

camphill
village
trust



Delrow
Community

Welcome to your Trustee road trip pack – September 2022

Community summary

Delrow Community is situated in Aldenham, Bushey in the county of Hertfordshire. It is three miles from Watford but benefits from its rural setting. Though we are relatively close to a big town like Watford we are on a lane that does not have a footpath and is a 20 minute walk to the nearest bus stop. This can be challenging for the people we support and the staff that work at Delrow as it creates issues with transport.

Delrow Community has a contract with Hertfordshire (our local authority) to provide care and support, and a separate contract for day opportunities. Many people we support across both contracts have a person budget which creates private payers. We also have many people funded "out of county". All individuals within the community receive this support, with 12 people receiving support with a regulated activity - from teeth brushing to full personal care.

We are registered with the CQC as a domiciliary care provider.

Accommodation

- One three bedroom accommodation which is part of the Rose Court building complex: three people.
- We have five family style houses in the community: 31 people.
- Little Delrow which has five, one bedroom flats: five people.
- A one person apartment style flat: one person.
- One bedroom accommodation which is part of the Rose Court building complex: one person.
- We then have two other flats which are connected to the larger houses: two people.
- One two person flat connected to another house: two people.
- Delrow house: eight people.
- Rose Court: four people.
- St Michaels: 10 people.
- Raphael: three people.
- Robert Owen House (ROH): six people.
- Flats: eight people.
- St Johns flat: two people.
- St Johns: five people.

All our current occupied properties are within the private site at Delrow. We have five vacancies within this housing stock and all vacancies are in shared accommodation. We also have two properties on the Lane opposite the community. The plan had been to sell these but this has been put on hold, we do not count these houses as vacancies.

Support needs

- 26 support people have Hertfordshire funding, five people health, one NHS, three private payers. The rest are made up of the following local authorities: Harrow, Westminster, Surrey, Norfolk, Buckinghamshire.
- The average number of commissioned support is currently 2139 hrs split between 46 people. Three people have over 100 hours of support each week.
- We support adults with various learning disabilities, mental health needs and Autism. The higher hours of support are for people whose behaviours challenge and may present a risk to themselves or others.
- Support ranges from 12 hours p/w floating support, to 177 hours p/w, including elements of 2:1 support.
- Larger houses with either waking nights or sleepover support.

Day opportunities

- All day opportunities are funded by local authorities or privately funded.
- We have 63 people currently accessing the day opportunities 25-day placements & 39 people who also live in the community.
- We offer the following day opportunities:
 - Bakery.
 - Café.
 - Pottery.
 - Textiles.
 - Creative writing.
 - Social Farm.
 - Forest Craft.
 - Music and drama.
 - Arts & Advocacy.
 - Mindfulness.

Staff

- 85 members of staff, including permanent, bank/relief staff, and admin.
- five of the eight people in the care management team are within their first year of employment within that role.

Our land

- Delrow Community has 15 acres of land.
- The site is large enough to feel rural but does not consist of any farm area or disused land. We have a social garden which is part of the day opportunities.

