

camphill
village
trust



Stourbridge community
and Shared Lives

Welcome to your Trustee road trip pack – August 2022

Community summary

In the main, the community is situated in and around the Black Country town of Stourbridge. Established in the town since the late 1960's, the community started off as a single shared property known as Camphill Houses.

The community has two main 'spot' contracts with local authorities, Dudley MBC for supported living/floating support and Worcestershire for residential care. We also provide spot contracts to several other neighbouring authorities, as well as supporting three out-of-county placements.

Shared Lives is on a commissioned contract with both Dudley MBC until Sept 2023, and more recently with Wolverhampton CC until July 2025.

The community provides a regulated supported living service, and is home to the Trust's only residential care home (Ashfield House). We also provide day opportunities.

Shared Lives

Shared Lives became part of the community in Sept 2018, after being awarded the Dudley MBC contract. In July 2022, the scheme was also awarded the contract to deliver a Shared Lives service on behalf of the City of Wolverhampton Council until July 2025.

The open plan main office, Eagle House, is on a 15-year full-repair lease signed in July 2018. The office is home to the community's Care & Support Team, Central Finance, and the Shared Lives Team.

Accommodation

- **Ashfield House** is an eight bed residential care home situated next door to Ashfield Gardens in the Worcestershire countryside on the edge of Stourbridge town.
 - Two vacancies at present.
- **4 Norton Rd** – also known as 'The Hub', is the central point of the community.
 - 12 x self-contained flats based around a courtyard, with a small garden, hall, training kitchen and two offices on site.
 - Two vacancies after recent changes, however exploring new referrals after a period of re-decoration.
- **27/29 Worcester St** - was the old offices and café building which have been redesigned into flats.
 - Six self-contained flats.
 - One vacancy at present, exploring new referrals however work is needed on a leaky roof.

- **25 Worcester St** - is a two-bed terraced cottage that is in need of renovation.
 - Home to one tenant currently, however they are moving out into their own place shortly.
 - Two existing community tenants will be moving in after the renovation is complete.
- **6 South Rd** – three-bed shared house, recently reduced from four, as we moved the sleep-in room from the loft space.
 - No vacancies.
- **19 South Rd (Rowan House)** – is a large terraced house split into flats.
 - Four self-contained flats.
 - One vacancy.
- **6/8 Clifton Gate** – is a purpose-built property.
 - Four self-contained flats.
 - No vacancies.
- **49 Brook St (Rose Cottage)** – is a shared house.
 - Three bedrooms.
 - No vacancies.
- **49a Brook Street (Stow Cottage)** – is a bungalow that we have recently renovated for a newly married couple who we support, enabling them to live as husband and wife.
 - Two bedrooms.
 - No vacancies.
- **18/18a Stanley Rd (Park House)** - All tenants have moved out recently. Local Authority no longer wish to commission shared housing. We plan so to sell or privately rent out the property and purchase four/five one-bed flats in the neighbourhood, close to Norton Rd.
 - Four-bed shared house including the annex.
 - Four vacancies.
- **52 Bowling Green Rd** – a large detached 5-bedroom property rented out as a therapeutic centre to Elysia Care since 2012, with an annual return of £12K.
- **170 Lower High St** – a managed property in the town, currently not supporting the tenant. Have handed back six flats in the last year and, where requested, have moved tenants into our own accommodation.
- **12 Spicer Lodge** – a one-bed leasehold flat rented by a previous co-worker.
- **Shared Lives** – there are 70 households situated across Dudley Borough, Wolverhampton City and surrounding area. The carers provide 52 Live-In Arrangements, 15 Respite Arrangements and one Day Support Arrangement.



Support Needs

- Across Stourbridge community and our Shared Lives service we support a total of 124 adults with additional/complex needs, mainly learning disability, autistic spectrum disorder and mental ill health.
 - We support 68 people in our Shared Lives service.
 - 37 people in the Care & Support Team across the community.
 - 13 people at Ashfield Gardens.
 - Six people in Ashfield House.
 - In our Shared Lives Scheme we can also support care leavers (16 years +), older people and discharges from hospital.
- In the supported living service, we deliver on average 810hrs each week to commissioned and private payers, who receive anything from 1hr to 168hrs per week. We also provide 730hrs waking nights and 730 sleep-ins.
- At Ashfield House, each person has core hours with additional funded one-to-one support hours depending on assessed needs. There are two waking night staff members.
- We have been unable to fill voids in the community due to staffing pressures and an over-reliance on agency workers. However, we have recently offered contracts to 13 staff across the Care & Support Team and Ashfield House.

