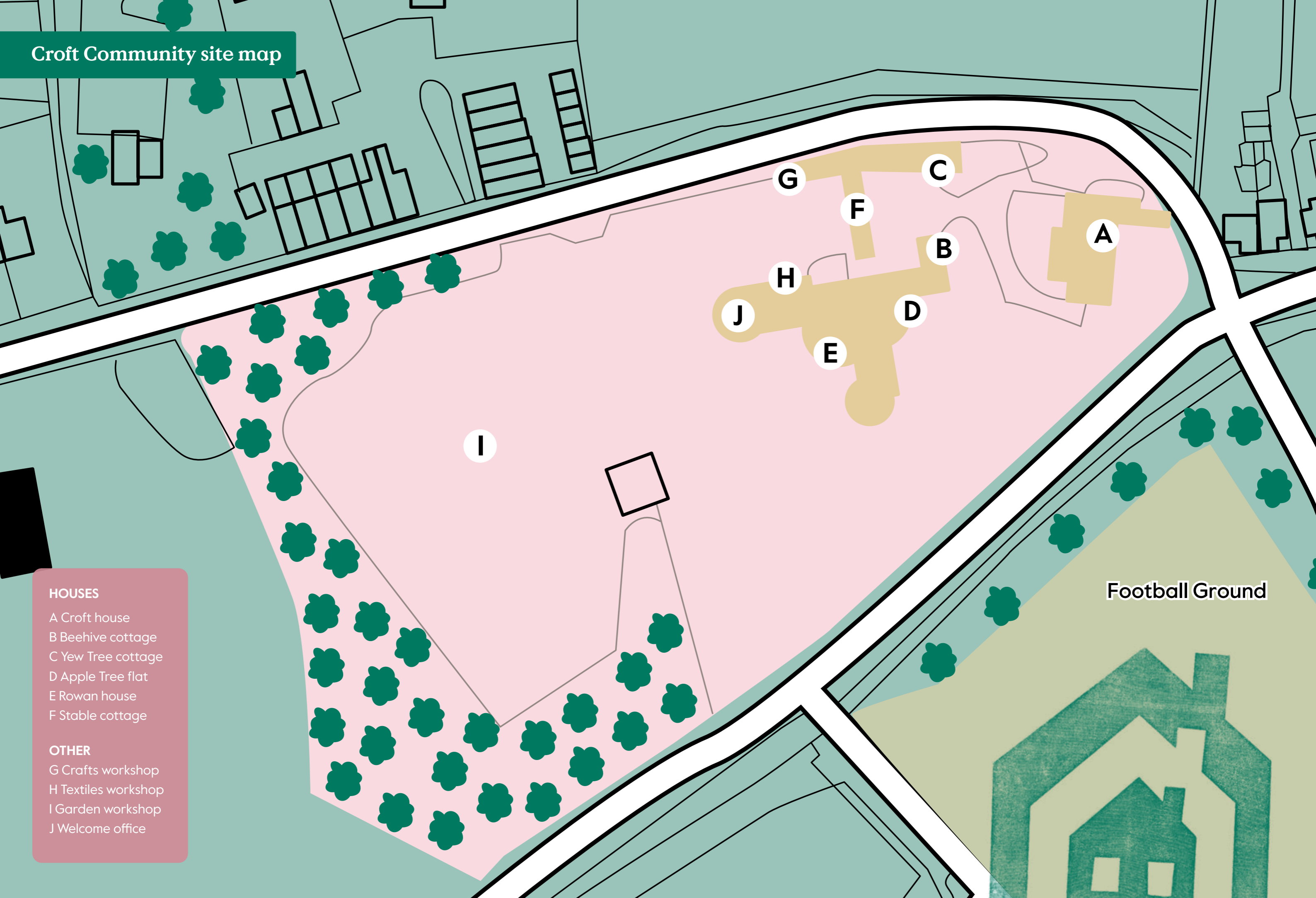




## Community organisation chart



# Croft Community site map



## HOUSES

- A Croft house
- B Beehive cottage
- C Yew Tree cottage
- D Apple Tree flat
- E Rowan house
- F Stable cottage

