

ABERDEEN CITY COUNCIL

ALEO – ANNUAL REPORT PERIOD 2018 – 2019

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| ORGANISATION: | Bon Accord Care |
| REPORT COMPLETED BY: | Alexis Chappell, Managing Director |
| DATE: | 1/11/19 |

SECTION 1 - Outcomes and outputs

Please provide a qualitative summary of outcomes, outputs, activities undertaken and progress made to date:

In the year 2018 – 2019, Bon Accord Care (BAC) remained focused on our three strategic aims and delivered on our contractual arrangements, whilst working collaboratively with our key stakeholders to align ourselves with their priorities and to achieve positive outcomes for the people of Aberdeen.

As an organisation, we strive to maintain service provision, increase quality, reduce expenditure and make a difference in the lives of those we support.

During this period 2018 – 2019, Bon Accord Care was pleased to achieve: -

Awards

- NHS Healthy Working Lives – Gold Award
- CHeRries Awards – Winner 2018 – Exceptional Employee Engagement
- Healthy Living Award - Bon Accord Care successfully achieved this award at Balnagask House, Coronation Court, Denmore Court, Craigielea Gardens, Fergus House, Rosewell House and Victoria Grange. We were the first company here in the north-east and one of just a few across Scotland to gain this accolade in care homes and very sheltered housing.
- Finalist in the 'Staff Matter' category – Northern Star Business Awards 2018
- Finalist at the ACHSCP Heart Awards - 'The Team' category

Accreditations

- Investors in People Accreditation
- Investors in Young People, Good Practice Award
- Telecare Services Association accreditation
- ISO 9001:2015 accreditation for our Quality Management System
- Highfield Accreditation for Learning and Development Service.

Key Highlights

- Increased levels of engagement for service users.
- Rollout of the Housing Portal
- Changes to Housing Support Services which include and incorporate physical wellbeing activities as well as key working introduced
- Shift in focus to early intervention by introducing subtle changes to ways of working before the roll out of new SLA from April 2019.
- 21% increase in number of people supported by community alarm.
- Support Pool delivered on 85% of shifts requested by internal services (Jan 2019 to date).
- Bon Accord Care exceeded the financial targets by delivering surplus of £45,000 and savings of £602,000 against the contractual target of £600,000.

- 2018/19 was a period of consolidation with the big operational changes from the 2017/18 Holistic review all in place and bedding in. These new working practices and role changes transformed how we manage our activity within the company contributing greatly to greater efficiency through more improved utilisation of our staff resource. It should be noted that our savings targets were met despite a material increase in Care at Home activity over 2017/18, delivered from within our overall fixed contract sum. This means that that this additional activity did not have to be bought at additional cost from external suppliers in the city thus saving Aberdeen City Council / ACHSCP almost £500,000. This is a significant additional hidden benefit from Bon Accord's operations in 2018/19.

Performance indicators:

This is the quantitative progress you have made in meeting targets over the year. These were agreed in your business plan / development plan and should be confirmed in your first quarterly meeting with your Lead Officer
PLEASE DO NOT CHANGE THE BASELINE OR TARGET FIGURES.

Please complete all boxes

| INDICATOR | BASELINE PERIOD 2017 - 18 | ACHIEVED 18 - 19 |
|---|---|---|
| Contractual targets were set for efficiency savings and personal care hours delivered per week. All other KPIs have been measured against the period 2017 – 2018 to give a comparison for performance year on year. | | |
| People supported with community alarm | 2,659 | 3,211 |
| Care Inspectorate Grades The Care Inspectorate introduced new inspection criteria (in Residential Care), with inspections now being centered on the Health and Social Care Standards. The scoring criteria is set higher so maintaining grades, or increasing, indicates the hard work taken to achieve these. | 4.4 | 4.3 |
| Compliments | 60% | 62% |
| Complaints | 40% | 38% |
| Absence levels – Total days lost to absence 5% reduction; representing an overall 31% reduction in absence levels since 2014. | 8, 317 | 7,869 |
| Support Pool - number of hours delivered to our internal services | 155, 000 | 158,620 |
| Target of 6,000 hours of personal care per week (Integrated Care at Home, Very Sheltered Housing, Responder, Out of Hours). 6,303 hours of personal care delivered | Total hours per year 312,455 | Total hours per year 327,798 |

| | | | |
|---|--|--------------------------------|----------|
| Maintained service level provision for commissioned services, number of people supported with housing support | | 2,200 | 2,200 |
| Maintained service level provision for commissioned services, weekly day care places | | 325 | 325 |
| <p>Efficiency savings</p> <p>Since 2015, we can now report a total of £3,245,000 of savings delivered after accounting for unavoidable increases arising from pay award, pension costs and changes to Government legislation.</p> | | Contractual Target £600,000 | £602,000 |