Day Opportunities

- **Ashfield Gardens** - 31 people (18 internal/ 13 external) currently attend Ashfield Social Care Farm & Garden, where we provide on average 24 half day and 24 full day sessions each week.
 - This is a mixture of one-to-one and group sessions.
 - We offer a variety of activities, from animal welfare, horticulture, arts & crafts, cookery and pottery. On the farm we currently have three donkeys, three pigs, three goats, two guinea pigs, three runner ducks, two peahens.

Staff

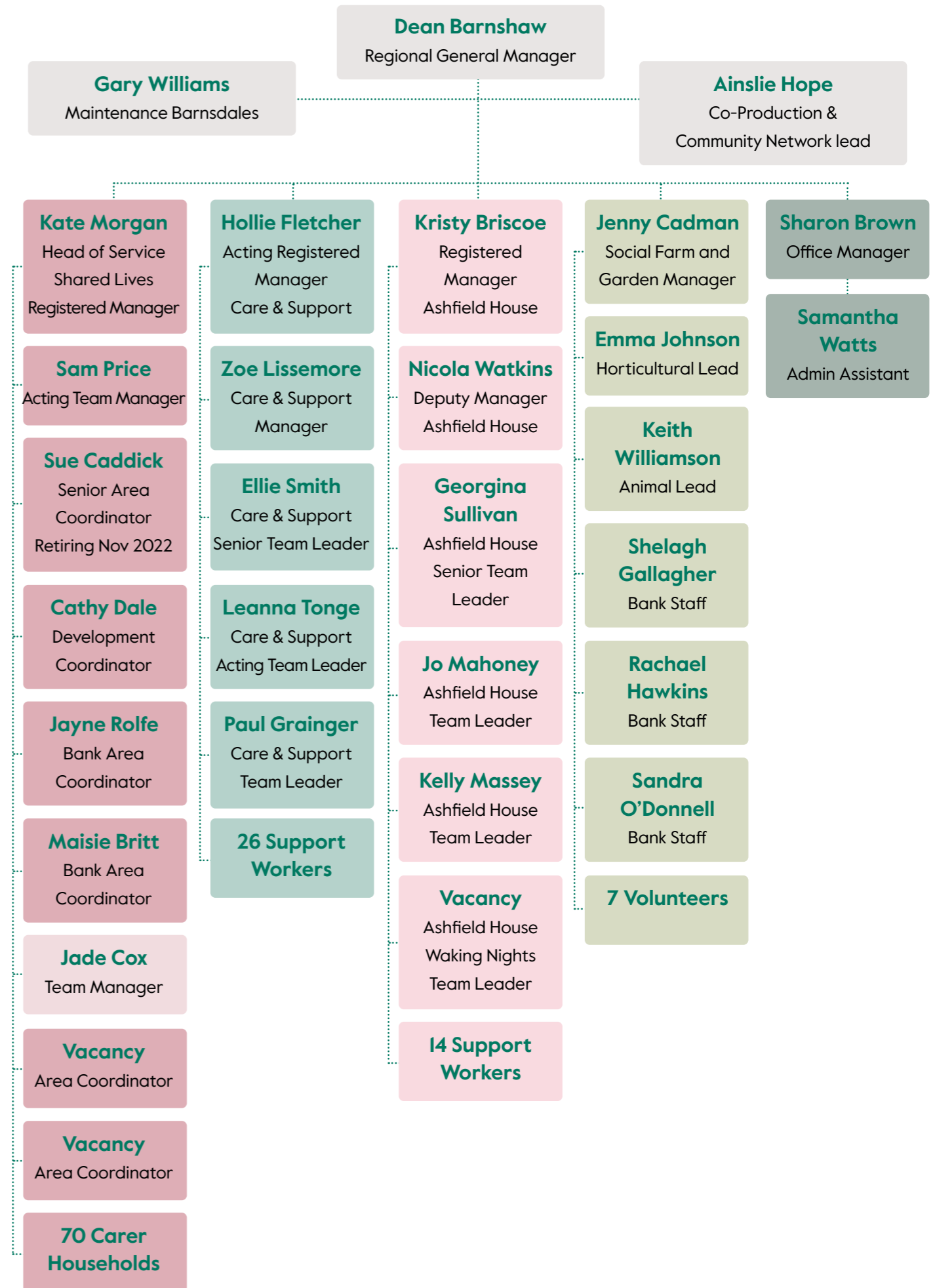
- 67 full-time, part-time and Bank staff working across the community.
- Three head office, 31 Care & Support staff, 20 in Ashfield House, six farm & garden staff, plus seven volunteers, seven Shared Lives staff and 125 carers.



