

Annual Highlights 2015–2016

A year at Loretto Care



Message from Loretto Care's Chair

James Muir looks back over
the year's highlights.

The bottom half of the page is decorated with large, overlapping teal geometric shapes. A dark teal triangle points upwards from the bottom left corner, meeting a lighter teal triangle that points downwards from the top right corner. The two triangles meet at a central point, creating a white diamond-shaped negative space.



James Muir
Chair of Loretto Care

It has been a successful and rewarding year in which we have worked - as part of Wheatley Group - to grow and improve our services at Loretto Care.

Now, on any given week, our dedicated and trained staff support over 2000 people to get the most out of life by helping them design a highly personalised care and support plan. The package of services we offer is flexible and tailored to each individual's needs. But our focus is always on the outcomes that each individual wants to achieve in their life.

That emphasis on positive outcomes for every individual has over the past year seen us increase the ways in which we engage with the people we work for, giving them more and better opportunities to lead a fulfilled life and to have a voice. Right across our locations, people are not only involved in the design of their own care and support, but also in shaping the future of our wider services and the organisation itself.

Engaging with people and staff was key this year as we developed our innovative new approach to care - W.E. Care - part of Wheatley Group's five year-strategy Investing in Our Futures. At its core is our focus on enabling people to lead on the delivery of their care and support, ensuring they have as fulfilling a life as possible.

We are committed to providing flexible, tailored support to more vulnerable people across Wheatley's communities by working with others in the Group. Our new Tenancy

Support Service is now fully rolled out and, in a short space of time, is providing a new level of support to over 1140 tenants.

Competing effectively in the external care market is important to us as it helps us generate additional income for improvements and further innovation. In 2015-16, one of our existing services was retendered and we successfully retained it. We were also successful in securing places on framework agreements with Glasgow City, North Lanarkshire and Falkirk Councils, which has seen our service provision grow in these authorities.

We are now providing 17 different services across 38 bases in 10 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 our highlights for 2015-16.



Two of our services which help vulnerable homeless people maintain tenancies and lead independent lives were awarded the highest grades by care inspectors.



80%

of staff recommend the workplace as a good place to work

Outstanding performance

Two of our services which help vulnerable homeless people maintain tenancies and lead independent lives were awarded the highest grades by care inspectors.

The Young Persons Intensive Outreach Service, South Lanarkshire, received a six-star excellent rating from the Care Inspectorate in each of the three areas inspected.

The percentage of our services which are graded very good (5) or above by the Care Inspectorate is one of the key ways we measure the quality of our services. Over the year, a total of 13 inspections were finalised and saw us achieving an average grade of 5, or very good, across services.

Other performance achievements include:

- 93.03% of the people we work for said they were satisfied with support they receive
- 80% of carers and families surveyed felt the services achieved positive outcomes for individuals
- 97% of agencies surveyed agree services achieve positive outcomes for people we work for
- 93% of agencies surveyed believe staff have correct skills and knowledge to support people we work for
- 80% of our staff would recommend the workplace as a good place to work

- Our staff retention rate was 85.5% compared to an industry average of 78%.

A modern and fresh new look

We worked with Wheatley's Communications and Marketing team to develop a modern look for Loretto Care. The new brand builds on our earlier image but better reflects our innovative, person-centred approach to services. It uses fresh, bold and positive colours and a suite of new photography featuring people leading active fulfilled lives is being developed. We also adopted a new strapline to reflect our key messages... 'personalised service, positive outcomes'. The new look is being rolled out across Loretto Care.

Positive outcomes

We also measure our performance through a number of other indicators including the percentage of people we work for who report having experienced a positive journey in relation to their health and their employability. In 2015-16, 905 people we work for saw a positive distance travelled with their physical or mental health while 402 saw a positive distance travelled in relation to employability, training or volunteering.

Examples of a positive journey in health could include requiring less support or medication, while a positive journey in employability includes people securing a job or apprenticeship, attending education or building confidence to volunteer.

1142

vulnerable tenants have benefited from our new Tenancy Support Service

Getting financially stronger

We continued to improve our financial performance, building on our strong performance in 2014 -15 when we were able to bring more services back to a break-even position.

The efficiencies generated by sharing resources with our partners in Wheatley Group, allows us to keep improving our care services while reducing our overall costs.

This strengthening financial performance has allowed us to pay all our staff the Living Wage, and again pay a consolidated pay increase. This year our staff also gained access to the Wheatley benefits package, which was warmly received.

Awards and recognition

Our Fullarton Service – which provides life-changing support for people with alcohol-related brain damage – picked up a top Scottish Care award.

