



Better homes, better lives

Our year at Loretto Care

Annual Highlights
2014 – 2015

Message from Loretto Care's Chair



Pauline Hamilton

At Loretto Care our aim, at all times, is to support the people we work for to build confidence and resilience – and to live happy and independent lives.

Over the course of 2014–15, we further developed our services, working with an increasing number of individuals to design their own personalised care and support package.

We also achieved significant progress across a number of other areas, including our financial performance.

Joining Wheatley Group has given us the opportunity to take our person-centred, flexible approach to a growing number of people. We are now working with the Registered Social Landlords in Wheatley to provide a Tenancy Support Service, offering the most vulnerable tenants tailored support.

Our progress as an organisation is down to our friendly and professional staff who work, day in, day out, to maximise choice

and control and achieve positive outcomes for over 1000 people we currently work for.

With 25 years' experience in providing care and support, we are now providing 17 different services across 38 bases in six different local authority areas.

The people we work for include those with:

- // learning disabilities
- // addictions
- // mental health issues
- // alcohol-related brain damage.

We also work with young people, older people and individuals and families experiencing or at risk of homelessness.

Here are some of the highlights of 2014–15 at Loretto Care.



Annual Highlights 2014–15

Awards and recognition

Loretto Care had an inspirational year, winning a number of prestigious awards and accolades.

Loretto as a whole achieved Investors in People (IiP) gold for the fourth year running. They continue their role as an IiP champion – a leading organisation which helps other organisations as they bid for IiP accreditation.

Loretto continues to be an accredited “Mindful Employer” and a “Positive about Disabled” employer.

In May 2014, Loretto Care lifted

four trophies at the Scottish Care at Home awards, including Care at Home Team of the Year for Blantyre Supported Living Service. Two care-users also collected Individual Service User Achievement Awards and Fordneuk was voted Housing Support Team of the Year.

Loretto Care performance

Loretto Care measures its performance across a number of indicators. Most importantly, we need to know that the people we work for feel happy with the service we provide and that we are consistently achieving the highest ratings from the Scottish Care Inspectorate.

Customer satisfaction

Loretto Care provides support to over 1000 individuals. This support ranges from two hours a week to 24 hours a day. Customer satisfaction with Loretto Care services is consistently high with just one complaint made to the Care Inspectorate, which was not upheld.

People who live in a Loretto Care facility or who receive support from Loretto Care were asked for their opinion on the service they receive. The response from people we work for was good with the majority stating that they are very happy with the service. Statistics included:

- // 98.27% of people we work for stated they were happy with their support
- // 91.76% of people we work for agreed that they were consulted and had a say in their support
- // 88.84% of people we work for agreed that they were consulted and had a say in service changes
- // 96.93% of people we work for asked felt staff were polite, courteous and helpful

Tenancy Sustainment Service

Wheatley Group’s tenancy sustainment service – provided by Loretto Care – was launched this year and is designed to provide short-term, low-level support to customers who are vulnerable or at risk, so they can develop the skills they need to make a success of their tenancy.



Loretto continues to be an accredited “Mindful Employer” and a “Positive about Disabled” employer

292

people supported by new
Tenancy Support Service



It ensures tenants have access to the support and services they need to help them to sustain their tenancies including help to develop budgeting skills, advice about taking care of their physical and mental health and the ability to deal with neighbour disputes and become a good neighbour.

The service is currently available to tenants across Glasgow and has supported 292 people between 2014 and 2015.

A cross-section of customers were asked about the positive life changes they felt they achieved following help from the tenancy sustainment service. Changes included:

- // 93% felt they were managing their money better
- // 88% felt they could now manage their tenancies
- // 78% were making better use of their time
- // 93% were managing their physical health better
- // 87% were feeling more motivated.

Financial performance

This last year has seen Loretto Care make huge strides in its financial performance.

Care services began the year forecasting an overall deficit of £116,000.

Working closely with colleagues in Wheatley Group Finance, Loretto Care reduced overhead costs significantly. By year-end, the deficit had been resolved. This excellent result was achieved through prompt service redesign, reallocation of costs between services and Head Office, and the savings and value-for-money Loretto Care enjoys being part of Wheatley Group.