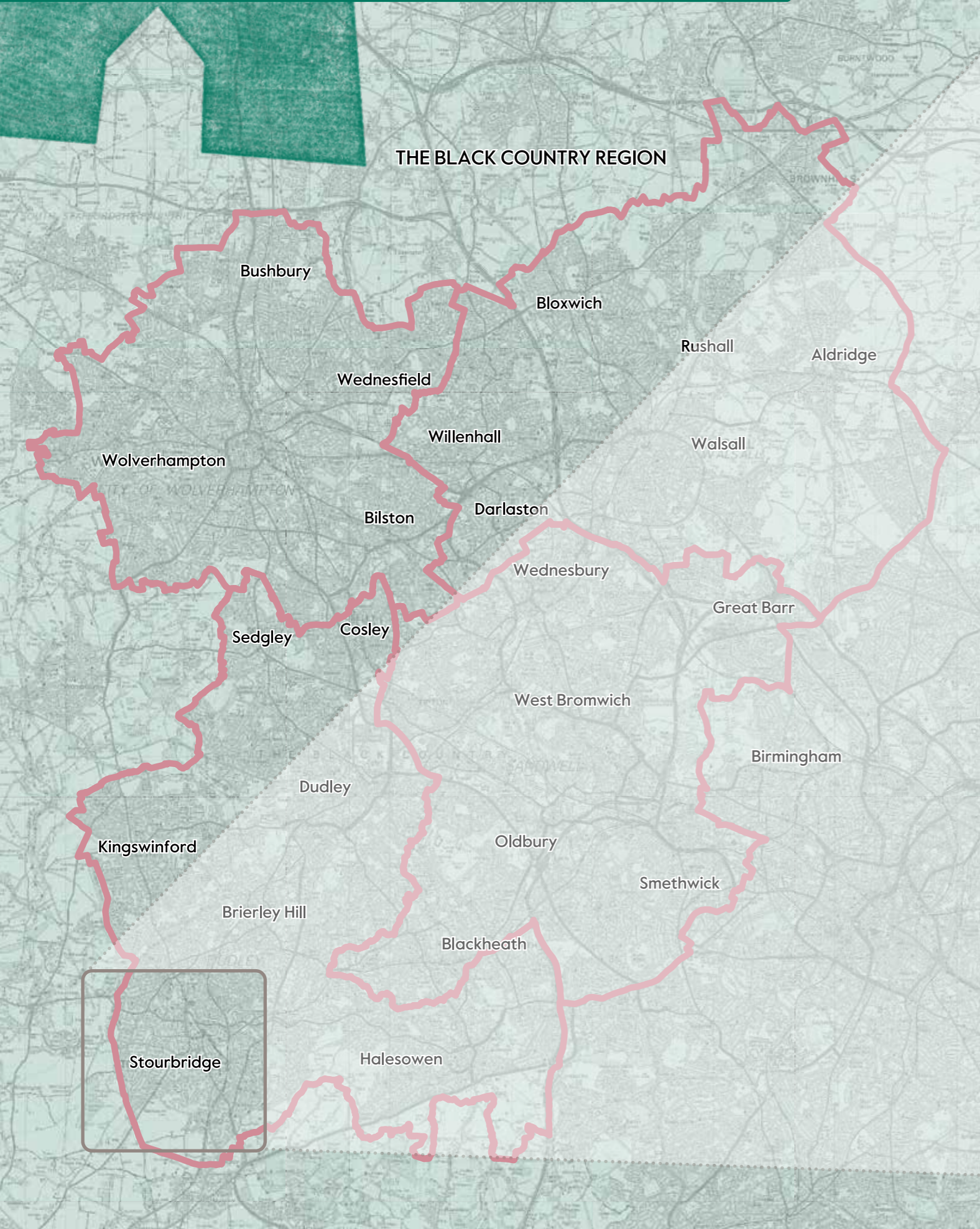
Dean Barnshaw
Regional General
Manager