It was named Scottish Care’s ‘Specialist Service of the Year’ at the industry awards. Our staff at the Glasgow-based service, including nurses and social care specialists, were commended for their commitment to the people they work for and their innovative services.

One of the people we work for at the Fullarton Service, Stanley Muir, also picked up a prestigious ‘Service User Achievement’ award for his commitment to charity and volunteer work in his local community.

Value of working with housing

A total of 1142 vulnerable tenants have now benefited from our new Tenancy Support Service.

The Tenancy Support Service was set up to provide support to vulnerable tenants in Wheatley’s registered social landlords who may be struggling with their tenancy. It was fully rolled out in September 2015 with Loretto Care staff now working closely with housing officers in Wheatley’s communities to support people to stay in their home.

When an individual or family is referred to the service, the team works with them over eight weeks, providing personalised support. They can help with everything from booking a doctor’s appointment to getting help with mental health issues or addiction. It could be help with budgeting or benefit claims, filling in forms or job applications. For some it is about supporting them to reduce isolation by increasing their opportunities for social contact.





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Engaging in new ways

Our staff have created more innovative new ways to reach out to the people we work for - and help them engage with their community and our services. We have created a Community Engagement and Activity team, which works with individuals to support their engagement and involvement with their local and wider community.

The work of this team has received fantastic reviews from the people we work for, our staff and the Care Inspectorate.

An art project at the Fullarton Service culminated in an exhibition showcasing the paintings, drawings, poetry and photography by the people we work for.

The 'Show Me Something Too' exhibition was opened by former Scotland and Partick Thistle goalkeeper Alan Rough who supports the service. Through the art project, the people we work for had more opportunity for social interaction and increased their confidence.

Meanwhile people at our Maryhill Personalisation and Self Directed Support Service (Learning Disabilities Glasgow) transformed the area around their homes into a community garden.

By growing healthy fruit and veg they're keeping active, learning about healthy eating, getting out in the open air and mixing with other people.

The garden has become a vital way of promoting health through increased physical activity, reducing

isolation and giving people more say in how they live their lives. The Maryhill Service supports 32 people who have learning disabilities, alcohol and drug addiction, mental health issues, head injuries or who have experienced homelessness.

Benefits of Wheatley Pledge

Residents at a Loretto Care facility in Grangemouth were delighted when a new sensory garden was installed.

The garden at Inchyra Place, which features a sensory area, fruit trees and a scented garden, was built in just seven days.

The work was completed by Mackenzie Construction as part of their commitment to the Wheatley Pledge - a scheme which encourages Wheatley's contractors to do more to help people in disadvantaged communities. Access to the Wheatley Pledge is just one of the benefits Loretto Care enjoys since joining Wheatley Group in 2013.

Loretto Care's Falkirk and Grangemouth services provide support for adults with mental ill health and learning disabilities and care for young people who have experienced homelessness.

Social enterprise creates a buzz

Loretto Care North Lanarkshire, which provides care for adults with mental health difficulties, launched plans to grow a bee business.

Service Manager Kate Keltie worked with Plan Bee, a beehive management business, which provides a beehive, helps care for the bees and collects the honey, while Loretto staff and people we work for sell the honey to the community.

Loretto Care's hive at Wishaw produces around 24 jars of honey a year and Plan Bee also provides beeswax candles and other honey-based products from the honeycomb at cost-price to sell on. Staff and the people we work for are now looking to grow their social enterprise.





Staff reached service milestone

Senior staff at Loretto Care were recognised for their lifetime commitment to community nursing.

Martin Glackin, Glenn Harrold and Sue Johnston received Community Nursing Awards for Long Service from the Queen's Nursing Institute in Scotland.

Between them the three senior Loretto Care staff have devoted 90 years to community nursing – 62 of them within a social care setting for Loretto Care.

Welcome to our new Chair

We said farewell to Chair Pauline Hamilton as she stepped down after eight years.

Pauline was a great champion of our work. Her professional experience across a range of health care settings ensured the people we work for, and excellent, quality services, were at the forefront of our thinking. Pauline guided us through a number of significant reconfigurations in response to the changing care environment and saw us safely settled in to Wheatley Group.

We were delighted to welcome James Muir as our Chair after he was elected in September 2015. James is a business leader with over 20 years' experience in financial, operational and strategic roles across a range of sectors including utilities, health, financial and marine services. He is currently the Group Business Development Director at V.Group. James has been a Board member at Loretto Care since 2011 and is also co-opted to the Wheatley Board.





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