If you have not met the targets set please give any reasons or explanation for this:

Please provide a summary of particular successes or case studies:

New Staff Wellbeing Hub Opened

Bon Accord Care opened a dedicated staff wellbeing hub which provides a safe, discreet, welcoming and relaxed environment in which staff can visit the Wellbeing team for support and wellbeing advice. It is a less formal environment where we can offer information sessions and drop-in clinics to staff, around topics such as menopause, working parents, and in conjunction with our NHS colleagues.

Bon Accord Care takes the health, safety and wellbeing of its staff seriously and offers support to employees in the workplace through the 'Wellbeing at Work' team, ensuring that staff who experience health issues, both physical and mental, receive information and support to help prevent absence, or make an earlier return to the workplace. The support is provided by Reablement Facilitators who are clinical professionals qualified as nurses, physiotherapists or occupational therapists.

As a result, staff sickness absence has dropped dramatically, staff retention has improved, morale and motivation have risen and there has been a reduction in the number of incidents and accidents in the workplace.

Staff member's reflections:

"I was referred to the wellbeing team by my manager after receiving some difficult news. Usually I am a strong person, but I found this difficult and was struggling to come to terms with it and support my family. I met with Jane who spent time listening to me and referred me to a counsellor very quickly who I found helpful, but above all, the time Jane spent with me was a real comfort. She showed empathy and understanding towards me and took the time to come and see me and check how I was coping, which provided me with great support. I believe I would have been unable to attend work throughout this difficult time without her input and support."

External recognition: Finalist in 'Staff Matter' category in the Northern Star Business Awards, 2019, for the Wellbeing at Work team.

TSA Audit for Accreditation – Telecare Service

Bon Accord Care has been awarded the Quality Standards Framework (QSF) accreditation, following the completion of an audit and certification by the independent organisation, TEC Quality, for their telecare service.

The Quality Standards Framework was developed as an independent audit and certification programme for the Technology Enabled Care Industry, and TEC Quality runs and further develops these standards to audit against.

The scope of the audit related to the 10 common standards and service delivery modules of the QSF and involved discussions with service users, senior management and staff, and key partners.

Bon Accord Care is the only organisation in the north east, and is amongst the few in all of Scotland, to hold this award. QSF certification is forward thinking and helps to further build robust services, reduce risk, improve service user outcomes and demonstrate a commitment to continuous quality improvement.

In the report, the auditor stated, "Overall, the Bon Accord Care Installation Service demonstrates that it is well managed, has staff who are well-trained and competent in their roles and who put the Service User at the heart of their decision-making."

The Scottish Fire and Rescue Service working in Partnership with Bon Accord Care

In Scotland over 30% of fire fatalities occur in homes where the person receives provided care from the health and social care sector. As ever the Scottish Fire and Rescue Service are continually working to reduce fires within the home in order to protect the most vulnerable members of our community.

A pilot project was launched in Aberdeen City in September 2018 where SFRS joined up with care provider, Bon Accord Care who support thousands of people to live safely and independently in their own home.

Working in partnership, the Scottish Fire and Rescue Service have delivered fire risk awareness training to their Support Workers to assist them in identifying risks within the homes of those they visit.

This process provides a tailored support care plan incorporating a Fire Safety Assessment and referral pathway into SFRS resulting in a free home fire safety visit.

As of March 2019, over 40 Support Workers were trained and now complete regular Fire Safety Assessments when visiting people they care for. From this, over 240 assessments have been completed generating 75 referrals for Home Fire Safety Visits for the Scottish Fire and Rescue Service.

As this partnership develops more training will be delivered by SFRS resulting in more assessments and visits being carried out across the city.

Overall this partnership contributes to improved community safety whilst changing attitudes and understanding of fire prevention in the home.

BACShop@ Hillylands Opened

The official opening took place in April 2019, led by the Lord Provost and the Bon Accord Care team.

At Hillylands Independent Living Centre, we provide a comprehensive screening, assessment and retail service. Our service user led delivery provides individuals with better choice and control over the management of their

own health and wellbeing and gives them better accessibility for early intervention, with multiple visits available, if required.