Community organisation chart

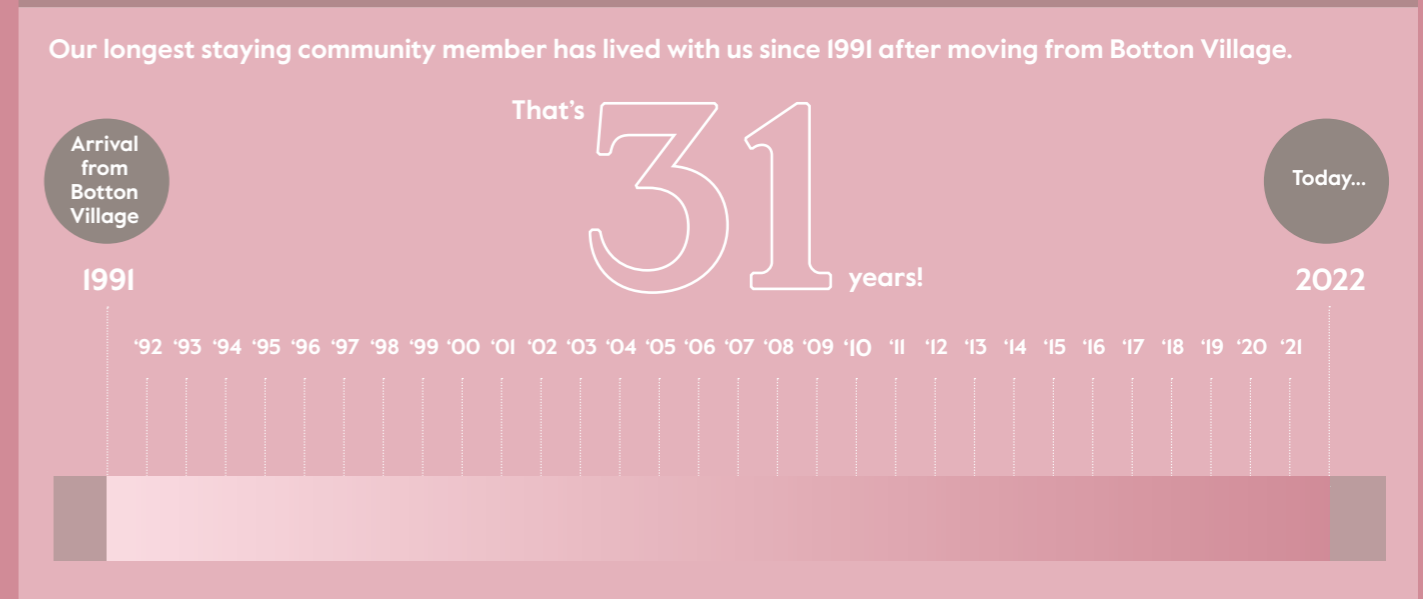
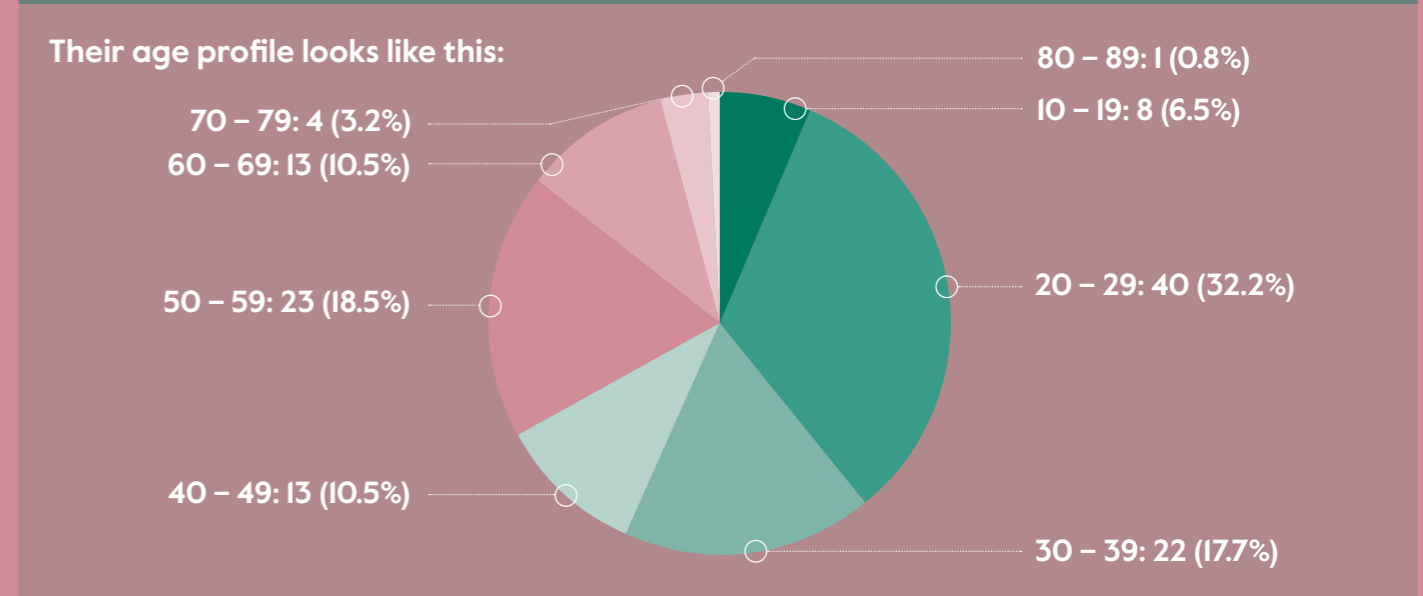
