

# **Bromley Flexible Support Service**

## **Quarter 1**

### **1<sup>st</sup> April -30<sup>th</sup> June 2016**

Community Options is a subsidiary of the Heritage Care Group.

Registered Office:

Community Options Ltd

2a Fielding Lane, Bromley, Kent. BR2 9FL

Telephone: 020 8313 9725

Registered and licensed by the Care Quality Commission (Provider ID: 1-101619526).

Registered charity number | 1005994 | Company registration number | 2548974.

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## **VISION**

Mental Wellbeing for all

## **MISSION**

Our mission is to inspire and enable people with mental health needs to lead valued and meaningful lives in the community

## **VALUES**

Community Options believes that the public benefits from the provision of high quality services that enable people to manage their mental health and be active contributors and beneficiaries of all the community has to offer.

For people to achieve their goals, it is important they receive the appropriate support driven by the right values and attitudes, below are the five "I's" that illustrate the core values of the organisation:

### **Inclusive**

Embracing diversity of background, ethnicity, skills, talents, and contributions from all stakeholders. Working with others to cultivate inclusion. Involving those with experience of mental health services in service planning and delivery.

### **Innovative**

Creating a culture that provides the opportunity for ongoing reflection, learning, improvement and strives for excellence. Drawing on our own strengths and those of others, through partnership working to deliver the best opportunities and most effective services.

### **Inspirational**

Being positive, focusing on strengths and opportunities and providing space for people to be imaginative and creative. Being flexible and responsive in our approach; adapting to unique and changing needs and circumstances. Believing in ourselves and people using our services, always looking for the best in everyone.

### **Integrity**

Respecting people as individuals and treating them with kindness and consideration. Listening and responding to people's ideas and concerns. Being open and honest in our dealings with people. Being prudent, accountable and transparent in our use of resources; working in a way that aims to ensure people positively benefit from our services and are not harmed.

### **Impact**

Contributing to individual and community wellbeing, will make a difference, in terms of improved mental wellbeing and quality of life. Delivering positive outcomes and evolving to meet changing needs of the individuals, communities and organisations we serve.

## Our Aim

Our aims are to enable people who have a mental health need to live in the community at their greatest level of independence and to enable people to access a range of community facilities and to promote recovery and opportunities for social inclusion.

## Community Support Services

- Community Options has been providing a Community Support Service since 1995.
- This service is a registered service, licensed to provide domiciliary care services by the Care Quality Commission (CQC).
- The service offers flexible support to individuals living in the community, either in their own or shared, supported accommodation.
- The Service operates from 7am-10pm, seven days a week, and 365 days of the year.
- A team of Support, Time & Recovery (ST&R) workers will work with the person on their identified areas of need in line with their individual support plan and/or as part of the Care Programme Approach (CPA) process.

## Bromley Flexible Support Services

The Bromley Flexible Support service commenced on the **31<sup>st</sup> October 2012**. The service has been commissioned to provide support which enables service users with mental ill health to achieve their defined needs and goals to maintain their independence and remain in their own homes.

### The aims and objectives of the service is:

- To deliver a programme of agreed interventions through an individuals' care plan aimed at maintaining the engagement and stability of the service user's mental wellness with the aim of living independently in the community, preventing repeated hospital admissions and homelessness.
- To be informed by the end goals of recovery, health and wellbeing based on access to a range of support options for adults with a complexity of mental health support needs. The service will be delivered based on a flexible Support, Time and Recovery (STR) model.
- To encourage individuals to make good use of mental health services and other services available either as part of their Care Plan or as residents of Bromley.
- To assist service users to minimise substance misuse and implement harm reduction strategies where appropriate, including work with service users classed as "dual diagnosis".
- To support those with serious mental ill health and individuals within the Criminal Justice system to decrease use of crisis or emergency services, including avoidance of hospital admissions and criminal justice system involvement

## Service Statistics

The following report is for Quarter 1 2016- 2017 of the Flexible Support Service which covers the period 1<sup>st</sup> April 2016 to the 30<sup>th</sup> June 2016. The report will illustrate the individual quarter performance and quarter comparison figures to report on whole year activity.

