

camphill
village
trust



St Albans
Community

Welcome to your Trustee road trip pack – September 2022



Community summary

St Albans Community is situated in the heart of St Albans. It is an urban community with accommodation scattered around the city. The community has day opportunities provided around three sites, an Art studio which we own, allotments, and a café which we lease. The café, Café on the Corner, is well known in the wider community and is our main public facing service.

We also have a beautiful hall, Michaelmas Hall, where we can provide shared opportunities for the people we support, hold meetings; it is also has staff offices.

St Albans 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, but we do not currently have anyone receiving a regulated activity, though we do support some people with a high level of need.

We are registered with the CQC as a domiciliary care provider, but we will be reviewing this status as we hold a registration at Delrow Community which is also in Hertfordshire and as stated no one in St Albans Community is receiving a regulated activity at this time.

Accommodation

The people we support live across 20 properties, these properties are a mix of shared houses and flats. We own some of these properties, others are leased and in some we have no housing responsibility.

Of the properties that people we support live in, nine are leased and we manage the housing (people are signed up to our tenancies), three properties managed by someone else, and we own seven.

- Six one bed flats.
- Seven two bed flats (housing two people).
- Six houses for three or more people.
- One flat is rented to staff.

We currently have two vacancies and are in the process of handing back two leased properties. Historically we have had multiple voids in these leased properties, which means we have not been receiving rent while paying lease costs. In the future, we would like to increase the one bedroom flats we have and decrease the two bed flats. Many people in a two-bed flat sharing homes have expressed they would like their own accommodation.

Support needs

- 22 of the people we support have Hertfordshire funding.
- Seven people health support.
- Three people are private payers.
- The rest are made up of the following local authorities: Harringay, Buckinghamshire, Enfield and Ealing

The average number of commissioned support is currently 1143 hrs split between 39 people. Two 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. Most people we support in St Albans do not need 24 hrs support.

Support ranges from six hours per week floating support, to 105 hours per week. Four of the houses have sleep in support.

Day opportunities

- All day opportunities are funded by local authorities or privately funded.
- We have 52 people currently accessing the day opportunities
 - 20-day placements.
 - 32 people who also live in the community.
- The day opportunities we provide include:
 - Café on the Corner – our café open to the public.
 - The Art Studio – this can support 15 people at one time.
 - Community allotment.

Staff

At St Albans Community we have:

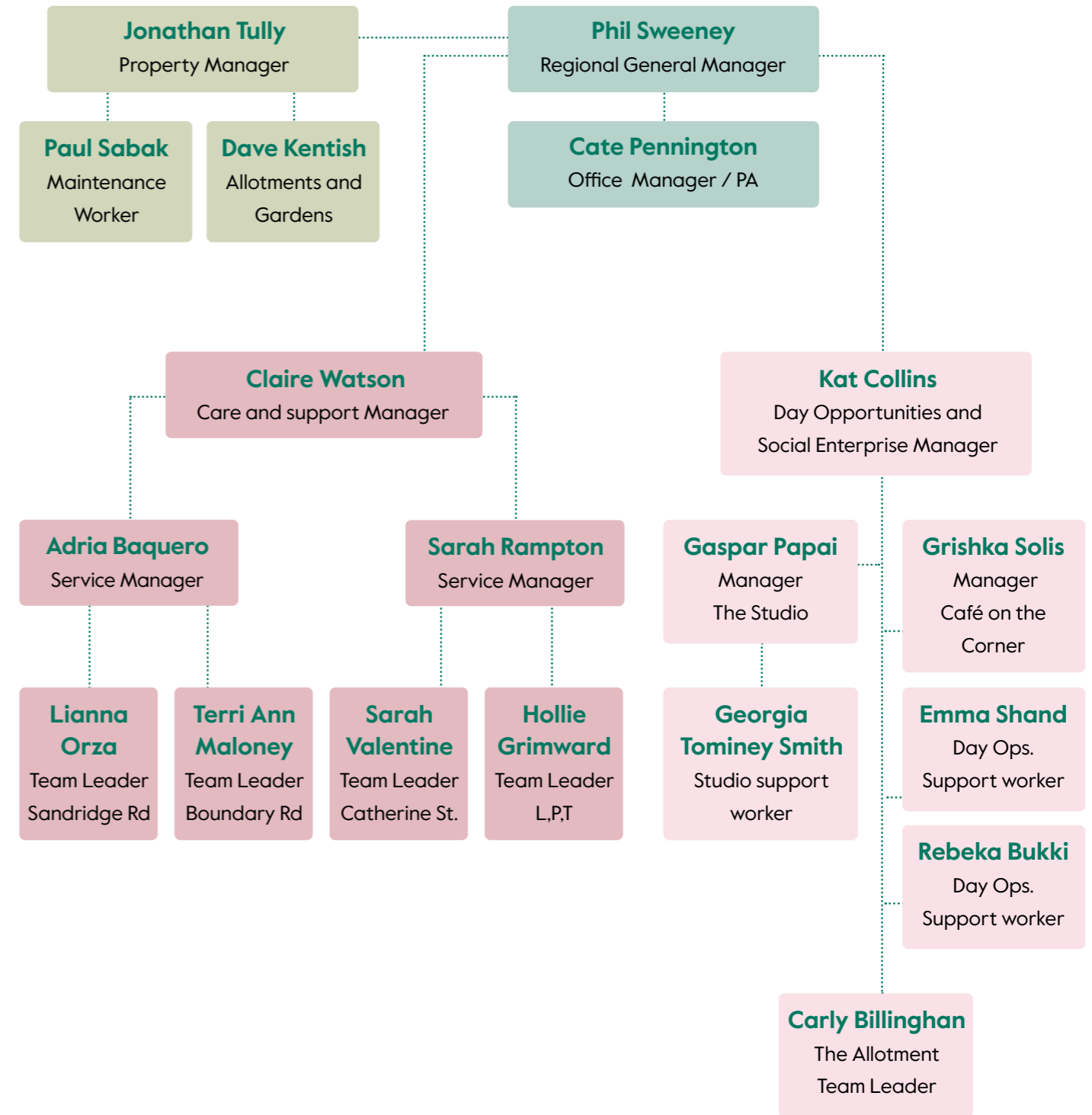
- 43 members of staff, including permanent, bank/relief staff, and admin.
- The management team are new with five of the six staff either being new to the organisation or new to their roles but previously worked for us.