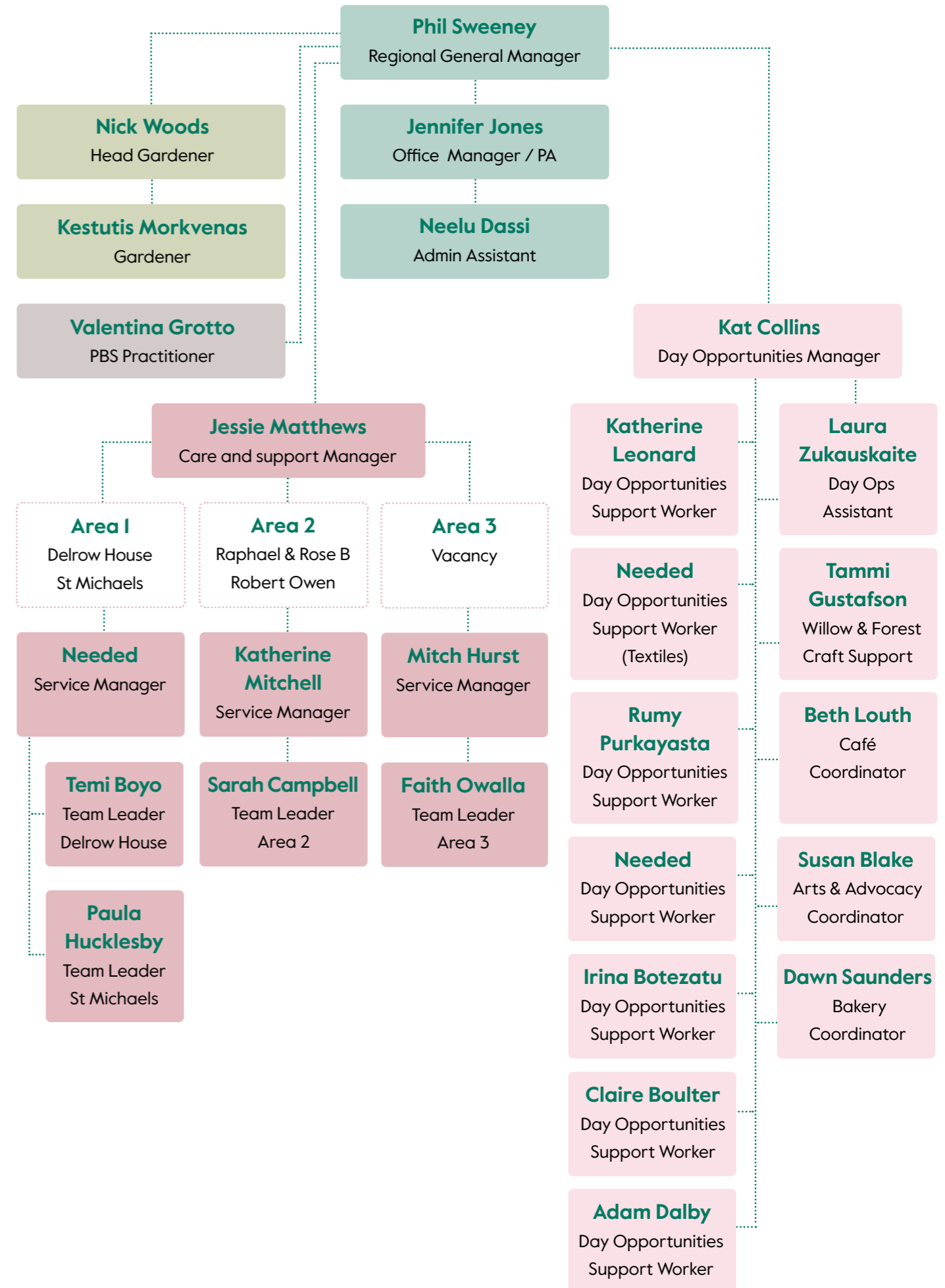


Phil Sweeney
Regional General
Manager Delrow
Community and