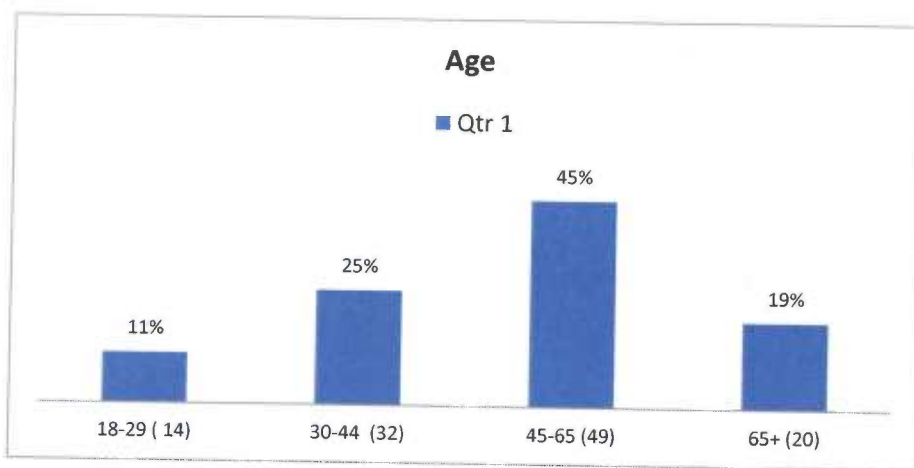
Number of clients as at 30 <sup>th</sup> June 2016	<b>115</b>
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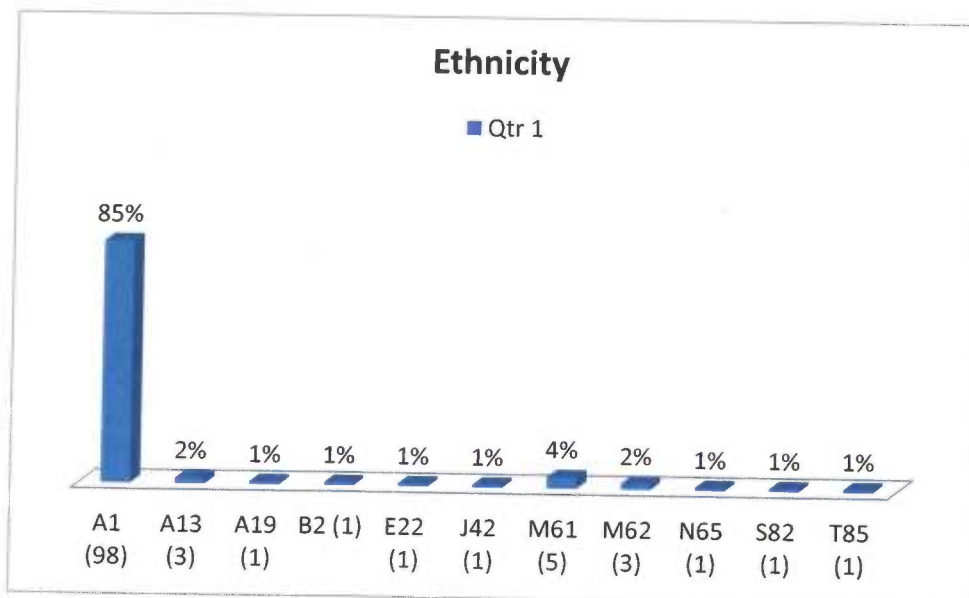
The figure above shows the number of clients we are supporting as of the 30<sup>th</sup> June 2016. This figure is down on the by 5% but is up on previous quarters.

Q4

The graphs below shows in percentages, age, ethnicity, gender and diagnosis based on the total above.