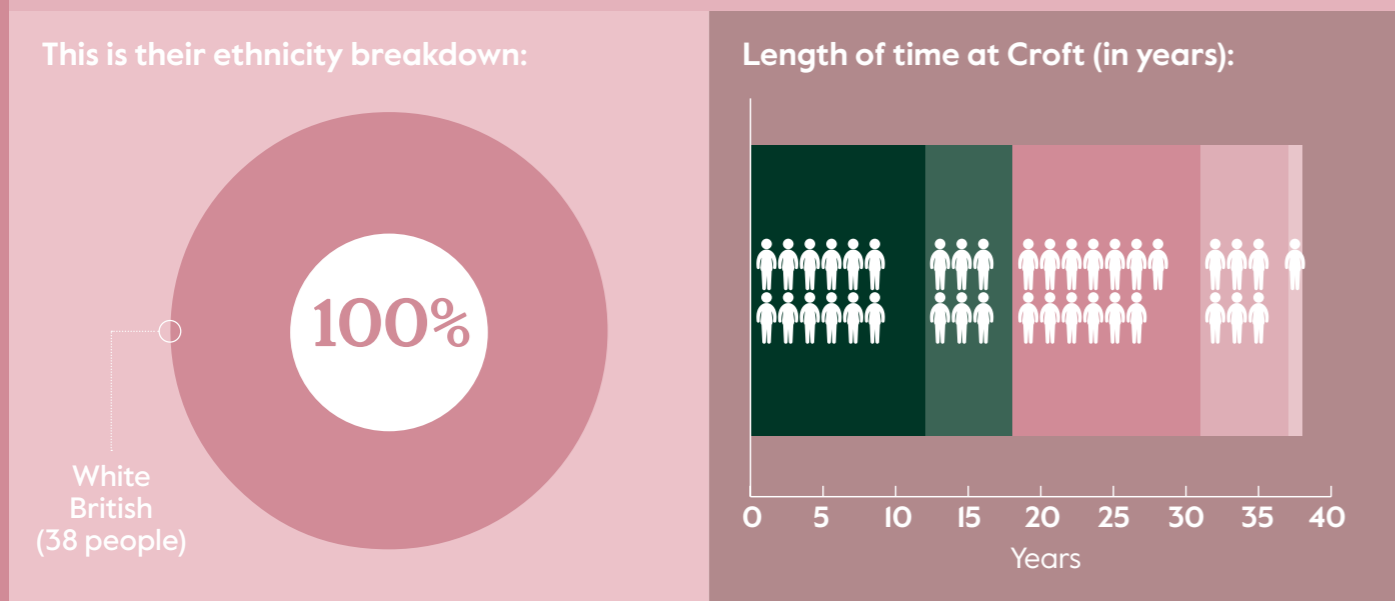
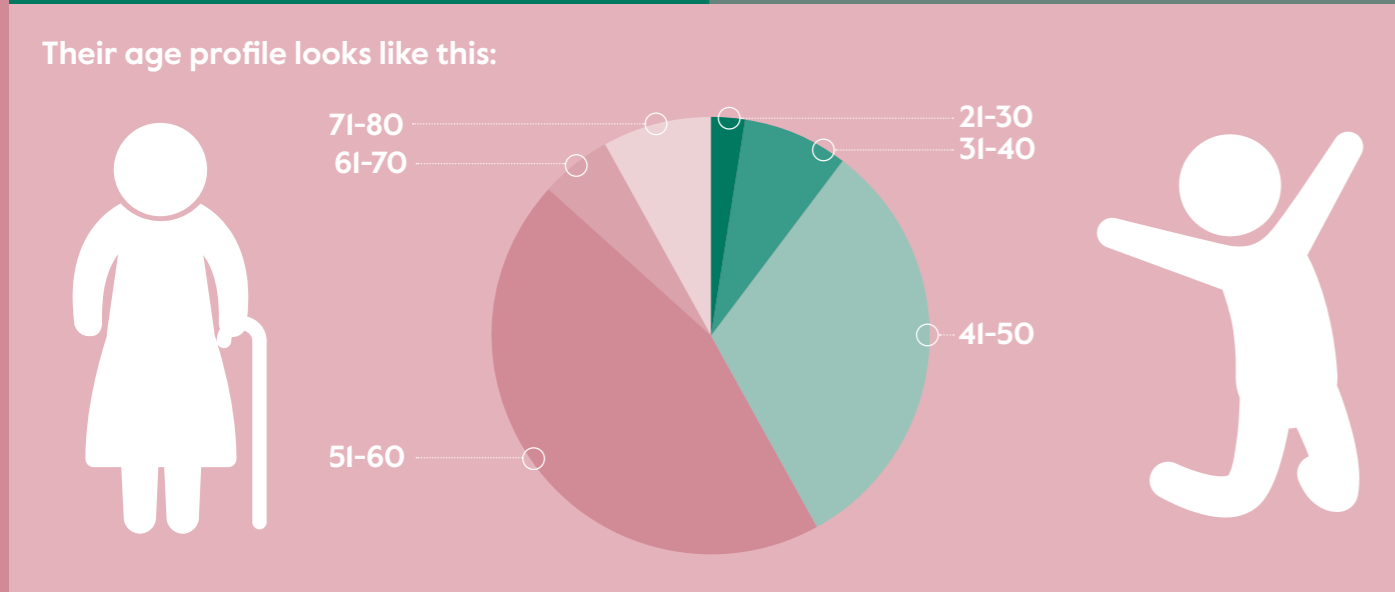