This also allowed us to accelerate our plans to pay all staff the Living Wage and to begin moving towards our new reserves position-safeguarding service delivery for the future.

Environmental services

Wheatley's Neighbourhood Environmental Teams (NETS) came to Loretto in Autumn 2014. They provide a cost effective, high

quality gardening, close cleaning and estate management service across Loretto's properties.

Excellent care services

Loretto Care received good, very good or excellent grades for all care inspections carried out between April 2014 and April 2015.

Areas of good practice recognised by the Care Inspectorate include Loretto Care's work on engaging the people we work for in their support delivery and our introduction of the Outcome Star assessment tool, allowing individuals to chart their own progress.

Of the 11 inspections carried out, six received excellent grades – an increase on last year's two excellent grades – one received very good and four received good grades.

Community Engagement

Loretto Care's improving performance in Customer Engagement was highlighted by the UK Cabinet Office Customer Service Excellence (CSE) assessor and the Scottish Care Inspectorate.



1,500

statutory and
developmental training
sessions were delivered

In the last year, Loretto Care has created Community Engagement and Activity Co-ordinators within its services to promote engagement with service users. They have been working closely with people we work for, their families and our staff to help shape the purpose and direction of Loretto Care’s services.

It is important that the people we work for feel engaged. Loretto Care is working with Wheatley Group to increase the opportunities for engagement through newsletters, social media and direct mail.

Staff training and employment

Loretto Care’s 550 frontline staff have been involved in consultation on the purpose and direction of Wheatley Group. Staff interest has been focused on how being part of Wheatley Group will improve our care services. Staff feedback on the sessions was overwhelmingly positive.

Other benefits for Loretto Care staff include: 46 staff secured internally promoted posts, across a range of grades; new Community Engagement and Activity posts

were created; more than 1500 statutory and developmental training sessions were delivered, either in person or via e-learning. The Loretto Care SQA Centre has continued to perform well. A further 13 staff achieved SVQ level 2 or 3 in Social Care, and a further 11 started the qualification in the final quarter of the year. Qualification levels are as follows:

Registered managers	100%	
Supervisors	82%	Five supervisors started the top up qualification in July 2014
Practitioners	100%	
Support staff	66%	There are currently two programmes in progress for 28 people

Loretto Care continues to be on course to have the full workforce qualified by the 2020 deadline.

Working with young people

Green-fingered young people who had been, or were at risk of becoming, homeless built a new garden for themselves with help from their local garden centre.

‘Our garden’ in Stirling town centre, was specially designed by the young people to weather the Scottish climate and provide a quiet sanctuary for the residents of the Bridge – a Tenancy Support Service in Stirling.

All the plants, shrubs and trees planted in the new garden – along with the gardening expertise needed to create it – were donated by Dobbies Garden Centre.

Stirling Council, which owns the building, gave its full support to the project. Bailie Violet Weir, who officially opened the garden, said:

“This is a great example of what working together can achieve, with Loretto Care, Stirling Council’s

Housing Service, Dobbies and of course the young people themselves all contributing their time and effort to this project.

“They have created a wonderful space through all their hard work and I hope the young people in particular take away a real sense of pride and achievement in what they have managed to do.”

Innovative new services

Staff at Loretto Care’s Fullarton service – for people with alcohol related brain damage – brought their pets to work to give people living at the service the chance to benefit from pet therapy.

The pets included four dogs and a Royal Python.

Maureen, one of the people we work for, said, “It was great to see the dogs in the courtyard, it makes you feel ordinary.”

Two members of the Fullarton Service are now undergoing training in animal assisted therapy in order to build on the success of the day.

Dementia Friends

Working in partnership with Alzheimer Scotland, Loretto Care staff have been trained as ‘Dementia Friends’.

Dementia Friend training gives staff more understanding about dementia and the small things they can do to help people with the condition.



Wheatley Group

Wheatley House
25 Cochrane Street
GLASGOW G1 1HL

wheatley-group.com