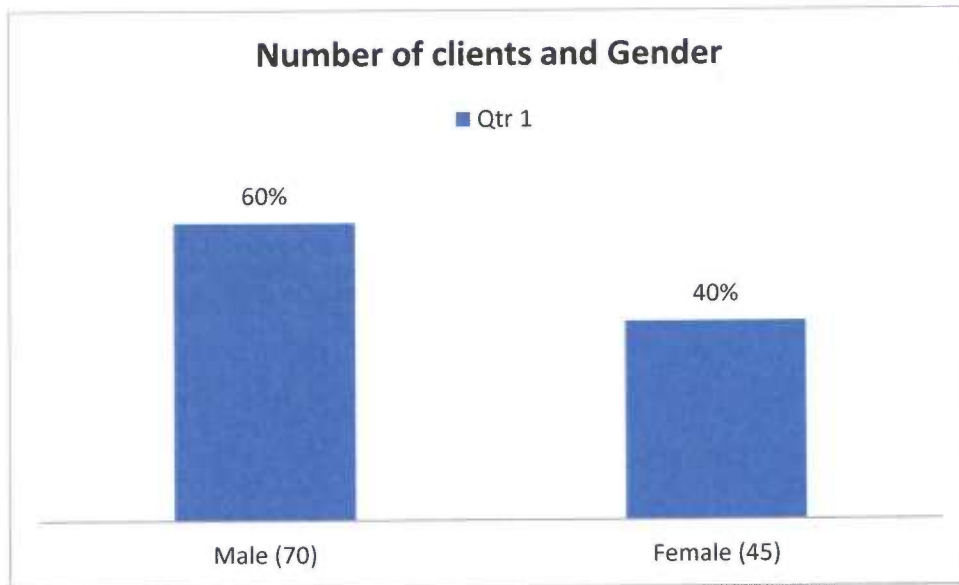


The 45 – 65 ages are high supported group with 18-29 the lowest. This has been a continued pattern in the service.

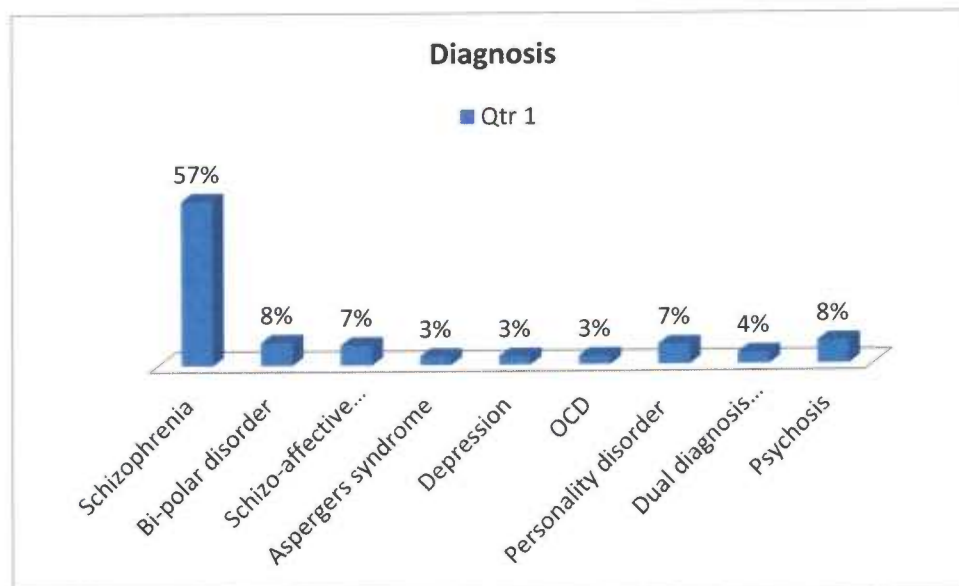


**A1** - White British    **A13** – Other White Background    **A19** – Other unspecified    **B2** – White Irish  
**E22** – white & Black African    **J42** – Asian British Pakistani    **M61** – Black or Black British – Caribbean  
**M62** – Black or Black British – African    **N65** – Black British Other    **S82** – Other ethnic group    **T85** - Vietnamese





Although we work with a diverse population of people, the highest percentage of people using our services are White British. 63% of men continue to be the higher population that we are providing the service to in this quarter. The difference in this quarter is 22% more men than women. This pattern of this has relatively stayed the same throughout the year.