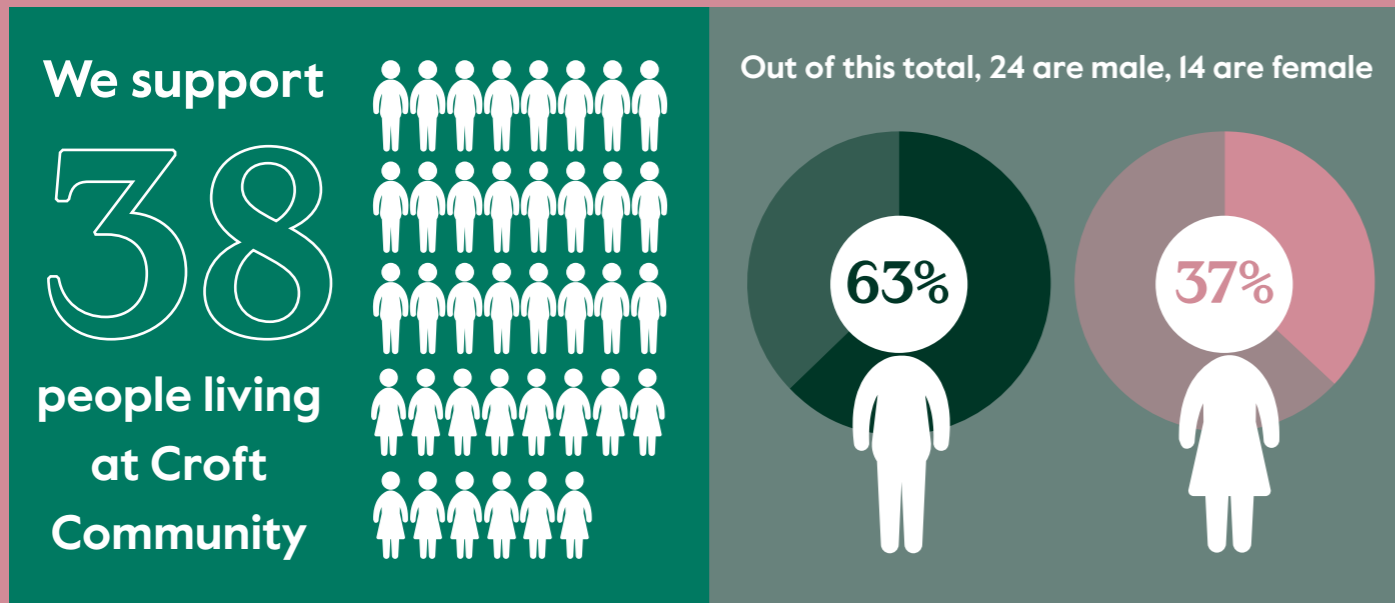
## OTHER