Members of the public can drop in for advice from Occupational Therapy and service users who have a need are offered clinic appointments where they receive a full assessment.

Early intervention and self-management are the key messages being delivered through identifying need for equipment and adaptations early on to improve safety and independence for daily living.

Further benefits include: promote availability of retail items not included within eligibility criteria, triaging of people's needs and priority, reduce waiting time for assessment, professional signposting to other services, for example telecare service.

As well as providing the latest equipment and specialist seating for sale, there is a profiling bed, stairlift, hoists and a wash/dry toilet for assessment purposes.

Bon Accord Care Launched Wellbeing and Healthy Eating Roadshows

Bon Accord Care launched a pilot project for a series of Wellbeing and Healthy Eating Roadshows which were available to anyone 65 and over, along with their family, friends or carers. Thanks to funding received from the Food Train and Eat Well, Age Well Scotland, were able to bring together a lot of different resource under the one roof.

The roadshows were held on 12 dates, across the year, at various sheltered housing locations within Aberdeen City. The roadshows were designed so that older people can learn about alternative options available to them to eat well and live well. The live cooking demonstrations, by BAC Eating Well Advisor, meant attendees were able to get involved, sample the recipes on offer, take away recipe cards to try them at home and receive eat well guidance. There were various information stalls from partner organisations, such as Aberdeen City Council Wellbeing team, who gave advice, signposted and carried out a 'Functional Fitness MOT', for those that wished to participate; CFine, and representatives from our own services, telecare, BACShop, Occupational Therapy, City Home Helpers. People were able to participate in activities on the day, find out what was available to them in their local community and receive signposting to additional support.

The goal of these roadshows was to enable older people to recognise their needs, maintain healthy eating and their mental and physical health. The feedback received from all that attended has been very positive, and some further data analysis will help develop and inform any future events.

Please provide a summary of any problems or issues that have required attention or action:

ACC Strategies and Action Plan Priorities:

Please provide a summary of how your activities have delivered against ACC strategies and action plan priorities.

Our continued ability to deliver confirms the positive role that Bon Accord Care has and the impact we can make by being flexible, adaptable, resource efficient and aligned with our own and our commissioner's key priorities.

One such activity that links with ACC strategic priority, 'Smarter Living: Quality of Life', is the embedding of our Reablement Facilitator role across all our services. This role continues to build on our enablement ethos and works collaboratively with staff and service users to empower them to adopt a pro-active and preventative approach to independent and functional living. In upskilling Support Workers and Service Supervisors, they can support service users to be more active and help enable them more. The Reablement Facilitators also provide support to staff to embed a falls prevention approach and provide guidance on consent and capacity, in line with the 'Adults with Incapacity Act'.

Further training for BAC staff has included:

How to carry out a Functional Fitness MOT. This is an area that the Reablement Facilitators are taking forward to best utilise this resource.

Strength and Balance – Indoor Activity Leaders Training. Two of our staff members that completed this training have been identified as champions to further implement this across our services.

Aberdeen Football Club Community Trust, Active Ageing Programme. This was attended by Service Supervisors and Reablement Facilitators, with implementation being taken forward in all our buildings.

Enabling Service Users – Falls Prevention Programme

The Reablement Facilitator role also works in partnership with a range of agencies and stakeholders to lead and develop services to maximise meaningful activities and functioning of service users. There is ongoing work with the Stepping Forward Group, who are a community owned group of volunteers – classed as Experts by experience (individuals who have had falls) and interested parties (individuals who have close friends or relatives who have had falls) who work in partnership with the Community Therapists from the CAARS team.

Local Priorities:

Please highlight where your outcomes, outputs or activities align against the priorities of the Local Outcome Improvement Plan. <https://communityplanningaberdeen.org.uk/aberdeen-city-local-outcome-improvement-plan-2016-26/>

The new BAC SLA is fully aligned with the priorities of the Local Outcome Improvement Plan and is operational from April 2019. This report reflects previous contractual KPIs and outcomes for period 2018 – 2019, and next year's report, 2019 – 2020, will give full data analysis against new SLA. Key achievements to date for new SLA include:

- 0 delayed discharges to sheltered and very sheltered
- Increase in service user engagement in sheltered complexes
- Increase in early intervention work that has been carried out across services

Education:

Please provide further information in respect to any education programmes delivered.