St Albans Community





Community organisation chart



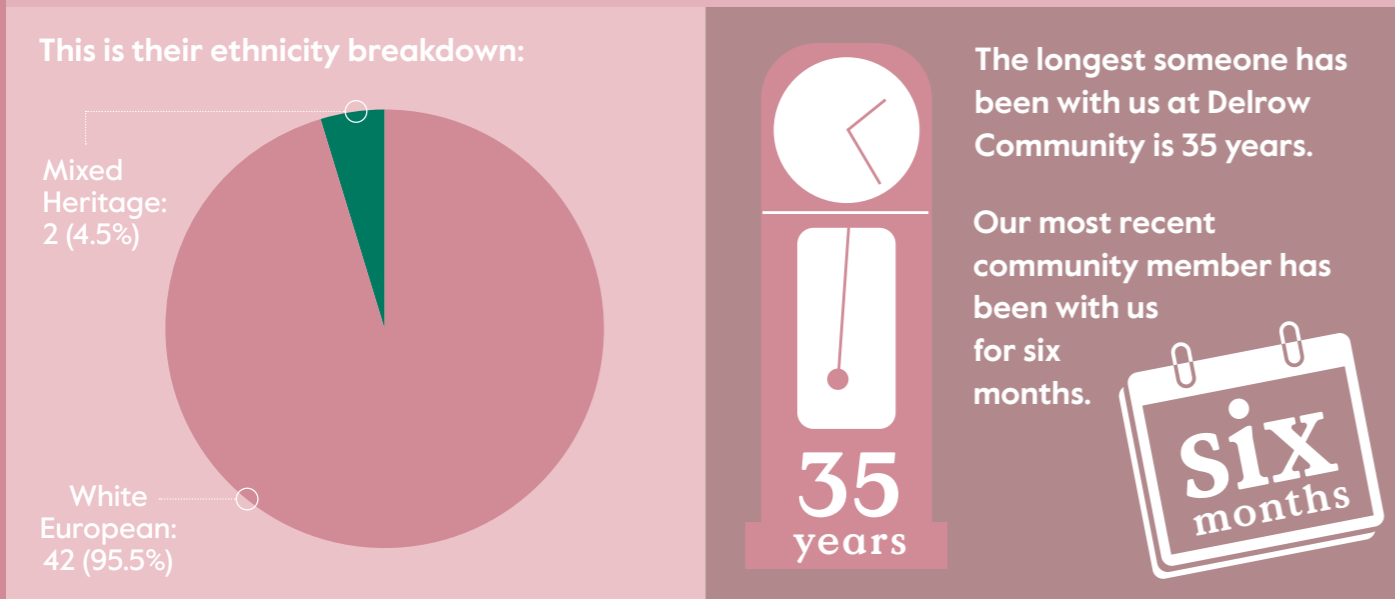