- G Crafts workshop
- H Textiles workshop
- I Garden workshop
- J Welcome office

Football Ground

# Demographics

Demographics information was collated on the 28th February 2022.



## Day opportunities capacity

NUMBER OF WORKSHOP SESSIONS AT 30th May 2022

WORK AREA	CAPACITY (MAXIMUM)	ACTUALLY TAKEN	VACANT SESSIONS
Kingfisher Café	60	35	25
Craft	60	56	4
Textiles	60	48	12
Gardens	60	48	12
Community	60	3	57
<b>TOTAL</b>	<b>300</b>	<b>190</b>	<b>110</b>

NYCC strict covid regulations saw workshop settings close for over 12 months. Day opportunities then opened up incrementally with those undertaken in the wider community put on hold. A waiting list is in place for new day opportunities referrals. We plan to extend our offer, open the café for additional days, and broaden the range of workshops; this is reliant upon effective recruitment.

# CQC last inspection 2019

## Ratings (CQC Inspection Visit 08.01.2019):

Overall rating for this service ..... Good	Is the service caring?..... Good
Is the service safe?..... Good	Is the service responsive?..... <b>Outstanding</b> ★
Is the service effective?..... Good	Is the service well-led? ..... Good

The Croft has a working relationship with the Ryedale social working team, and a confidence from them around the care & support provided.

“ Although the care service provides accommodation for people on a campus style setting, it was clear the outcomes for people using the service were extremely positive. They reflected the principles and values of registering the right support. People who used the services were actively involved in the ongoing development and design of their services. They were encouraged and supported to participate fully in the local community and had easy access to the health and social care services the local community used. People’s support focused on them having as many opportunities as possible for them to gain new skills and become more independent.

People were supported to lead connected, fulfilled lives and make informed choices in line with the provider’s aims. As well as many work, leisure and educational opportunities on offer people had developed shopping and library schemes locally. This demonstrated the strong links they enjoyed within the wider community..... They were supported to maintain links with family and friends. Regular family days gave people the opportunity to meet, share ideas and feedback and celebrate achievements. One relative summed up the quality of care thus, “The Croft is a shining example of how things can be done really well.”



# NYCC Baseline Assessment Visit 02.10.2018

“ Support files had 1 page profiles which were person centred and provided good level of detail. These were signed and dated by author. There was also communication passports on .... files, these were reviewed annually. They provided good person centred support detail, one the communication passports was signed by the person which was good to see. There were comprehensive care plans in place. These covered all areas expected and provided person centred information. These covered all areas of daily living as well as how their health needs were met. These were being reviewed regularly. The risk assessments on support file were completed and comprehensive. They covered all areas of risk. On the other file viewed there were some areas of risk that did not have risk assessments in place. The risk assessments that were in place are reviewed regularly in line with the care plan reviews.

## Recommendations

- complete training for new starters and renewal training for longer standing team members
- implementation of planned audit schedule with identifiable actions
- adjustment to way notes are recorded to ensure 'defensible recording'

## What we did

- We established a rolling programme of face to face and e-learning training.
- We welcomed a team leader for quality who has a substantial focus on audits, and coaching and support
- We introduced handwritten entries, and guidance on completing was issued

Croft Community has only had two contract monitoring visits since Stuart started in 2013, as well as two overall Good rated CQC inspections, the second of which in 2019, received the Trust's first outstanding for Responsiveness.

Croft Community has a local Team Leader for quality, undertaking regular audits, support and induction sessions alongside responsibilities around medications, and incidents.

The demands of the pandemic and staffing challenges has seen some of the time for this role, as well as other managers duties, diverted into more direct support roles to ensure safe provision of services. The drive on recruitment will enable increased focus on management and quality tasks.