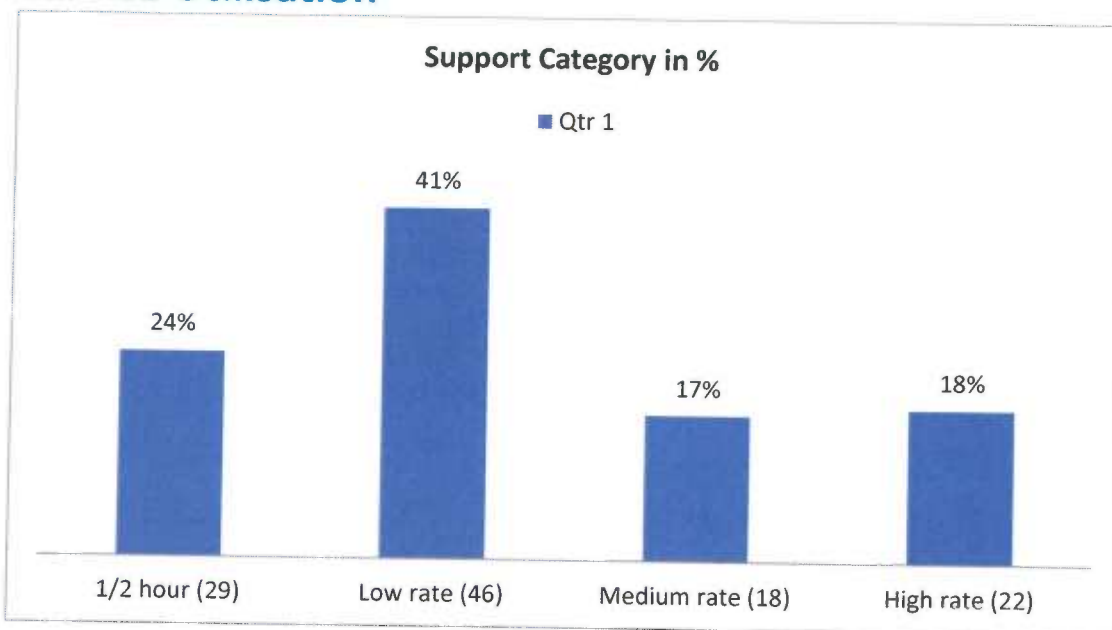
A high percentage of our clients have a primary diagnosis of Schizophrenia. However it is also important to note that, we are also working with a number of clients who have a secondary diagnosis e.g. dual diagnosis, personality disorders, depression, autism and hoarding.

## Service provision

The service is now commissioned to provide 470 hours of direct support to service users of variable levels of support.

Support Category	Description
Level-1 low	For individuals who require contact but who are stable.
Level 2 Medium	For individuals who require support including medication monitoring
Level 3 - High	For individuals who are not yet stable or who are high risk including medication monitoring.

## Service Utilisation



The above chart shows the numbers of clients receiving support under different bandings thus depending on individual needs assessment. Please note some clients receive ½ hour visits as well as hourly visits.

Support category	Average hours delivered on a weekly basis	As a percentage against the contract
Half hour	117	
Low Support	157	+11% over contract hours
Medium support	62	-48% under contract hours
High Support (including 49 hours AORT)	136	+10% over contract hours (including half hour visits)

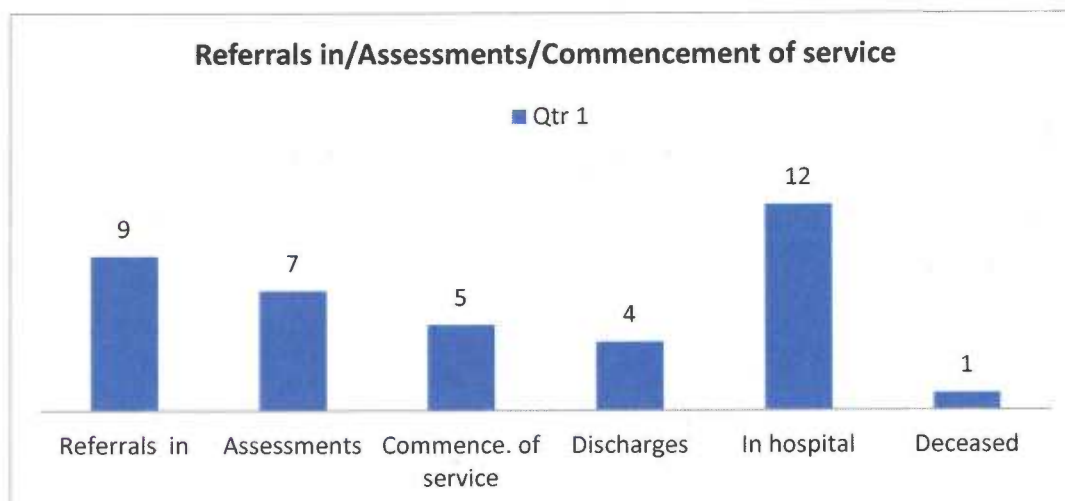
The above table shows the **Quarter 1** breakdown of average weekly hours of support delivered in each of the categories against the contract.