Bon Accord Care is an SQA approved centre and gained Highfield accreditation in 2018. We provide a wide range of national qualifications across the business, delivering level 2–4 awards in the Health and Social Care framework. The experienced team, to include qualified assessors and internal verifiers, provide accredited training and blended learning opportunities to staff, both internally and externally.

12, 012 training hours delivered

120 SVQs completed, which includes:

- SVQ 2 and SVQ 3 in Business and Administration
- SVQ 2 and SVQ 3 in Social Services and Healthcare
- SVQ 3 Social Services (Children and Young People)
- SVQ 4 Leadership and Management
- SVQ 4 Care Services Leadership and Management
- SVQ4 Social Services and Healthcare - Units B2 and 434
-

Bon Accord Care currently delivers an innovative Modern Apprentice programme across the social services and healthcare framework. We value the contribution that young people make to the success of our organisation, and part of our strategic intent is to embed the employability pipeline between Foundation Apprenticeship to Modern Apprenticeship and to full time permanent employment to provide positive destinations.

Our dedicated Young Person facilitator maintains a strong working relationship with the Developing the Young Workforce North East team, and actively engages with education providers and external stakeholders to discuss our organisation's expectations of young people to influence the way they are developed.

In the past 3 years we have developed strong regional partnerships with Aberdeen City Council Education Departments and, in particular, with St Machar Academy. This partnership supports the Scottish Government "Developing Young Workforce Strategy" and the associated team has assessed and awarded the collaboration as a Flagship Partnership. A flagship partnership is defined as a company that has engaged with a school to provide Inspiration, Experience, Third Party Initiatives, Vocational Learning and Jobs.

Our flagship partnership with Aberdeen City Council and St Machar Academy has been further strengthened through the development and implementation of the Developing Young Workforce strategic plan. In collaboration with the Deputy Head at St Machar, we have a positive partnership whereby our Learning and Development team are involved in curriculum planning meetings and offering development opportunities for young people at the school.

Building on the positive Modern Apprentice development within Bon Accord Care, we have strengthened links by utilising our current MAs in a formal peer support forum with St Machar Academy. Through the attendance of events and careers fairs other young people have met and discussed the programme with our MA Ambassadors.

We have formal links with Aberdeenshire Council, as we provide teaching and SVQ delivery for their National Progression Award (NPA) programme.

Our involvement with Career Ready, which links employers with schools and offers participants access to a two-year programme during which they are supported by business mentors and take part in a four-week paid internship, has meant we supported young people on this programme. This has led to them applying and working on our MA programme. One young person, Abbie, that was mentored by one of our managers and completed her internship at Bon Accord Care was awarded Aberdeenshire's Career Ready Student of the Year 2019 and was asked to attend the Council's Education and Children's Services Committee to mark her achievements. There was unanimous agreement on how her confidence has grown and how this programme has developed her skills for learning, life and work.

We continue to work collaboratively with the senior management team at St Machar Academy and are contributing and influencing young people development within the school.

BAC Learning and Development team delivered:

- 8 Foundation Apprenticeship school placements
- 1 school placement
- 1 university student placement
- 7 Modern Apprentices

Bon Accord Care Parkinson's programme

Following attendance at a facilitator's course on Understanding Parkinson's run by UK Parkinson's Excellence Network, and keen to support our service users living with Parkinson's, the Bon Accord Care Parkinson's Programme was developed and implemented by our Learning and Development team. Those participants, from BAC, successfully completing all elements of the programme are awarded an accredited certificate on behalf of Parkinson's UK and the SQA.

The first cohort of our Bon Accord Care Parkinson's Programme have successfully completed their award and the programme is now into its second cohort, divided into 6 sessions.

Sessions 1 – 4 builds on participant's understanding of Parkinson's and how it impacts on the person living with the condition and their families. These sessions help participants to develop their knowledge and practice in caring for a person with Parkinson's.

Session 5 gives participants the opportunity to review and reflect on what they have learned.

Session 6 is a closed book assessment and case study under exam conditions.

After completing the course with distinction, two of our members of staff have been identified as Parkinson's ambassadors for Bon Accord Care.

By upskilling our staff, we can provide more person led support for those that need it.

Employment

Please provide information about your volunteers, if you have any:

- What roles do your volunteers undertake within the organisation?
- Training and Policy in action?
- Example of volunteer success stories such as transition to employment?