Phil Sweeney
Regional General
Manager St Albans
and Delrow
communities

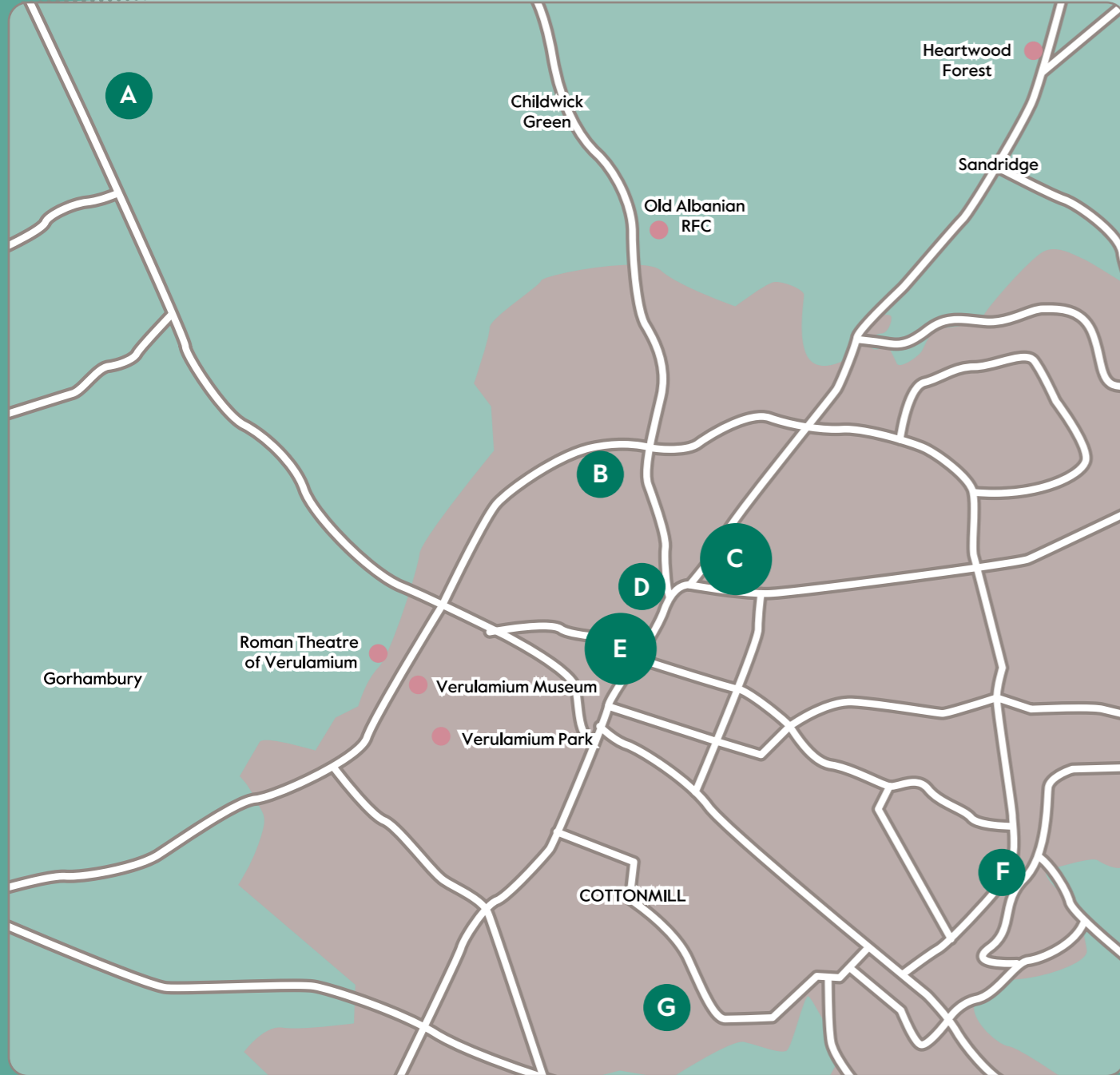




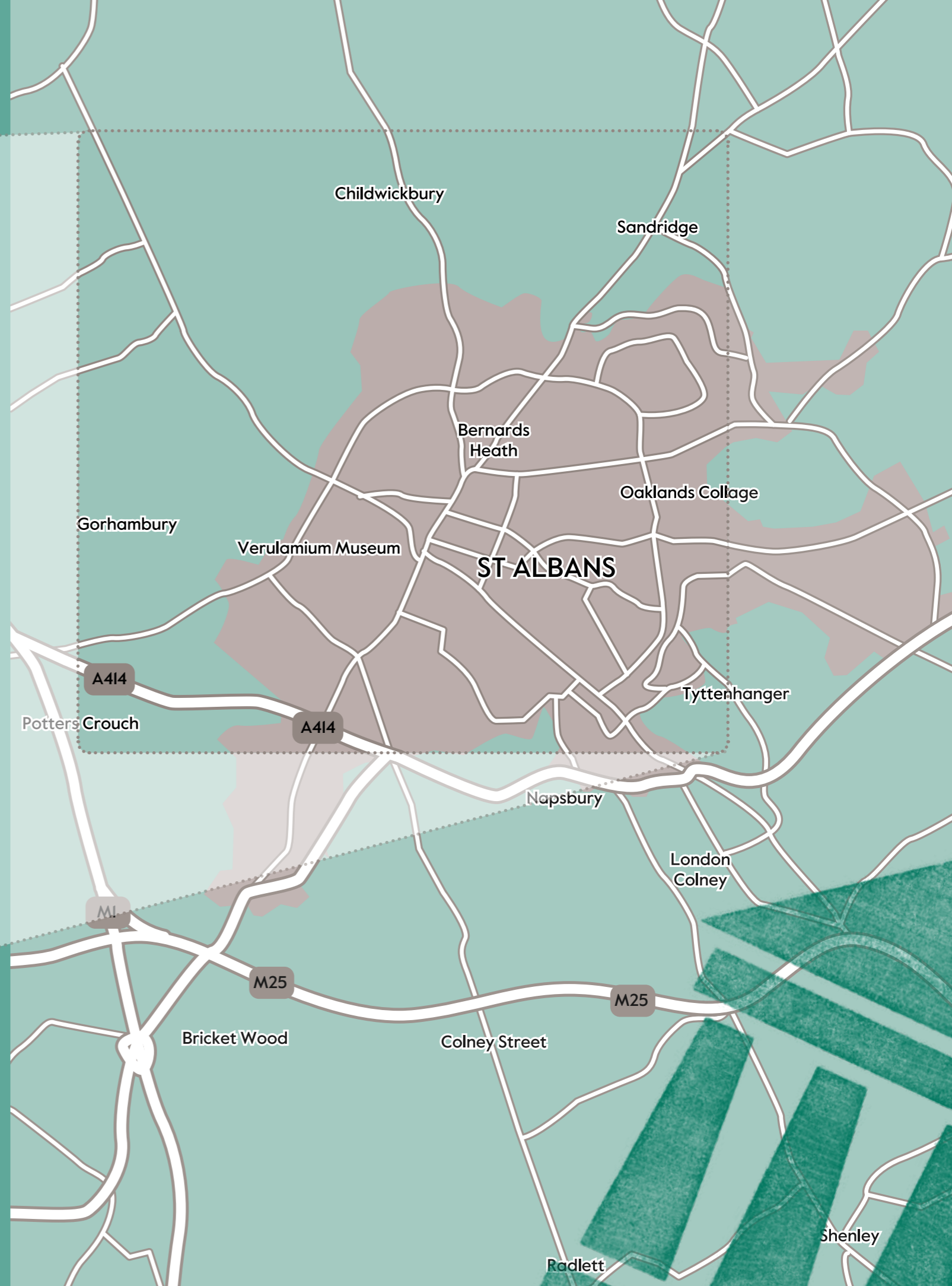
Community