



The Beacon

The news update from Crimson Hill Support

Number 74, February 2019

Hi everyone,

What a busy few months we have had, Christmas has been and gone and after a very short spell of cold weather, it feels like spring is in the air! The days are getting longer and Easter is around the corner. It feels like 2019 is already running away with us! We have had a few changes with people who use our service as well.

Most importantly is that we have lots of new faces on our staff team, so over the next few weeks you will almost certainly be introduced to some new members of your team. Please make them very welcome.

Please remember to use your browser on your phone to open emails and rotas as email apps will not open them properly and it will be difficult to read them.

On a separate note some of you may have seen this quote before, but it was sent to me, with the suggestion that I put it in The Beacon ... so here it is!

If ...

ABCDEFGHIJKLMN OPQRSTUVWXYZ
= 1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,
21,22,23,24,25,26

Then

K+N+O+W+L+E+D+G+E
= 11+14+15+23+12+5+4+7+5 = 96%

H+A+R+D+W+O+R+K
= 8+1+18+4+23+15+18+11 = 98%

Both are important , but just fall short of 100%.

But

A+T+T+I+T+U+D+E
= 1+20+20+9+20+21+4+5 = 100%

Fliss

Nicks role as Registered Manager

Now that Nick has been in post for four months I thought it may be useful to explain exactly what he does as Registered Manager. He not only has to be make sure we are compliant with the Health and Social Care Act, and that CQC are confident and happy with the support we provide, he also oversees the staffing and Team Leaders.

Part of Nick's role is authorising Annual Leave and Shift Requests, so when you send in a request it will go to Nick and not Fliss. Nick also responds to all the Record of Concerns, and he will write back to you if you send one in.

Fliss also sees the Record of Concerns and will discuss with Nick possible actions if necessary.

When you complete an Accident or Incident form Nick also is the first port of call when they arrive in the office, he sees them and will then share with Fliss and relevant Team Leaders to ensure that Social workers and other professionals are kept updated about how someone is doing.

Kylie will also receive all documentation which is linked to The Bungalow the Registered service she is manager for.



If you have any questions for either Nick or Fliss about their roles, then please get in touch.

Safeguarding

As all of you will be aware safeguarding the people we support is pivotal to the job that we all do. It is one of the biggest responsibilities we have and as such its critical that we get it right, as this protects the people we support and the people who support them.

