



The Beacon

The news update from Crimson Hill Support

Number 72, June 2018

Hi everyone,

Its been a couple of months since the last Beacon, and when we sent the last one out, we had storms, torrential rain and it was freezing cold... now the big news is that we have had a heat wave which has lasted several weeks! It feels like we have actually got a summer this year. Fantastic! However alongside the positive news about the football, weather, and kids getting out of caves, there is also a sad but unfortunately repeated story in the news this morning.

It's a story article about Restraint and poor practice in a Mental Health NHS hospital in the North of England. There has been a Fatal Accident Inquiry published this week into one person's death and it has said that there were serious systemic failures in the care.

24 people were interviewed and 11 of them said they had been unreasonably held face down (Prone). Another seven said they had seen this happen to others. One of them has asthma and said that even when she was saying she could not breathe they continued to hold her and a member of staff even slapped her.

We use MAPA as a last resort and our culture is such that we use all other techniques to support someone who is anxious, angry or disturbed rather than holding. It is a testimony to all of you that your values mean in the 10 years Crimson Hill Support has been in existence we have only held individuals on the floor a total of three times. There will be lessons learned from the Care review inquiry, but the sad thing is they will be the same lessons the sector has supposed to have learnt every time there is a fatality.

The critical factor in whether or not restraint is used as a last resort to keep people safe, or as a punitive way of controlling people, is in the culture of the organisation. It doesn't matter if it's private, public or a charity, cultures can be corrupted and abusive everywhere. So lets make sure that at CHS we continue to put the interests of the people we support at the very heart of their support. Thanks for the great job you all do.

Fliss

Senior Support Workers

Many of you will know that we recently advertised for a new senior support worker. Laura Wright was successful and joins the senior team.

I thought it would be a good time to explain the role of the seniors and their importance to the support we provide, as well as letting you know which senior is responsible for which service user.

If you have any questions then please contact your team leader to have a chat.

The Role of a Senior Support Worker

- Being flexible, and positive in your attitude to your role, colleagues and the organisation.
- Work with a variety of service users.
- Travel to fulfill senior duties.
- Contributing to the writing, reviewing and updating of support plans, risk assessments.
- Ensure the team are aware of any changes to the support plans, risk assessments.
- Ensuring documentation is in place in people's homes and is being properly completed and stored.
- Collecting completed documentation and returning it to the office and supplying replacement documentation.
- Undertaking monthly reviews with the appropriate people and return them to the office by the 10th of the following month.
- Ensuring all issues and concerns are passed on to the relevant team leader or on call and the correct documentation is completed by individuals involved.
- Checking MAR recording and ensuring that medication is reordered when required, stored safely and returned when appropriate.
- Checking financial balance, annotating as a senior spot check. Ensure all other entries are detailed and accurate.
- Planning activities.
- Taking a lead on working with people to identify steps they could take towards their goals, and working with staff teams to ensure the person's support helps them to take those steps.
- Ensuring people's home environments are well maintained where appropriate.
- Liaising with families in the team leader's absence.
- Mentoring new staff and leading shadow shifts, ensuring new staff complete induction forms.
- Acting as a positive role model for other staff in relation to providing effective support, acting professionally, and communicating openly.
- Assisting team leaders in purchasing items on behalf of service users or arranging trips out or holidays and where required, acting as a signatory on their behalf.
- Attending reviews and meetings in the team leader's absence.
- To undertake any other duties deemed appropriate and within the remit of the post.

Staff Briefing.

The next edition of the Staff Brief will be out in August, if you have any comments, ideas or suggestions for things you would like highlighted, discussed or shared then please get in touch with Fliss. Thanks

Improvements to Riverside

If any of you have been working at Riverside recently you will know that the wooden floors are looking particularly tatty. Reli is currently laying a new floor in the kitchen and lounge. A new door to the kitchen is being fitted and we also have new windows arriving. Hopefully all the work will be completed by the end of September. It may mean a little disruption to support provided there, but we will try and keep it to a minimum and let you know in advance.

SMART Goals and Outcomes

(Specific, Measurable, Achievable, Realistic, Time focused)

Over the next few months you will all see changes in people's support plans in relation to their goals and objectives. We have revamped how we document these, and it will also mean that how we record what people have done during their support will also change.

We are currently working on some draft versions to trial, and we will be rolling out some training to all staff on how to complete the new paperwork.

We are keen to ensure that we have a record of how service users are progressing and developing, and we know that currently we are not that good at evidencing this.

Once the paper work is in people's homes please feed back to us what you think about it . Thanks Fliss