organisation chart



St Albans Community site map

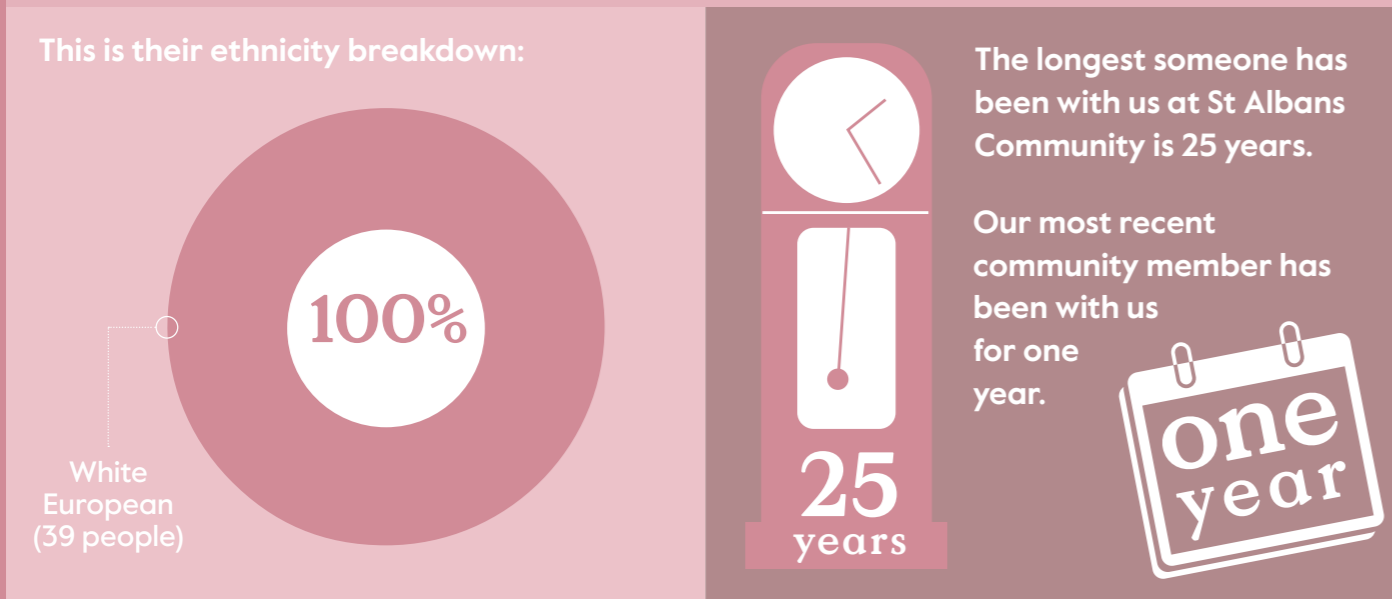