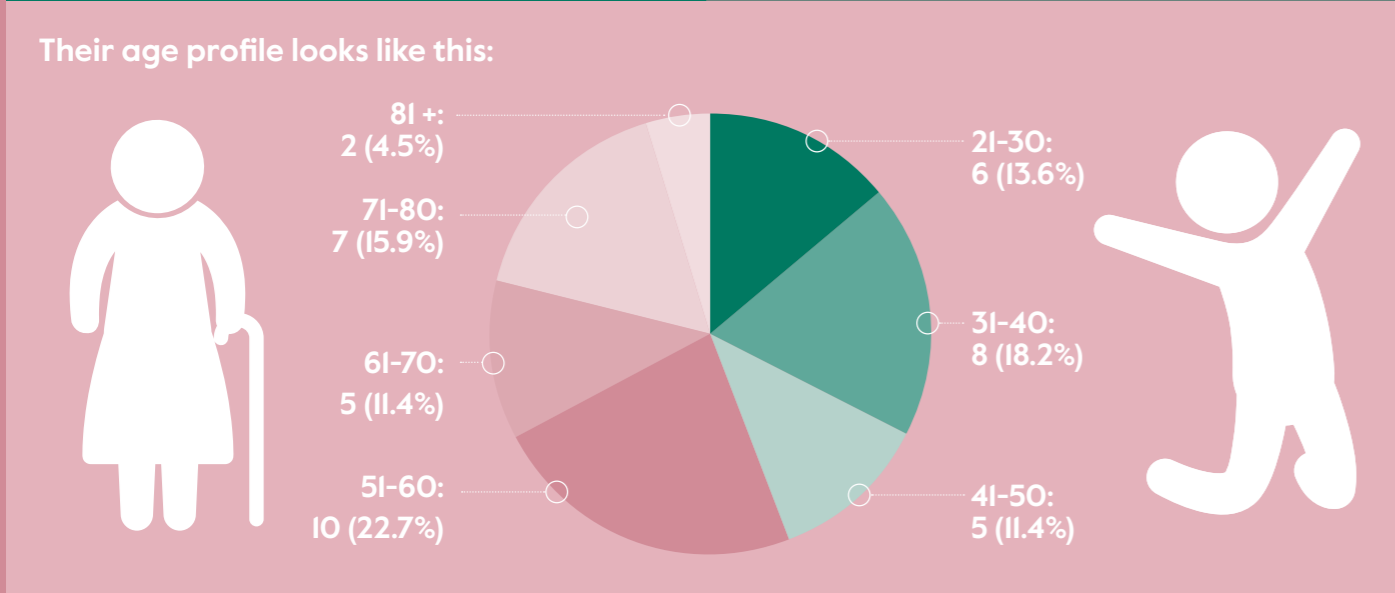
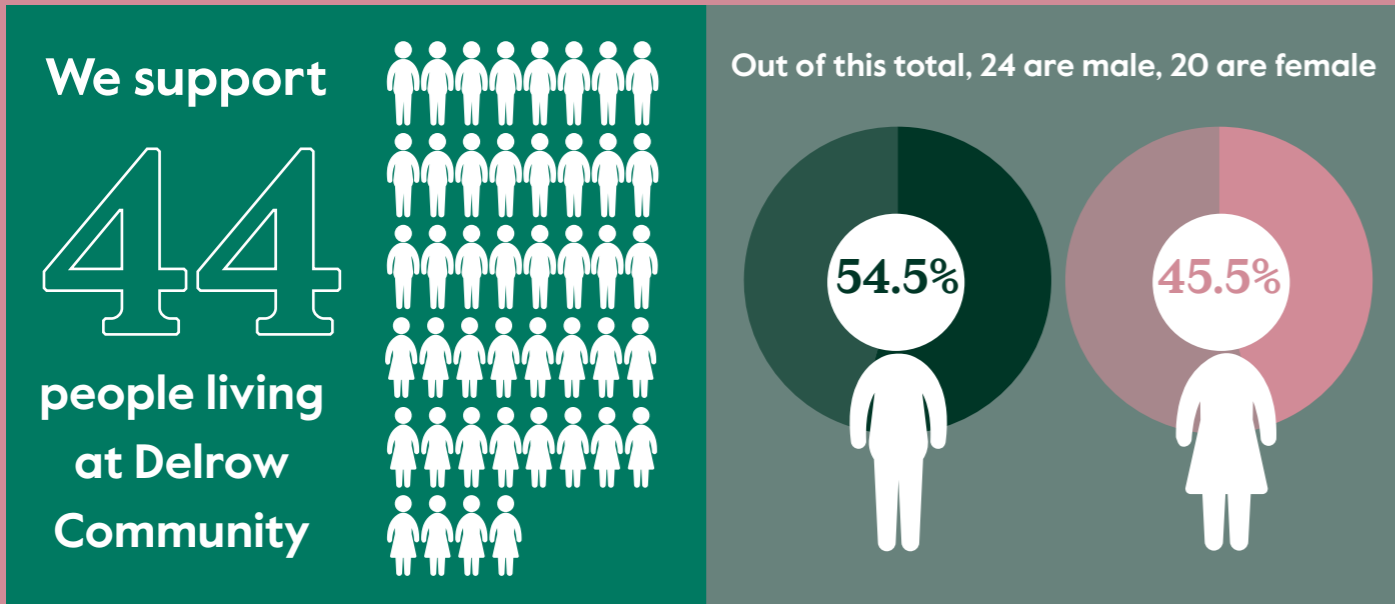
Delrow Community site map