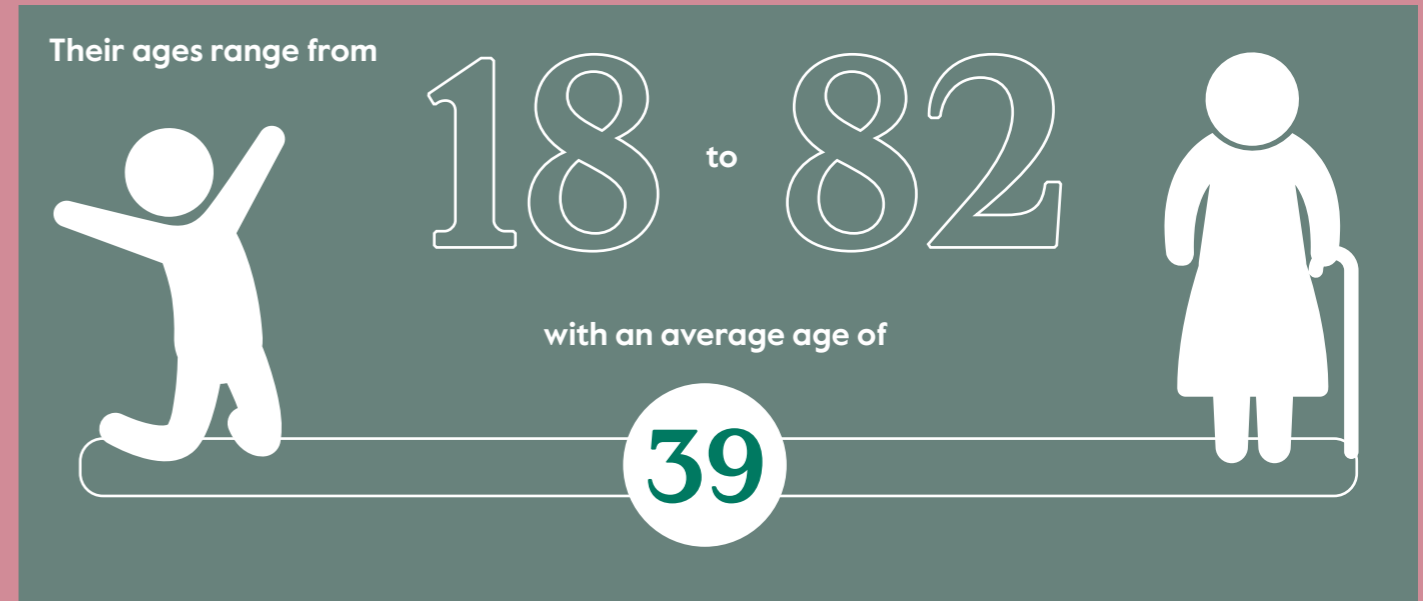
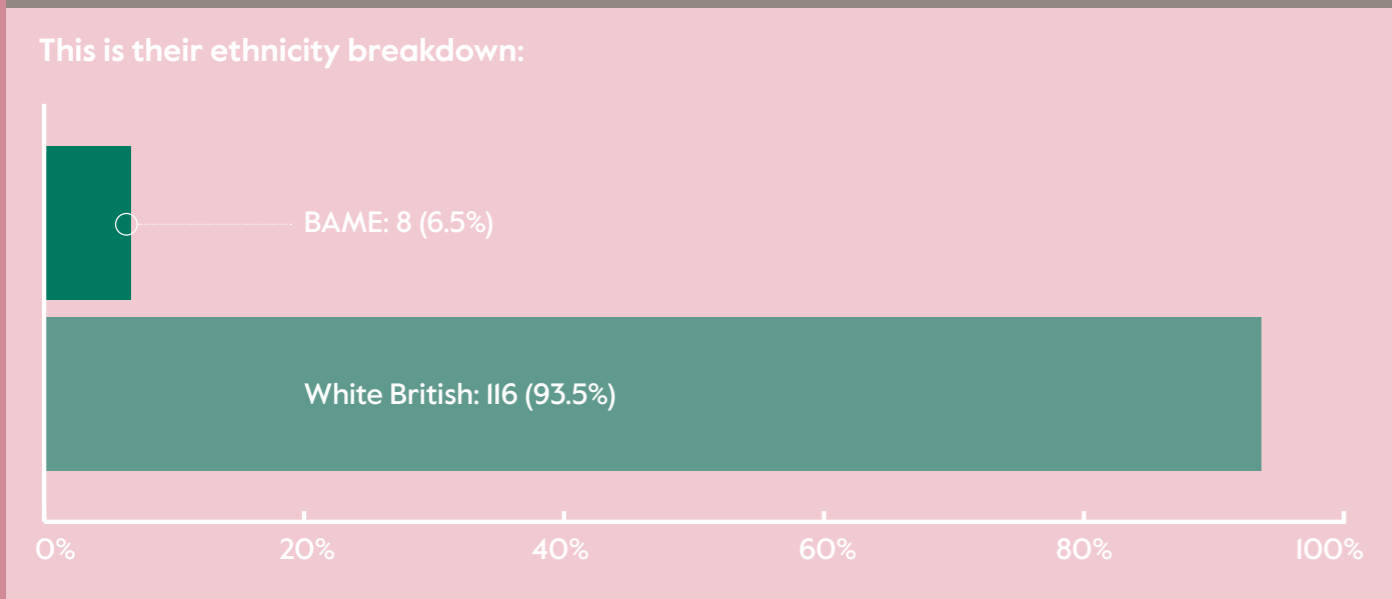