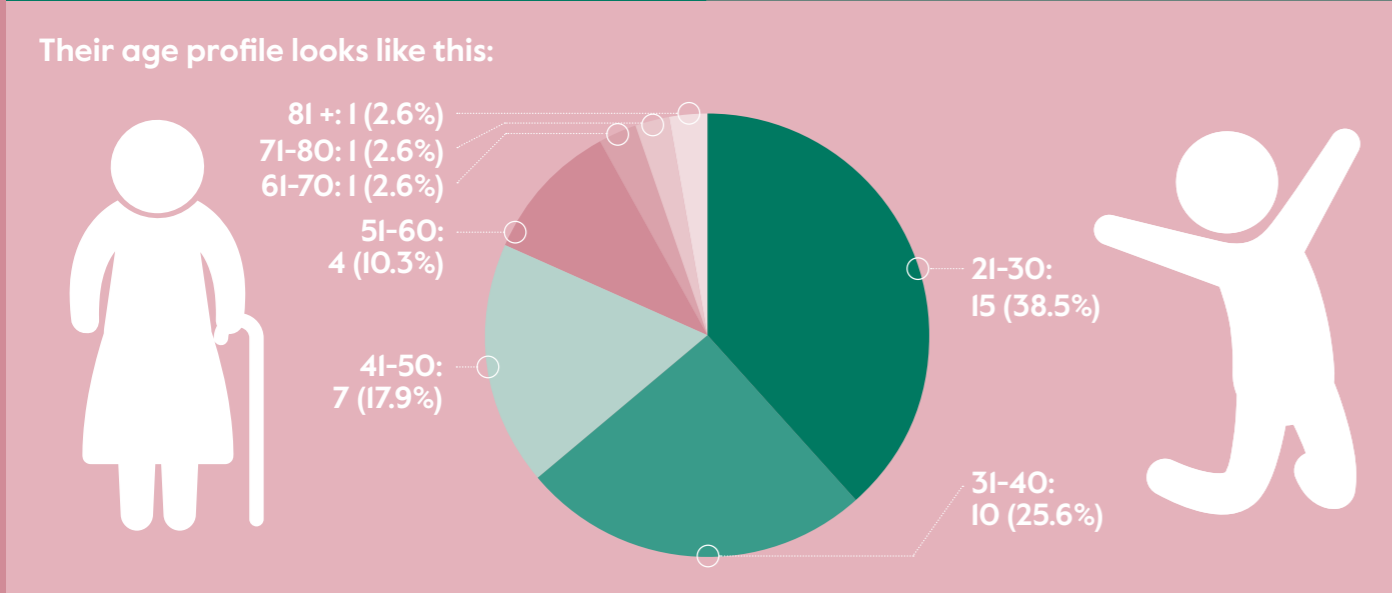
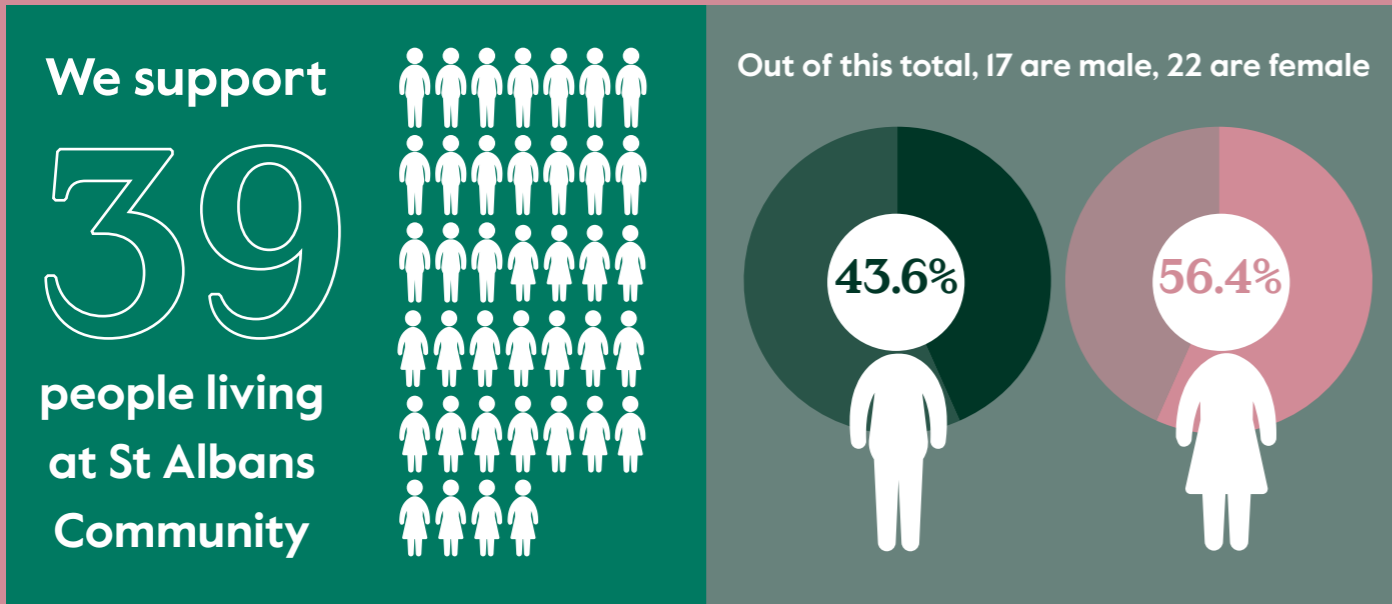