- 1. Delrow House
- 2. Rose Court Flats A & B
- 3. Bakery & Café
- 4. Pottery
- 5. Social Space
- 6. St Michael's
- 7. Longwood
- 8. Raphael House
- 9. Karl Konig Hall
- 10. Memorial Garden
- 11. Robert Owen House
- 12. Oak View
- 13. St John's, Walnut, Willow
- 14. Maintenance
- 15. Day Opportunities
- 16. Little Delrow
- 17. Entrance
- 18. Summerhouse Lane Gate



Demographics

Demographics information was collated on the 28th February 2022.



Day opportunities capacity

Delrow Day ops sessions in a week 1.7.22

DAY OPPORTUNITY	CAPACITY	ACTUALLY TAKEN	VACANT SESSIONS
Bakery	50	50	0
Café	45	40	5
Social farm & Forest Craft	75	63	12
Music & Drama	85	79	6
Pottery	45	44	1
Textiles & Arts & Advocacy	90	86	4
Additional I:1 provided by day ops for people with complex needs	25	25	0
Total	415	387	28

Session choice given every 6 months.



CQC inspection

Overview:

Last inspection: 14 November 2014

Report published: 30 March 2018

Latest review: 7 July 2022

Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well-led	Good

Herts inspection

Contact monitoring PAMMS report (Local Authority) - Delrow

Section	Breakdown			
	Excellent	Good	Requires Improvement	Poor
Respecting and Involving Service Users Overall: Good	3	5		
Consent Overall: Good		5		
Care and Welfare of Service Users Overall: Good	1	11		
Meeting Nutritional Needs Overall: Good		5		
Co-operating with other providers Overall: Good		2		
Safeguarding People who use the Service from Abuse Overall: Good		4		
Cleanliness and Infection Control Overall: Good		3		
Management of Medicines Overall: Good		6		

Contact monitoring PAMMS report (Local Authority) - Delrow (continued)

Section	Breakdown			
	Excellent	Good	Requires Improvement	Poor
Safety and Suitability of Premises Overall: Good		3		
Safety, Availability and Suitability of Equipment Overall: Good		2		
Requirements Relating to Staff Recruitment Overall: Good		4		
Staffing and Staff Deployment Overall: Good		2	3	
Staff Support Overall: Good	1	6		
Assessing and Monitoring the Quality of Service Provision Overall: Good		3		
Using Information and Dealing with Complaints Overall: Good		6		
Records Overall: Good		2		

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)
1. QUALITY ASSURANCE				
Support plan audits 80%+ No. audited by Quality Auditor	50%	33%	0%	33%
Meds audit 80%+ No. audits by Quality Auditor	86%	86%	0%	40%
Incident logs monthly	Yes	Yes	Yes	Yes
Safeguarding logs monthly	Yes	Yes	Yes	Yes
PWS financial transactions audited	32/32	32	24	32
Quarterly meds audit	44/44	31/44	36/44	36/46
Outcome support plan review in last 12 mths	46/46	25/44	36/44	39/46
PWS offered GP health check in last 12 mths	33/46	37/46	41/46	39/46
2. FINANCIAL SUSTAINABILITY AND GROWTH				
Occupancy rates	75%	72%	87%	90%
Direct salary costs as % of care income – 80% or -	87%	87%	90%	88%
3. CONNECTING PEOPLE WE SUPPORT AND FAMILIES				
Support staff have full CVT Connect profile	40 of 88	45 of 80	47 of 78	48 of 79
Everyday Matters' w/shop attended within 6 mths of start	16 of 88	15 of 80	15 of 78	10 of 76
4. HR AND PEOPLE				
Agency hours as a % of contracted hours (<10%?)	11%	N/A	N/A	25%
95% or + supervisions all contracted staff (4 per year)	82%	54%	59%	95%
95% or + appraisals all contracted staff (in post + 12mths)	0		80%	70%
95% or + on below mandatory training:				
Safeguarding (induction/face to face - 3 yearly)	77%	99%	89%	81%
Safeguarding annual on-line refresher	76%	90%	87%	86%
MCA/DOLS (induction/face to face - 3 yearly)	88%	95%	93%	79%
MCA/DOLS on-line refresher	78%	89%	67%	81%
H&S (induction/annual on-line refresher)	65%	81%	76%	78%
Fire Safety (induction/face to face - 3 yearly)	70%	88%	77%	76%
Fire Safety annual on-line refresher	77%	88%	70%	65%
Moving & handling objects (induc/3 yr/on-line)	91%	91%	86%	86%
Equality and Diversity (induction)	95%	94%	91%	95%
GDPR (induction)	94%	95%	94%	94%
95% or + on below core training:				
Meds – support staff chosen to administer	86%	92%	93%	93%
NAPPI (face to face - annual)	71%	68%	56%	53%
Working in a person centred way (induction)	95%	95%	92%	93%
5. PROPERTY AND SAFETY				
Relevant props full fire risk ass in last 3 yrs	16/16	16/16	16/16	16/16
Relevant props full fire risk ass in last 12mths	16/16	16/16	16/16	16/16
High priority actions risk ass reviewed/completed	16/16	16/16	16/16	16/16
Weekly fire alarm test and premises checks are documented and up to date	14/14	14/14	14/14	14/14
The fire system service schedule is up to date for each relevant property	16/16	16/16	16/16	16/16
All lifting equipment has been serviced in last six months	Yes	Yes	Yes	Yes
Water systems risk ass completed in last 2 yrs	Yes	Yes	Yes	Yes
Water temperature profiling is up to date	14/14	14/14	14/14	14/14
Scheduled chlorination is up to date	16/16	16/16	16/16	16/16
Annual asbestos register review has been completed in the last 12 months	16/16	16/16	16/16	16/16
PAT testing has been completed in the last 24 months	16/16	16/16	16/16	16/16
5 year hard wiring checks are in date	16/16	16/16	16/16	16/16
Annual gas safety checks have been completed in the last 12 months	Yes	Yes	Yes	Yes

Our facilities and those accessed externally

Delrow

Karl Konig hall has many uses both internally and externally.