## Throughput

### Actual Support Hours

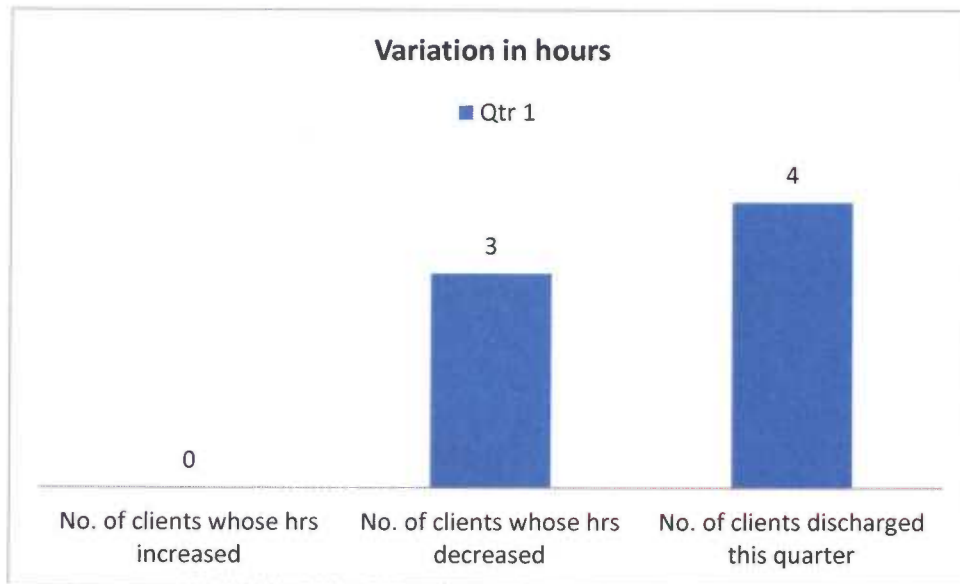
QUARTER COMPARISONS	As a total percentage against the contract.
Average hours per week in quarter Qtr 1	.4% above the contract.

Week Ending	Half hours (in hours) Rate £10.00	Low Rate £15.00	Medium Rate £18.90	High Rate £19.33	Total Hours
Quarter 1					
Total Hours Quarter 1	1519	2040	805	1781	6145
Weekly average Quarter 1 2016/17	117	157	62	136	472