- A:** The Barn, Crown Yard, Redbournbury Farm
- B:** 57 Townsend Drive
- C:** 74, 76, 78a, 80 Sandridge Road
66, 68, 70, 4 Boundary Road
Michaelmas Hall, 78b Sandridge Road,
1 Warwick Road
- D:** Lily, 48 Carlisle Avenue
Poppy, 50 Carlisle Avenue
- E:** 30, 38, 38a, 41a, 45a Catherine Street
The Café on the Corner, 39-41 Catherine Street
The Studio, 42-46 Adelaide Street
- F:** 7 Cotswold Close
- G:** Flat 28 Eywood House



Demographics

Demographics information was collated on the 28th February 2022.



Day opportunities capacity

As of July 2022

DAY OPPORTUNITY	CAPACITY	ACTUALLY TAKEN	VACANT SESSIONS
Café	50	42	8
Allotment	55	18	37
Craft	90	73	17
Total	195	133	62



CQC inspection

Overview:

Last inspection: 8 March 2021

Report published: 21 April 2021

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

Herts inspection

Contact monitoring PAMMS report (Local Authority) - St Albans

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

Contact monitoring PAMMS report (Local Authority) - St Albans (continued)

Section	Breakdown			
	Excellent	Good	Requires Improvement	Poor
Safety and Suitability of Premises Overall: Requires Improvement		2	1	
Safety, Availability and Suitability of Equipment Overall: Good		1		
Requirements Relating to Staff Recruitment Overall: Good		3	1	
Staffing and Staff Deployment Overall: Good		5		
Staff Support Overall: Requires Improvement		4	4	
Assessing and Monitoring the Quality of Service Provision Overall: Requires Improvement		2	1	
Using Information and Dealing with Complaints Overall: Good		4	1	
Records Overall: Poor		1		1

Herts inspection (continued)

Contact monitoring PAMMS report (Local Authority) - St Albans Day Ops

Section	Breakdown			
	Excellent	Good	Requires Improvement	Poor
Respecting and Involving Service Users Overall: Excellent ★	7	1		
Consent Overall: Excellent ★	2	1		
Care and Welfare of Service Users Overall: Excellent ★	7	4		
Meeting Nutritional Needs Overall: Good		1		
Co-operating with other providers Overall: Excellent ★		1		
Safeguarding People who use the Service from Abuse Overall: Excellent ★	3	1		
Cleanliness and Infection Control Overall: Excellent ★	1	1		
Safety and Suitability of Premises Overall: Excellent ★	1			
Requirements Relating to Staff Recruitment Overall: Good		3		
Staffing and Staff Deployment Overall: Excellent ★	2	1		
Staff Support Overall: Excellent ★	5	2		
Assessing and Monitoring the Quality of Service Provision Overall: Excellent ★	3			
Using Information and Dealing with Complaints Overall: Excellent ★	3	2		
Records Overall: Excellent ★	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	60%	0%	0%	43%
Meds audit 80%+ No. audits by Quality Auditor	86%	0%	0%	100%
Incident logs monthly	Yes	No	No	Yes
Safeguarding logs monthly	Yes	No	No	N/A
PWS financial transactions audited	Yes	No	No	No
Quarterly meds audit	Yes	No	No	80%
Outcome support plan review in last 12 mths	30/39	0	9 of 39	N/A
PWS offered GP health check in last 12 mths	22/39	0	11 of 39	N/A
2. FINANCIAL SUSTAINABILITY AND GROWTH				
Occupancy rates	83%	83%	83%	83%
Direct salary costs as % of care income – 80% or -	61%	64%	70%	79%
3. CONNECTING PEOPLE WE SUPPORT AND FAMILIES				
Support staff have full CVT Connect profile	38/42	38/42	38/42	38/42
Everyday Matters' w/shop attended within 6 mths of start	33/50	33/50	33/50	38/45
4. HR AND PEOPLE				
Agency hours as a % of contracted hours (<10%?)	0%	0%	18%	40%
95% or + supervisions all contracted staff (4 per year)	75%	18%	75%	50%
95% or + appraisals all contracted staff (in post + 12mths)	0%	0%	68%	68%
95% or + on below mandatory training:				
Safeguarding (induction/face to face - 3 yearly)	90%	81%	79%	88%
Safeguarding annual on-line refresher	100%	100%	100%	73%
MCA/DOLS (induction/face to face - 3 yearly)	88%	74%	69%	68%
MCA/DOLS on-line refresher	100%	95%	79%	81%
H&S (induction/annual on-line refresher)	98%	96%	93%	91%
Fire Safety (induction/face to face - 3 yearly)	98%	96%	96%	91%
Fire Safety annual on-line refresher	98%	96%	98%	91%
Moving & handling objects (induc/3 yr/on-line)	100%	100%	100%	93%
Equality and Diversity (induction)	100%	100%	100%	91%
GDPR (induction)	100%	96%	98%	93%
95% or + on below core training:				
Meds – support staff chosen to administer	97%	97%	97%	84%
NAPPI (face to face - annual)	42%	38%	38%	0%
Working in a person centred way (induction)	100%	100%	100%	100%
5. PROPERTY AND SAFETY				
Relevant props full fire risk ass in last 3 yrs	25 of 25	23 of 23	25 of 25	25 of 25
Relevant props full fire risk ass in last 12mths	25 of 25	23 of 23	25 of 25	25 of 25
High priority actions risk ass reviewed/completed	25 of 25	23 of 23	25 of 25	25 of 25
Weekly fire alarm test and premises checks are documented and up to date	25 of 25	19 of 23	20 of 25	22 of 25
The fire system service schedule is up to date for each relevant property	25 of 25	23 of 23	25 of 25	25 of 25
All lifting equipment has been serviced in last six months	N/A	N/A	N/A	N/A
Water systems risk ass completed in last 2 yrs	25 of 25	23 of 23	25 of 25	25 of 25
Water temperature profiling is up to date	25 of 25	23 of 23	25 of 25	25 of 25
Scheduled chlorination is up to date	25 of 25	23 of 23	25 of 25	25 of 25
Annual asbestos register review has been completed in the last 12 months	N/A	N/A	N/A	N/A
PAT testing has been completed in the last 24 months	25 of 25	23 of 23	25 of 25	25 of 25
5 year hard wiring checks are in date	25 of 25	23 of 23	25 of 25	25 of 25
Annual gas safety checks have been completed in the last 12 months	N/A	21 of 23	25 of 25	25 of 25