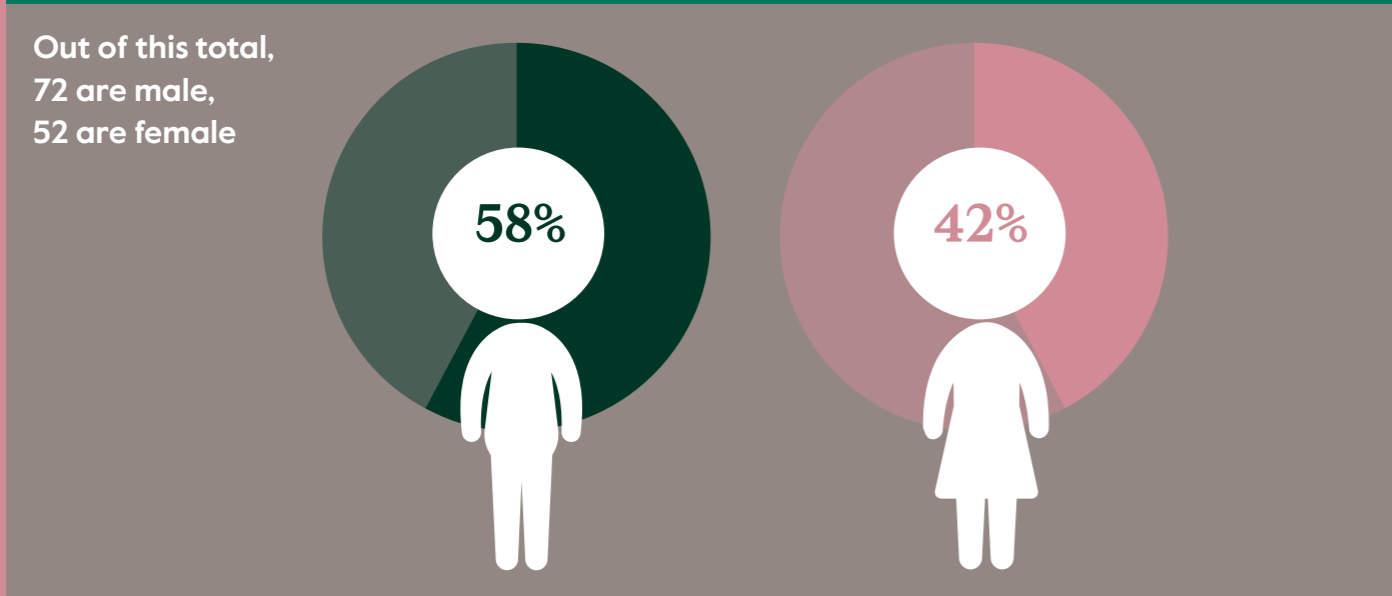
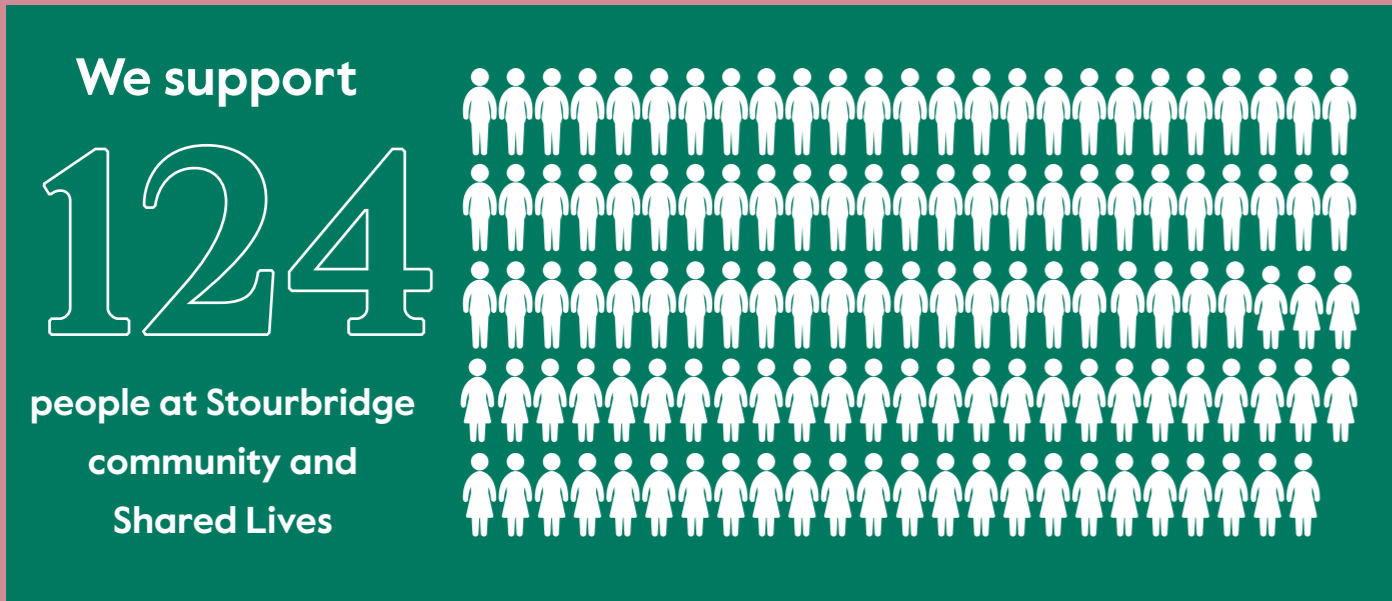