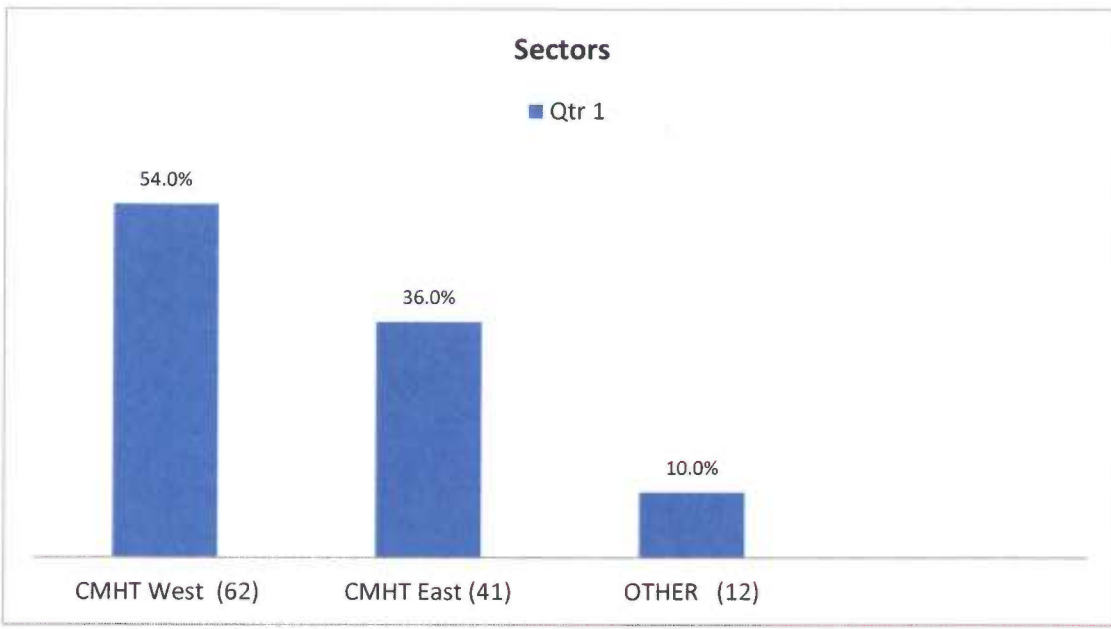


Between 1<sup>st</sup> April and 30<sup>th</sup> June 2016, 9 referrals were received in the quarter. The number of new people who commenced service is the same as the previous quarter, 5. 4 people moved on from the service; 12 clients had admissions to hospital this quarter and there was one death of a client following a long standing terminal illness.



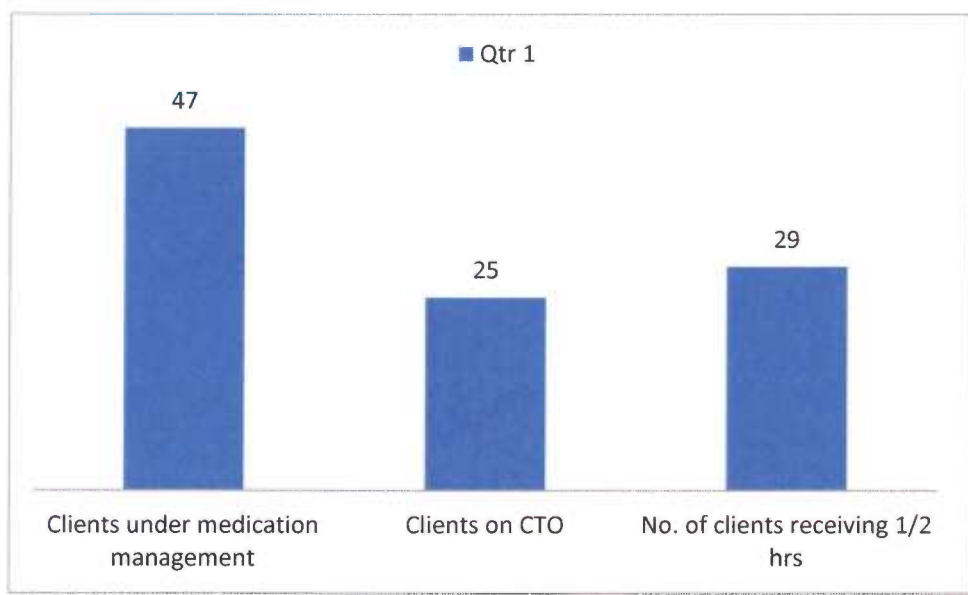


The service continues to have good move and a high number of people are also having their hours decreased. No increase in hours for this quarter, the same as the previous quarter