Our facilities and those accessed externally



We have had a number of events taking place at our facilities at St Albans Community. Michaelmas Hall is the hub of this sprawling urban community; a great place to connect and meet with others.

- A fortnightly activities sheet is created every week to inform everyone what is occurring at the hall, with weekly staples such as:
 - Meditation evening
 - Cinema night
 - Sunday coffee morning
 - Art and Crafts Evening
- Community meals are very popular in St Albans, they happen on a Saturday evening in the hall and are made in collaboration with the people we support and staff.
- The hall is also used for staff meetings, family forums and community meetings.
- St Albans Community has a very active Co-production group, who meet at the hall every week.
- The Delrow Community and St Albans Community Women's Group meet in alternate halls monthly.

Café on the corner is also a great communal meeting place for everyone and will often be the place where key worker meetings are held, and staff meet the people they are supporting.

Community connections

The community members of St Albans Community are very much integrated members of the wider community.

- One of community members can regularly be found at the Cother Arms (formerly the wishing well) with his guitar for open mic night, often supported by his friends and peers

- This gentleman also holds a full driving licence and volunteers to drive the minibus to support other community members to get to places and events.
- The kindness crew have become invaluable to Age UK St Albans, they are regular volunteers at the day centre running coffee mornings, karaoke sessions and bingo.
- The community wanted to support those who are struggling in St Albans and arranged for a Hygiene bank to be placed in the café, people can donate nappies, shampoo, etc. and is collected monthly.
- The Café on the Corner has connected with Oaklands college and West Herts College and have students attend on work experience.
- One community member has just received a 2:1 Degree in Inclusive Theatre at Chicken Shed.
- There is a weekly pool evening at the Raging Ball which many people attend.
- Volunteering and paid work is very important to community members and there are people who are working at:
 - Raindrops & Roses charity shop
 - Oxfam book shop
 - Co-op (as part of the pilot scheme)
 - Waitrose
 - Dog walking/sitting
 - Odessey (paid work)
 - Three paid Life Of Opportunity Reviewers for the Trust.



Thank you for visiting St Albans Community!



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