Stourbridge community and Shared Lives site map



Demographics

Demographics information was collated July 2022.





Day opportunities capacity



The Training Kitchen - currently closed as all sessions are being delivered down at the gardens. We are exploring ways in which external organisations can use the resource and offer baking classes.

Ashfield Gardens - All day opportunity sessions are funded privately by the individual or by various projects. The gardens still run at a loss due to the cost of animal care and staff salaries. However, we intend to open up on a Tuesday (admin day) and ask the volunteers to assist with supporting bigger groups to help reduce the deficit.

Contract and commissioning review

Stourbridge community care and support

There has been no local authority quality audit of the service for over five years, however, after several requests, Dudley are now planning a review in August 2022.

Ashfield House

There have been no local authority quality assurance audits carried out whatsoever by either Staffordshire or Worcestershire since Ashfield House opened in 2012. This is because the service is commissioned on a spot purchase basis by both local authorities and therefore, they rely on CQC inspection reports. However, management is in regular contact with both authorities.

Shared Lives

Dudley MBC have carried out two Quality Audits on the scheme, the last being in April 2022. We are still waiting on the final report, however initial findings were positive with comments including:

- Thorough induction programme for new Shared Lives Carers
- Support and wellbeing plans were really descriptive with historical information being clearly documented.
 - Training includes PREVENT (anti- radicalisation)
 - Initial carer assessments were detailed and high quality, with clear audit trail of panel decision making processes.

Care Quality Commission (CQC)

Care and Support

Inspection results

The Care & Support Team are inspected as a domiciliary care service and were rated as GOOD across all five key areas in May 2019. At the time of inspection, the service was providing personal care to nine people, currently this is two.

The report notes 'People told us they felt well cared for by staff who treated them with respect [and] Staff liaised with health care professionals to ensure people's safety and meet their health needs.'

A desktop review was carried out in June 2022, and CQC found there was no need to carry out an inspection or reassess the rating at this stage.

Shared Lives

Inspection results

The Shared Lives scheme's first CQC inspection took place in January 2019:

- After only six months in operation we received a 'GOOD' rating across all five areas.
- Reference was made to the positive involvement of the service with local statutory and voluntary agencies and a welcome, open and caring culture, which forms the ethos of the scheme throughout.

A desktop review was carried out in June 2022, and CQC found there was no need to carry out an inspection or reassess the rating at this stage.

Ashfield House

Inspection results

Ashfield House was last inspected in December 2020.

We received an overall rating of GOOD, however, still requiring improvement on Well-Led.

This was with regards to a resident not counter signing their own medication administration sheet.

Action taken

- The Registered Manager has since implemented a new regime around scrutiny of staff training and observation of administering medication, and as a service we feel we are safe and competent in this area.
- A desktop review was carried out in June 2022, and CQC found there was no evidence of the need to carry out an inspection or reassess the rating at this stage. However, we are still requesting that our rating is reviewed given the significant work that has been undertaken since the last inspection.