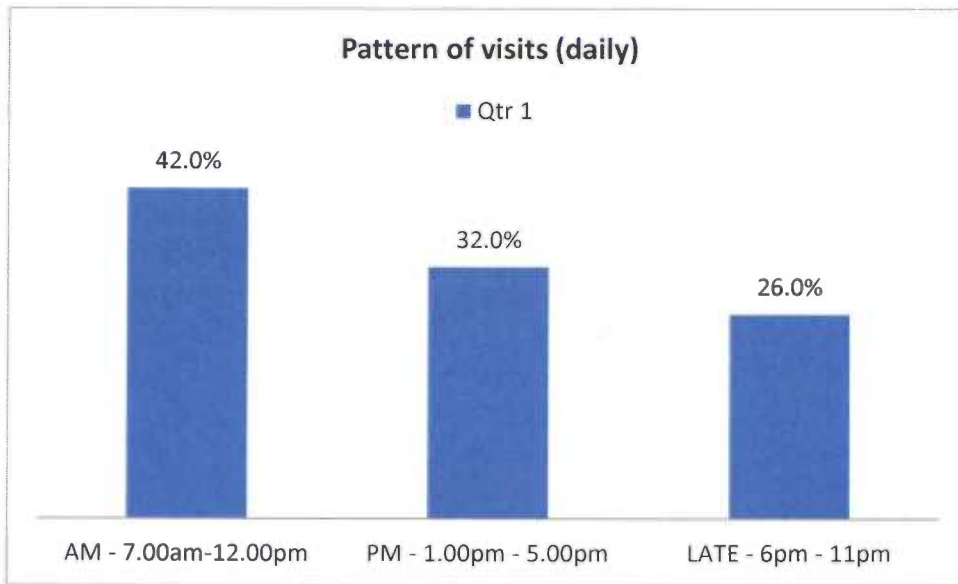
This graph shows clients being referred from the different Bromley sectors CMHT West and CMHT East. Others are older adults and early intervention teams.

## Medication Management



The service offers flexible support packages to enhance the independence of people who have issues with concordance of their prescribed medications.

It is also for those under section of the Mental Health Act 2007, but living in the community under Community Treatment Orders (CTO). The percentage of clients currently requiring medication management support is 40% which is a small decrease of 2% on the last quarter. The number of people being supported who are on a CTO is 21.7% a significant increase compared to the last quarter

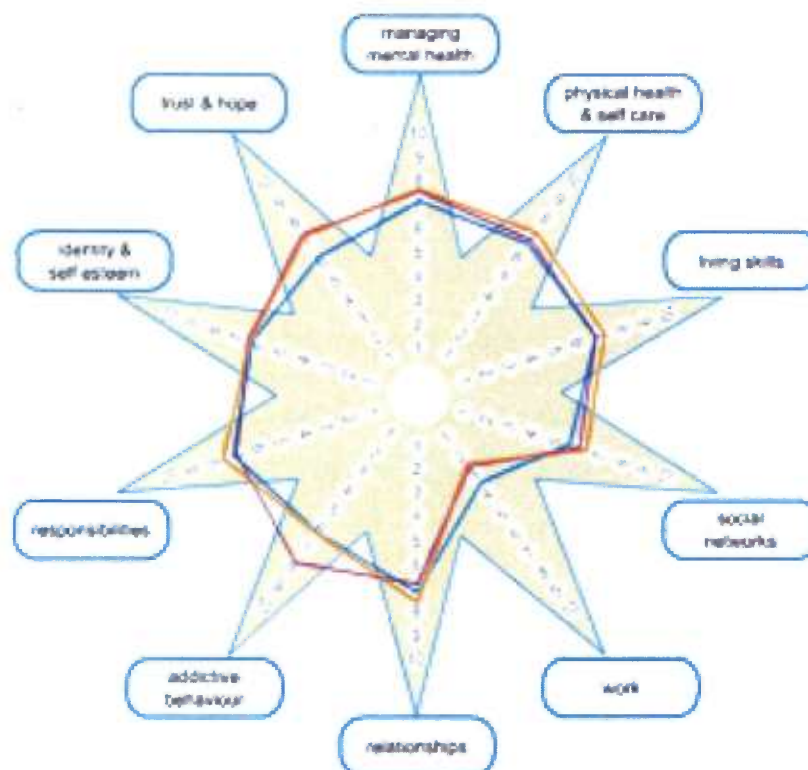


Due to the flexibility of the service, the graph shows a pattern in how visits take place between the hours of 7.00am and 11pm. Whilst there continues to be a higher percentage of visits taking place between 12pm-5pm there continue to be a number of people requiring the service in the mornings and evenings. .

## Recovery Star

The Recovery Star is one of the main tools that is used to engage people in looking at the areas in their life that they may need support in to make changes in their life and develop their own coping strategies.

The following charts the progress of our clients on their recovery start journeys and is broken down into different life domains. The progress that people are making so far can be clearly seen in the following diagram.



- = Average for only one submission in chosen period
- = Average for first Star Chart in chosen period
- = Average for last Star Chart in chosen period

The above chart breaks down how people are doing in each domain as they are progressing on their individual recovery journey.

