
Annual Report

2015 – 2016



Parkhaven Trust

Established 1888

Message from the Chair

This time last year I was being interviewed for the position of Chair of the Board of Trustees and I consider it a great honour to have been appointed to the position.

I have been privileged to witness some of the best quality care and support for older people and people with disabilities in my working life in the various services we provide.

I have been impressed by the staff's enthusiastic use of the CHIP processes to further improve the quality of care they provide for our service users.

Another observation I have made is how well limited resources are utilised; two examples of this are the quality and range of activities provided for service users and the excellent grounds maintenance.

I look forward to working with the other Trustees and Kim and her team to continue the process of supporting our dedicated and committed staff in the provision of the highest possible standard of care and support for our residents.



Charles Flynn MBE



Chief Executive's Introduction

This last year has seen the Trust face many challenges including staff shortages, a new and more rigorous CQC inspection regime and the closure of the service at Westover Close. We have improved the quality of care that we provide and developed staff to be the best that they can be. I would like to thank staff and the volunteers who work with us for their continuous support and care that they provide to the people that use our services. It is the quality and commitment of the staff and volunteers that sets us apart from other organisations. This report details some of the highlights of the past year which we should all be proud of.

Best wishes



Kim Crowe



Our Residential Services – *some examples of the care and support that we offered during the year*

Harrison House continues to provide care for frail older people. The service participates in the Care Home Innovation Programme (CHIP) programme and achieved a rating of 4*.

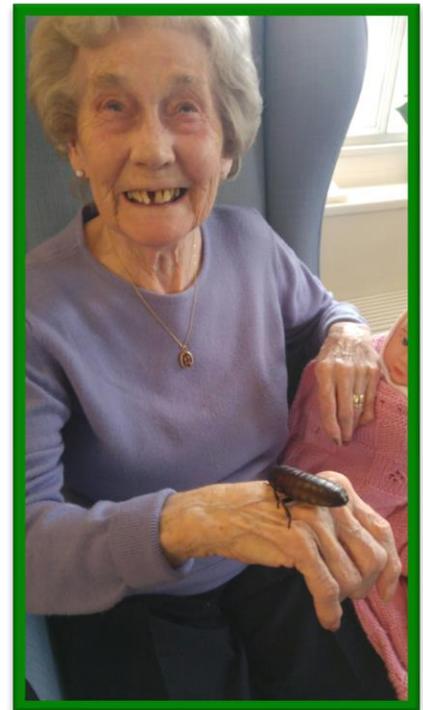
The programme has enabled us to use a tele medicine system and access Community Matrons, improving the care that we provide and reducing GP home visits by 35%. Three members of staff have taken part in the CCGs HCA training which has given staff more confidence in dealing with medical emergencies. Two members of staff are taking part in the 6 Steps End of Life Care programme. Service users enjoy a full activities programme which provides a range of activities to suit everyone's wishes, including access to our park.

Sue Riding, Acting Manager

Kyffin Taylor House have held three very successful Fayres during the year which were enjoyed by service users and families. The Activities Programme within the home has improved and live musicians and entertainers are a regularly feature.

One of the highlights this year was a Zoo Lab visit where service users were introduced to snakes, centipedes and gerbils. A monthly newsletter has been introduced to improve communication with families and friends and it has been well received. Kyffin Taylor has also participated in CHIP, reducing hospital admissions by 44% and achieving a 5*CHIP rating. Staff have participated in HCA and 6 Steps End of Life Care training, enhancing the service that they provide.

Alena Petrie, Manager



James Page House Nursing Home The introduction of the role of Care Supervisor has played an important part in ensuring that the needs of service users are met. James Page participated in CHIP and achieved a 5* rating with participation in the programme resulting in an 18% reduction in 999 calls and a 45% reduction in GP home visits. The service has also implemented the Preferred Place of Care plan giving service users the choice of where they would like to be cared for at the end of their lives, with the majority wishing to stay at James Page.

Thanks to a generous donation the lounge has been refurbished which has created a more usable and bright space. Our volunteers continue to care for the beautiful garden giving service users a peaceful place to sit.

Cheryl Bris, Manager



Our Support Services – some examples of the care and support that we offered during the year

Willow Centre The Respite service has supported 76 people this year. Caring for someone with dementia at home, sometimes alone, is very demanding and stressful and the service provides families with the chance of a break knowing that their loved one will be cared for.

The Willow Day Centre supported 99 people throughout the year, some for one day a week others for six days per week. Service users from both services participated in a range of activities including hairdressing, art and craft afternoons, cookery classes, live entertainment and film shows.

Marie Vernon, Acting Manager

Parkhaven Court offers an excellent service for people who have a diagnosis of dementia and need some support to manage daily living skills. The service is set in beautiful parkland and each flat is self-contained with support available depending on individual need. Tenants have participated in a range of activities, including group meals and outings.

Pam Blank, Scheme Leader

Deyes Lane is a shared tenancy for 9 older people who have a learning disability. Staff support the service users to enjoy a fun filled life every day of the year, enjoying regular activities and holidays to the Isle of Man, Llandudno and further afield.

Ann West, Manager

Some of our Achievements during 2015-16

- Introduced the role of Care Supervisor at James Page



- Participated in Care Home Innovation Programme – increased staff skills, reduced GP calls and admission to hospital



- Agreed a plan for the reprovision Harrison House and the development of a new dementia centre.

- Activities programme developed further

JULY AT KYFFIN TAYLOR

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
4 Tina Riley singing 3.00pm	5 Exercise Boomer 3.15pm	6 Morning activities 2.00pm Musical Memories	7 Sefton Opera Hand Massage 1.45pm	8 Exercises Sefton Active 2.30pm Big Screen Film eve 6.00pm	9 	10
11 Morning activities Hairdresser pm	12 Boomer Music 3.00pm	13 	14 Craft and Quiz with Julie 1.30pm	15 Exercises Sefton Active 2.30pm	16 Sandra Currie singing 1.45pm	17
18 Morning activities Hairdresser pm	19 Exercise Boomer 3.15pm	20 Musical Memories 2pm	21 Craft and Quiz with Julie 1.30pm	22 Exercises Sefton Active 2.30pm	23 Ken Eddy singing 3.00pm	24 
25 Morning activities Hairdresser pm	26 Boomer Music 3.00pm	27 Zoolab animals visiting 3.15pm	28 Craft and Quiz with Julie 1.30pm	29 Exercises Sefton Active 2.30pm	30 	31

- Workplace Wellbeing award



- Introduced dementia training programme recognised by Stirling University



Facts & Figures for 2015-16

380 people and their families were supported by our services

99 people attended the Willow Centre day service

139 people lived in our residential services during the year

1816 eLearning hours were undertaken

199 staff were employed by the Trust

Parkhaven@Home supported 37 people living at Parkhaven Court & Deyes Lane

Over 90% of our staff are trained to at least QCF Level 2

2084 volunteering hours were provided

Staff turnover & absence levels reduced to below the industry average

We served 109,062 meals in our Residential Services

Over 200 people each month participate in our activities programme

6 formal complaints received which were investigated

Our income was £4.1m & expenditure was £4.15m

We bought over 24,000 litres of milk