## Summary of latest quality and H&S KPI's

INDIVIDUAL KEY PERFORMANCE INDICATORS	KPI QTR 1 (Apr-Jun)	KPI QTR 2 (Jul-Sep)	KPI QTR 3 (Oct-Dec)	KPI QTR 4 (Jan-Mar)
<b>QUALITY ASSURANCE</b>				
Support plan audits achieving 80%+/no. of plans audited by Quality Auditor	1 of 2	0	1 of 6	6 of 35
Meds audits achieving 80+/no. of meds audits completed by Quality Auditor	7 of 7	0	none	none
Incident logs completed /submitted monthly including review of actions/outcomes/trends	Yes	Yes	yes	yes
Safeguarding logs completed /submitted monthly - updated when closed with a Safe C	Yes	Yes	yes	yes
Financial transactions audited monthly	Yes	Yes	yes	part
Meds audit completed quarterly	37 of 37	37 of 37	31 of 38	28 of 31
Formal outcome based support plan review completed in the last 12 months	28 of 37	25 of 36	33 of 36	31 of 36
PWS has had or had the offer of a GP health check in the last 12 months	37 of 37	36 of 38	38 of 38	38 of 38
Achieve 95% or + of supervisions with all contracted staff	56%	48%	42%	50%
Achieve 95% or + appraisals	24%	17%	10%	10%
<b>HR AND PEOPLE</b>				
Safeguarding (induction/face to face - 3 yearly)	73%	45%	68%	80%
Safeguarding annual on-line refresher	90%	76%	85%	88%
MCA/DOLS (induction/face to face - 3 yearly)	57%	19%	58%	80%
MCA/DOLS on-line refresher	58%	50%	45%	70%
Health and Safety (induction/annual on-line refresher)	59%	48%	88%	66%
Fire Safety (induction/face to face - 3 yearly)	59%	48%	88%	80%
Fire Safety annual on-line refresher	57%	48%	88%	45%
Moving and handling (objects) (induction, 3 yearly on-line refresher)	45%	38%	88%	59%
Equality and Diversity (induction)	44%	40%	71%	59%
GDPR (induction)	84%	42%	70%	51%
<b>PROPERTY AND SAFETY</b>				
Props have full fire risk ass completed in the last 3 years	Yes	Yes	yes	yes
Props have a fire risk ass review completed in the last 12 months	Yes	Yes	yes	yes
High priority action from fire risk ass has been completed	No	no	no	no
Wkly fire alarm test/ premises checks documented /up to date	Yes	Yes	yes	yes
Fire system service schedule up to date	Yes	Yes	no	no
Lifting equipment serviced in last 6 months	Yes	No	yes	yes
Water system risk ass/remedial action completed in the last 2 years	No	No	no	no
Water temperature profiling is up to date	Yes	Yes	yes	yes
Scheduled chlorination is up to date	No	No	no	no
Annual asbestos register review has been completed in the last 12 months	Yes	Yes	no	no
PAT testing has been completed in the last 24 months	Yes	Yes	yes	yes
5 year hard wiring checks are in date	No	No	yes	yes
Annual gas safety checks have been completed in the last 12 months	Yes	Yes	yes	yes

## Our facilities and those accessed externally



### Croft Community facilities and hosting events

- Croft Community has a multi-use building for community activities - St Gilberts Hall and the Barn can accommodate groups of up to 30.
- The hall and Barn are utilised for leisure activities such as discos, concerts, Zumba, film clubs, drama group, music lessons and choir. And also used for training, meetings, presentations, festivals and services etc.
- Our community facilities have been occasionally used for external events; however, this is done so with caution due to its proximity to people's homes.
- We invite the public in twice a year to our spring and autumn fayre.
- Family days run twice a year, summer and winter, as a celebration and information sharing of life in the community with regular high attendance and positive feedback.
- The Insights group meet weekly - co-produced projects such as:
  - dementia friendly
  - environment survey
  - newsletters
  - road safety awareness
  - what makes a good support worker
  - anniversary cookbook.
- We also host frequent visits from local police, road safety team, first responders and fire services as well as health and safety sessions to maintain regular reminders and skills for people to keep themselves and others safe.



### Outside Croft Community

- The town centre is in easy walking distance for most, with access to shops, cafes, bars, independent cinema, sports and leisure venues, and good transport links.
- As mentioned in our day opportunities information we also take part in:
  - a local shopping scheme
  - library delivery service
  - working projects at a stately home and local farm
  - adult education
  - running activity sessions at an extra care facility.

With houses around Malton and our Kingfisher Café in the centre of two, we have great links with the local community and we are active citizens in and around Malton.



**Michael House**

The housing offer at the community has a good mix and people have been given the opportunities to live in more independent settings. We have seen in recent years people moving back to more supported settings as their needs have changed.

The Michael house flats project will provide the opportunity for more people to experience independent living, but as an annex to a house providing round the clock staffing if people require extra support.





Thank you for visiting Croft Community!



camphill  
village  
trust