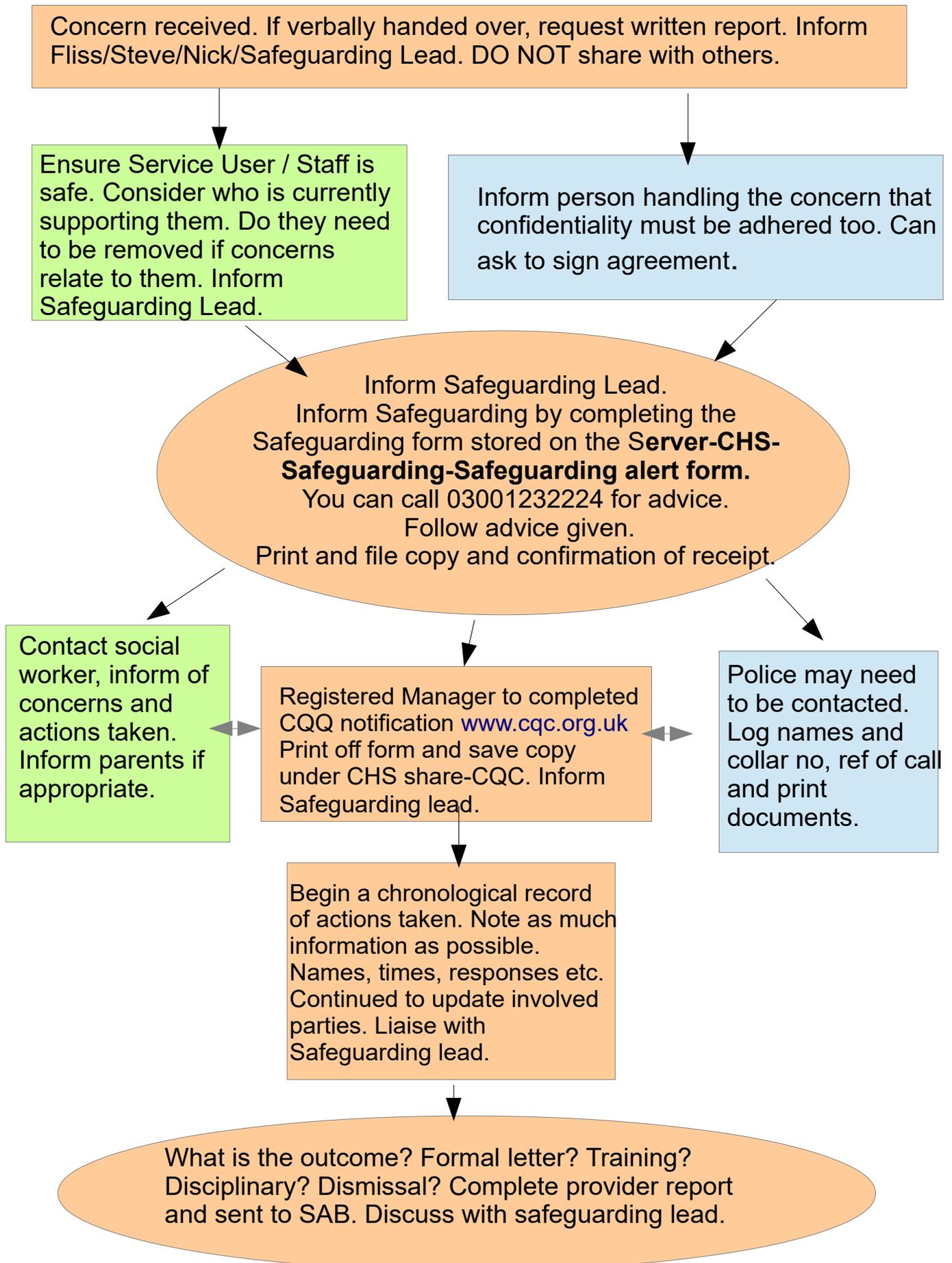
Kylie Brown is our safeguarding lead and ensures that not only do we handle any concerns properly but that our policies and procedures are compliant with our registration requirements and the law.

Kylie has put together a flow chart so that everyone knows what happens if concerns are raised regarding any type of abuse from any source.

Remember there are many different types of abuse and they can occur for a variety of reasons. If you have any questions please get in contact with your Team Leader or Kylie to discuss.

Thanks Fliss

Safeguarding Flow Chart 2018



Article Update



In the current edition of Learning Disability Practice, there is an article entitled “Restraint and isolation: what lessons have been learned since Winterbourne View?” Here are some excerpts from it. If you would like to get a copy of the whole article please text Fliss and she will send you one out. The really interesting thing about this article is that it highlights that our approach to supporting people with complex behaviours is right, and that how we work with them actually helps them rather than cause further issues and upset for them.

“The Care Quality Commission is reviewing the treatment of people with learning disabilities and autism in inpatient settings to eliminate inappropriate restrictive practices. It is more than six years since the government published its response to the Winterbourne View Hospital scandal. Among the finding was a warning about the misuse of restraint, which it said was a problem in assessment and treatment units.”

In England the number of incidents involving restraints and people who have learning disabilities and autism rose by 50% between 2016 and 2017 to just over 22600. Projected figures for 2018 suggest it will rise again.

The crucial unanswered question is what proportion of these incidents are unnecessary or incorrectly carried out? The guidance says the use of restraint should be for the shortest time possible – and should only be used as a last resort.”

“RCN learning disability nurses' forum chair Simon Jones is convinced the system is “flawed”. “putting people in these communal settings when they are stressed, agitated and have difficult behaviours is the worst place for them to be. When they get even more stressed, then staff often have no other option than to isolate or restrain, or both. It's depressingly obvious.””

He is also concerned about training – the guidance recommends preventative approaches and de-escalation techniques are used – saying restraint often becomes the “first resort” rather than the last. What we need is for people to have their own space – where they can be cared for and one which provides a calming environment. There are examples of this but they are few and far between.”

Two Senior Support Worker Vacancies – if you would like to apply please write to Nick explaining why you think you would make a good senior.