Summary of latest quality and H&S KPI's

Care and Support

| Audience | Care and Support | Target | Apr 22 | May 22 | Jun 22 |
|------------------------|--|--------|--------|--------|--------|
| EMT Service Area | Enablement – Every person we support has a Care and Support Plan containing goals and aspirations | 100% | 100% | 100% | 100% |
| EMT Service Area | Progress Review – People we support have a MONTHLY Key Worker conversation about their Support Plan and outcomes | 95% | 100% | 100% | 100% |
| EMT Service Area | Progress Review – People we support have a ANNUAL review of their Support Plan and outcomes | 100% | 100% | 100% | 100% |
| Board EMT Service Area | People We Support – % of commissioned hours / support delivered | 100% | 95% | 96% | 97% |
| Board EMT Service Area | Stable Staff Team – Agency hours vs total hours | < 10% | 20% | 12% | 11% |

Day Opportunities

| Audience | Day Ops / Enterprise | Target | Apr 22 | May 22 | Jun 22 |
|------------------------|---|--------|--------|--------|--------|
| EMT Service Area | Enablement – Every person we support has a Care and Support Plan containing goals and aspirations | 100% | 100% | 100% | 100% |
| EMT Service Area | Progress Review – People we support have a ANNUAL review of their Support Plan and outcomes | 100% | 100% | 100% | 100% |
| Board EMT Service Area | Funding – % fully funded | 100% | 100% | 100% | 100% |
| Board EMT Service Area | Stable Staff Team – Agency hours vs contract hours | < 5% | 0% | 0% | 0% |

Tenancy and Voids

| Audience | Day Ops / Enterprise | Target | Apr 22 | May 22 | Jun 22 |
|------------------------|---|---------|--------|--------|--------|
| EMT Service Area | PWS have a correct Tenancy Agreement that has been signed | 100% | 100% | 100% | 100% |
| EMT Service Area | Occupancy Rate (Operational Voids) | 85% | 89% | 89% | 89% |
| Board EMT Service Area | Average Void Turnaround Time | 20 days | 227 | 136 | 130 |
| Board EMT Service Area | Number of Management Voids | Info | 4 | 4 | 4 |



Our facilities and those accessed externally



- **The hall at Norton Rd** is a focal point for many of the activities, these include weekly Co-production meetings, drama, eurythmy and poetry groups; ladies support group, badminton sessions and an animal studies group.
 - We also hold discos, yoga classes, craft fairs, art exhibitions and social events like community member birthdays and the recent Jubilee celebrations. Where possible we invite the local community to attend as well. On several occasions we have also let voluntary sector organisations use the hall for meetings and activities.
- **Ashfield Gardens** - we hold a long running community meal each month for approx. 30 members.
 - Before and since lockdown, we have been hosting a very successful breakfast club, where local voluntary and public bodies are able to network and promote their services.
 - More recently, we hosted a family open day in conjunction with a woodland crafts facilitator, where nearly fifty families attended.
 - Ashfield Gardens has recently been involved in a successful ESF funded Worcestershire project, supporting four females not in work, training, or education (NEET's) to develop transferable skills for the workplace. One has gone onto become a volunteer at the gardens, one has found part-time work and the other has gone back into education.

- We rent out raised beds to a local SEN school, who bring their students (16+) to Ashfield Garden to learn about horticulture during term time.
- **Shared Lives** - also arranges its own social events and has used the gardens for get-togethers on several occasions.
 - Events are also held in Dudley town as it is a more central location, and where we held our recent Shared Lives Week open day in June.

Outside the community

- Stourbridge is only a short 30-minute train ride from Birmingham and Wolverhampton city centres, and community members will sometimes access theatre, cinema and other amenities there, however, most prefer to stay local to Stourbridge.
- Many members access external day opportunities, have volunteer jobs, and have developed their own social networks outside of the community, especially in Shared Lives.

Planned projects 2022/2023



Other than a small number of planned Capex projects to renovate kitchens and bathrooms, focus this year will be on implementing the Brilliant Basics Plan and filling our voids.

Property sale and reinvestment

If agreed by EMT, we would like to sell Stanley Rd this financial year and purchase four/five one-bedroom flats to expand the community.

Ashfield Gardens

Future projects at the gardens include developing a wellbeing studio for yoga and mindfulness, creating a café and building a community stage from pallets, so we can host social events for the wider community.

Shared Lives

The plan is to consolidate and then merge the two schemes over the coming months. We are aware that commissioners have adopted our idea of developing a regional Black Country scheme for 2025, which would be more cost effective and provide greater economies of scale. We will be in prime position should we hold on to the Dudley scheme post Sept 2023.

Regional Homeshare Scheme

We are also looking to explore the development of a regional Homeshare Scheme. A typical Homeshare Arrangement consists of an older person who lives on their own and is struggling with independence. Rather, than be admitted to residential care or receive home care, the 'homeowner' is matched with a 'homesharer', who instead of paying rent, provides an agreed amount of support hours in return. An introductory meeting has already taken place between our CEO Sara and the CEO of Homeshare.

Thank you for visiting Stourbridge community
and Shared Lives



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