

ANNUAL PROGRESS REPORT 2016–2017: Ffynnon Waun and Maes Yr Ysgol

What we are accomplishing...



Over the past twelve months

It's been a year of change. New manager, new senior worker, new staff, new ways of working.

With all the changes going on we want to keep the goal in mind: to provide the best service we possibly can to the people we house and support. An important part of this is to have suitably qualified staff, supported, trained and confident to deliver.

Over the last twelve months our commitment to our staff has meant:

- All front-line staff have a mandatory requirement to work at QCF [Quality Credit Framework] level 2, but are building on this by working toward level 3
- All management positions are working toward level 5
- With the support of the Wellfield Road Mental Health Team, we are accessing dedicated mental health training specific to our client group with three half-day sessions to be delivered covering schizophrenia, psychosis, and a session to more fully understand the effects on our clients of the medications they are currently using

Our commitment to our clients has meant

- We are committed to maintaining the staffing complement required to deliver a first-class service that is responsive to the changing needs of our clients
- We have conducted a client and carer survey and feedback exercise to inform future changes in the services we offer
- We are committed to implementing a more person centred and less prescriptive approach to our work and have begun training staff to meet these goals
- Recognising triggers is a lynchpin to how we wish to work in the future, with client records, risk assessments and support planning all re-designed to support this
- The physical environment: Guided by the Welsh Housing Quality Standards we have a five-year plan in place to ensure the living environment supports a sense of home and personalisation

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Future Direction: Opportunities

- We want to build the capacity to meet diverse needs, making sure we are housing the clients who can most benefit from our services, including supporting those with more challenging and complex needs
- We are committed to supporting our staff to be more self-directed, taking initiative in the delivery and development of our services
- Developing a more varied approach to activities, community integration and active citizenship is one of our priorities
- We intend to engage more fully understanding, encouraging, and supporting our clients' life goals
- We will make our support plans more visual, meaningful and engaging for clients
- We hope to create an occasional newsletter to promote what we do

Future Direction: Challenges

- We recognise that we are working in an environment that is under financial pressure. We therefore see the need to develop a fundraising strategy to assist in delivering better services, be that for equipment, activities, resources to support community engagement, or micro enterprises
- We will look to explore income generating opportunities, such as Social Work student placements
- The challenge of maintaining the right level of staff to deliver the required service remains, with the baseline being our contractual obligation to provide twenty-one hours of one to one contact per resident per week
- Our staff are delivering more services than we are currently recording in activity sheets. This will be addressed as we continue to develop a more responsive model of care and support
- We are aware of changes in the way that services are delivered to those with mental health support needs and will be considering future options to meet client aspirations and commissioning priorities