## Quality Assurance

The Bromley Flexible Support service uses icare health formerly (het software), a system for rostering enabling visits, attendances, addresses, maps, etc. to be tracked via GPS to ensure that clients receive their visits as expected. Sending notifications regarding visit issues to manager, the system can track worker location at any given time.

We have internal processes for monitoring quality such as CUTA audits (Comprehensive Unannounced Themed Audits) that are carried out by The senior management Team and Trustees. The service also carries out a number of self-audits ensuring it is benchmarking itself against CQC and Community Options Business standards.

A policies and procedures CUTA audit of the service was carried out in the quarter. An action plan has been drawn up from this .

The service received its last **CQC inspection** on 27<sup>th</sup> April 2015 for which it achieved full compliancy with the standards inspected.

## Peer CUTA Audits

Community Options believe it is essential that people who have experience of using our services take part in the auditing of those services as an important part of a Quality Assurance process. The role of the peer auditor is to talk to people who use the service and gain their feedback, Also, to observe the environment. Having first-hand experience of receiving care, it is expected they will be able to gather valuable information and provide good feedback to support a through audit of the service.

We have developed a peer auditor training package and are supporting and encouraging the people who use our services to come forward as peer auditors. As part of the training we provide workshops to support understanding around confidentiality, adult safeguarding and manage disclosures.

We have designed a Peer Audit Booklet to provide guidance on the questions to ask people who use our service. Key areas we encourage peer auditors to find out more about are: the support received to support involvement, respect diversity, encourage hopes & aspirations, engage with the local community and environments.

So far we have successfully trained five people who use our services to be peer auditors and they have taken part in at least seven separate audits. They work alongside a senior member of staff and a trustee to form a CUTA team. We have also supported one peer auditor to co-facilitate the training for new recruits.

We have so far received positive feedback from the people who use our services, staff, trustees and peer auditors regarding this initiative.

We have more people interested in becoming peer auditors and hope to deliver a further training shortly.

## CPA / Support Plan reviews

Clients are supported to attend their CPA reviews with their ST and R worker.



The numbers that have had a CPA review in the last quarter is 24 clients

		<b>As a total percentage of the number of clients</b>
No of clients who have Support plans	115	100%
CPA Reviews this quarter	14	12%

## Incidents / accidents

<b>Date</b>	<b>Summary of incidents</b>	<b>Outcome</b>
15/05/16	Client AE informed staff during a visit that their flat was burgled. Staff saw evidence of screws from the lock on the floor	Incident reported to police

## Complaints

Date	Summary of complaint	Outcome of complaint
23/05/2016	A client complained about a worker's approach and schedule of visit	<ul style="list-style-type: none"> <li>• Worker was changed. ( the worker was also supported to reflect on this and is being coached)</li> <li>• Scheduled was reviewed.</li> <li>• Client was happy with the outcome</li> </ul>

## Safeguarding alerts

Date	Summary of Issues	Outcome
There have been no safeguarding alerts this quarter.		

## Service User Satisfaction

We have carried out our annual service user satisfaction survey. Taking into consideration the diverse needs of our client group we offered a wide range of means and ways for people to complete the survey. This included training service users from our service users to be part of a Survey Support Team. we had two representatives from our BFSS service as part of this team

We are just now in the process of collating the results which we should be able to share in the next quarter. It is their role to support other service users to complete the survey. The results will continue to inform and influences how we shape and improve the services we deliver going forward.

## Smokefree

Community Options is working towards becoming a Smoke Free environment from 1 October 2016. With wellbeing increasingly being at the heart of person centred care our Board decided last year the evidence of smoking being the single largest cause in preventable death for our client group had to be addressed, together with our duty of care to protect staff and service users from the effects of second hand smoke. Our Director and Operational Manager are currently conducting staff roadshows to explain why we are changing, what this will mean in order to build staff ideas into how to make it work and for each service to begin person centred service implementation plans based on NICE and other guidance and evidence to manage risk. All frontline staff in Bromley are currently being trained in Smoking Cessation to L1 ahead of engagement with Service Users and other stakeholders over the Summer.

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**Community Support Services | [www.community-options.org.uk](http://www.community-options.org.uk)**