Bon Accord Care tries to offer a range of volunteering opportunities and, in accordance with its equal opportunities and diversity policies, to ensure that the opportunity to volunteer is widely available. Bon Accord Care recognises the valuable contribution that the general public, friends and relatives can provide to the care and well-being of service users. We will encourage the involvement of individuals who wish to work in a service in a voluntary capacity, whilst ensuring that the health, safety and well-being of Volunteers, Service Users, Staff Members and Visitors is maintained at all times.

We are guided by our volunteer policy, and each volunteer is expected to adhere to our organisational policies and procedures when on the premises and or undertaking any of their volunteering duties. They are fully inducted and receive training, in accordance with the role they are carrying out.

We currently have 19 volunteers, who contribute by providing social activities within our care homes, such as singing and playing instruments, organising coffee mornings, trips out, companionship, and fundraising.

SECTION 2 – Users, Audiences, Participants and Investment

Please complete this section to report on the number of participants from each of the identified areas who have participated during the year.

| Participants | Target | Total 2019-20 |
|---|--------|---------------|
| | | |
| Number of participatory opportunities targeted for priority groups | | |
| Young People under 16 | N/A | |
| Young People 16-25 | N/A | |
| Older People (65+) | N/A | |
| Disability (mental health physical, sensory (e.g. BSL users) and carers of disabled people) | N/A | |
| Ethnic minority communities including Gypsy/ Travellers | N/A | |
| Sexual orientation (LGBTQ) | N/A | |
| Residents of regeneration areas within Aberdeen City | N/A | |
| Other (please specify) | N/A | |
| | N/A | |

Please complete this section to report on audience/visitor numbers in relation to your programming.

| Users/Audiences | Target | Total 2019-20 |
|--|--------|---------------|
| Total user/Audience/visitor Number | N/A | |
| User/Audience number from Aberdeen City | N/A | |
| User/Audience number from the wider region or further | N/A | |
| % of user/audience survey rating experience as 'excellent' or 'good' | N/A | |
| | N/A | |

We are keen to evidence the added economic value and social return of investment, as such we request that you please complete the table below. -

| Income 2018-19 | Total £ |
|--|-------------|
| Value of Grant(s) from Aberdeen City Council | £26,750,000 |
| | |
| External Grant funding | |
| Sponsorship | |
| Trading income | |
| Other (please specify) | |
| Total add income | |

Section 3 – Support Material

We recommend you provide up to five items of support material to help demonstrate the quality and impact of your activity. This may include; case studies, photographs, videos, web links, publications, marketing material, reports, participant testimonials and feedback. If emailing please keep all support material to under 5mb. Please supply details on your support material below

By submitting this you are providing permission for each item to be used for publication. You should ensure you have the creators consent and accreditation is provided where necessary.

| | |
|---------------------|---|
| Support Material 1: | Annual Report |
| Support Material 2: | <u>Heart Awards/Northern Star Award Nominations/videos</u> |

| | |
|---------------------|---|
| Support Material 3: | <u>Joint SFRS ways of working</u> |
| Support Material 4: | <u>Wellbeing and Healthy Eating Roadshow video by Eat Well, Age Well Scotland</u> |
| Support Material 5: | |

Section 4- Declaration on use of information

Aberdeen City Council collects and maintains the data on this form about your organisation for the purpose of contacting you in relation to the funding, monitoring purposes and to collate information for statistical and audit purposes. We will retain Personal Data for six years in accordance with the organisation's Corporate Records Retention and Disposal Schedule and for the purpose of administering, processing and assessing your report.

For the purposes of processing this information Aberdeen City Council is the Data Controller. The Information Commissioner Office is the UK's regulator of data protection law (www.ico.org.uk). More information about all of the rights you have is available on our website at: <https://www.aberdeencity.gov.uk/your-data>.

Whenever the Council processes personal data we need to make sure we have a basis for doing so. We understand our basis in GDPR to be Article 6(1)(e) as we consider that it is in our public task to collect this information under our powers set down in the Local Government and Planning (Scotland) Act, 1982 section 14, as amended by section 128 of the Local Government etc. (Scotland) Act, 1994. The act provides for us doing or contributing towards the expenses of providing or doing, anything necessary or expedient for the purpose of ensuring that there are facilities available for recreational, sporting, cultural or social activities as we consider appropriate.

To confirm that all information included in this report is accurate and that you have read and followed the terms and conditions, please sign and date below. If submitting by email an electronic signature or the typed name of the appropriate contact should be inserted.

Name: Alexis Chappell

Date: 01/11/19