- It is used daily for day opportunity sessions in music and drama, as well as being used for training and meetings
- We are the preferred location for the Watford Music Festival, an event that lasts over several weeks where various musicians compete against each other
- The hall is hired by the Local Authority Adult services for away days and training which also incorporates the café and bakery preparing lunch for the guests
- The hall is hired to the Radlett Choral society for their summer concert.
- It is used by both J&A piano school and Michael Harvey piano school for their yearly concerts, and is reciprocated by a donation and a concert for our community, family and friends
- The hall is used by a local band to rehearse, and they reciprocate by playing at our functions such as the Delrow Festover and gig nights.
- We have weekly Makaton training in the hall for the whole community and those that attend day opportunities
- Every Tuesday evening the Delrow players (though this name may need to be changed as we now have members from St Alban) rehearse, this years Panto is Dick Whittington and will be performed in November.
- The Delrow & St Albans woman's group use the hall monthly for their woman only evenings a safe space to discuss all things female.
- The kindness crew Co-production and advocacy group hold weekly meetings in the hall.
- Karaoke nights, cinema nights, bingo, and gig nights are also held at various times throughout the year.

There are many other communal areas within Delrow Community

- The social space is an area of Delrow that is purely for the use as a rec room for the community, it has sofas, pool table, tv, music and tea & coffee. This came about after a community meeting and hearing the voice of the people we support. The Men's group is also held here monthly.
- The Marquee, this is erected every year between May – Sept on the front lawn and is a popular meeting place for people of an evening, who can often be found having their evening meal with friends, it is also used for parties, and the occasional meeting.
- The mindfulness hut can be found in the social garden and is a quiet and relaxing space for all.
- At the top of the community is space affectionately called 'the village green' this has now become the host of the infamous Delrow Festover, our own mini festival, with a large stage where local bands play, stalls, food, fire pit and camping, each year gets bigger and better, with lots of people from St Albans Community joining us this year. It's a brilliant event, looked forward to every year.

Community Connections

- Delrow Community is part of the Co op Community interns scheme pilot, created by Camphill Village Trust. We have someone who is on the scheme and working in a local Coop and our arts & advocacy group are tasked with creating seasonal window displays for the very large window of the Coop funeral care building with some information of who we are. These have proven very eye catching with reports that people are popping into the shop to say how beautiful they are.
- We have a community member who is volunteering at the local food bank on a Friday.
- There are many people who attend Herts inclusive Theatre group, monthly Mencap discos, Pennywell riding stable, and gateway club.
- A community member volunteers at a neighbour stable, caring for the horses.
- We have a group of people who are part of the Purple Star Strategy, they meet the local authority reps to discuss how reactive and disability friendly GP surgeries are in the area and whether they should awarded the purple star.
- The community is very involved with a local primary school, we have a group that attend every Friday to work with the children in their garden, we also have people who are volunteer readers and classroom assistants. The school also comes over to Delrow Community to spend the day here.
- We have completed the trainee challenge with the building company 'Willmott Dixon' and were nominated for best community scheme.
- A group of volunteers from the Radlett Horticultural Society come in every week to help support in the social farm/garden.
- We have a community member who plays cricket for Middlesex Disability team.



Community member, Greg, performing at this years Festover

Planned projects 2022/2023



Longwood

The site proposed for the Longwood development currently holds Longwood House, a derelict two storey property positioned within a wooded area of Delrow Community.

The proposed project is to build 10 one bedroom apartments, each with their own front door to the outside, rather than to an internal corridor.

The full proposals will be going to board in 2022 for approval.



Robert Owen House

The plan is to create a new kitchen and laundry area in the property, and create ensembles for all the residents on the ground floor as this service is mainly for older people. The costs for the project are budgeted and we are in the process of gaining full quotes to provide to EMT for full approval.



Raphael House

Raphael House is currently a four person house which we are looking to convert into a one bedroom, two bedroom, and a three bedroom flat – all with ensembles. Again the costs for this project are budgeted and we are in the process of gaining full quotes to gain EMT approval.



Thank you for visiting Delrow Community!



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