

Loretto Care

Annual Highlights 2016–17



Chair's welcome

James Muir
Chair of Loretto Care

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We strengthened and extended our services in 2016–17 as we established Loretto Care’s reputation as a leading provider of care and support services. We finished the year supporting 2200 people each week and secured places on six new health and social care partnership frameworks in North Lanarkshire, Falkirk, East Renfrewshire and Glasgow. This opens up new opportunities for our services to grow.

While turnover remained constant compared with 2015-16, these new opportunities, in addition to a range of new grant-funded services, mean our care subsidiaries are strongly positioned to secure sustainable growth. This is in line with our ambitions set out in 2015 in our five-year strategy, Investing in Our Futures.

Alongside a strong business performance, our hard-working staff delivered a range of new innovative projects and activities aimed at engaging with the people we work for and supporting them to get the most out of their lives. Our approach of putting each individual at the centre of what we do, personalising their service package and supporting them to achieve their personal outcomes remains our focus.

Innovation has run through our work this year. One example is our 415 Project at Nitshill, where we are exploring and showcasing how technology, adaptations and gadgets can help older people live independently at home. We have supported people to tackle mental health stigma through song-writing, opened up volunteering opportunities for people we work for, introduced community gardens, beehives, walking football, Spanish classes and internet cafes.

The quality of our services, right across the areas in which we operate, has gone from strength to strength. Not only are we seeing high percentages of people we work for reporting positive progress in their well-being but we also achieved some of the highest grades possible in our Care Inspectorate inspections. In each assessment of our services by the Care Inspectorate, we achieved grades of 5 (very good) or 6 (excellent).

All of this, and so much more, is down to the hard work, commitment and compassion of our 500 staff at Loretto Care who go the extra mile, day in day out, for the people we work for.

2200

people supported each week.



We therefore finish the year 2016-17, despite the undoubted challenges faced by the health and care sector now and in the years ahead, in a strong position to make an increasingly valuable contribution to the care and support of Scotland's most vulnerable people.

Turn over for the annual highlights 2016-17

Our highlights

A leader in the sector

We hosted a Care Conference which brought together senior figures from across the care sector to look at how innovation can improve the lives of vulnerable people. We showcased the work we have been doing across our organisation as part of the development of our W.E. Care approach.

W.E. Care is the name we have given to our model of delivering highly-personalised services based on what each individual wants to achieve in their life and what stage they are at on their care journey.

At the event, held in our Academy in March, we discussed using technology to support people at home; working more closely with housing providers to care for vulnerable people; animal assisted therapy; and tackling mental health stigma through song-writing.

Through the Scottish Social Services Council's Step into Leadership programme, Loretto has embedded the idea of everyone, whether staff member or service user, being a leader in their life. Loretto was invited to share the story of its successful journey on leadership at conferences, in video and on the Scottish Social Services Council's website.

Our care services also won a number of national awards over the year. This included Loretto's Fullarton Service in Glasgow, which supports people with alcohol related brain damage, winning Dementia and Specialist Service of the Year at the Scottish Care Awards 2016. Loretto Care gained EFQM 4 star 'Recognised for Excellence'



and won a Quality Scotland Good Practice Award for "Adding Value for Customers".

Improving our performance

We measure performance in our care services through the 'positive distance travelled' by people during their time receiving support with us.

At the end of 2016-17, 70.6% of Loretto's people we work for reported a positive distance travelled in relation to their mental health with 68.3% reporting a positive distance travelled in relation to their physical health. This is against a target of 60%.

The 30% target for those reporting a positive distance travelled in relation to employability, further education and/or volunteering was also exceeded, with performance at 43.1%. This does not include figures for any of our Older People Services.

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of people we work for reported a positive distance travelled in relation to mental health.

Care Inspectorate grades

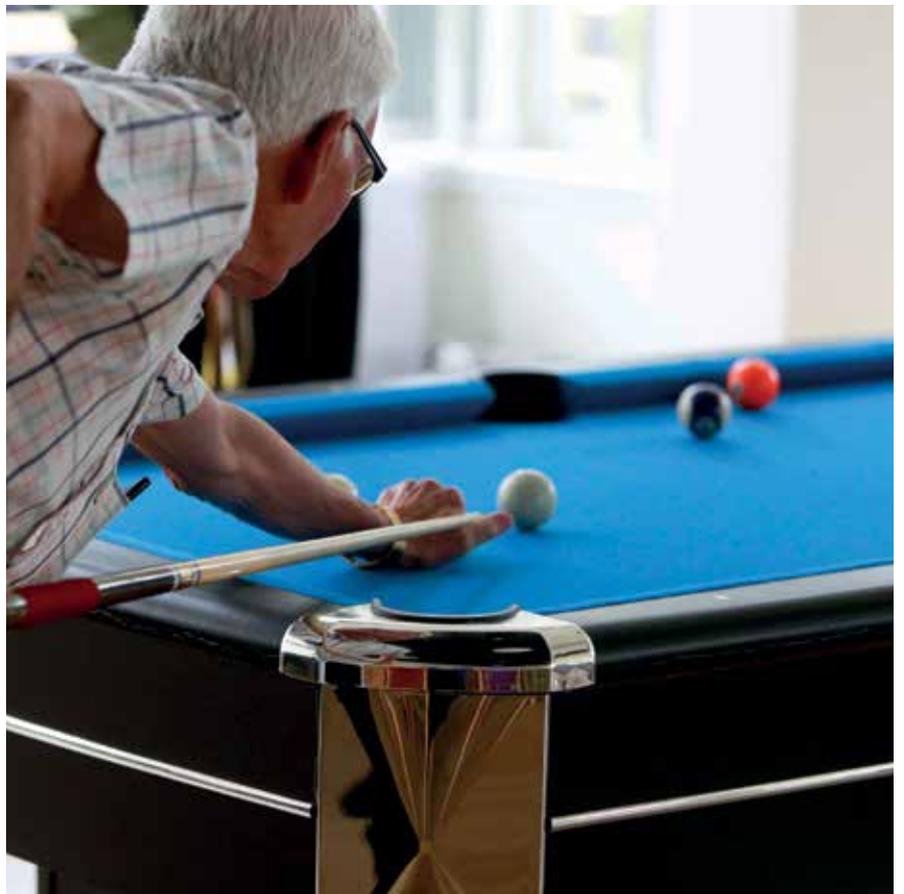
We aim to achieve Care Inspectorate grades of 5 (very good) or 6 (excellent) for all our services by 2020. We are now well on the road to achieving that with all 13 of Loretto Care's services which were graded this year awarded 5 or 6 on all themes assessed.

Our South Lanarkshire Young Persons' Intensive Outreach Service was hailed as exemplary by inspectors in January 2017. They found 'excellent examples of innovative practice' in the care and support provided and described staff as exceptional in all aspects of their practice.

Working with our new partner

We welcomed Barony Housing Association, which cares for 700 people across central Scotland, into Wheatley Group in April 2016.

The first year saw efforts focus primarily on integrating housing services into Group. Work has now begun on maximising the opportunities created by having two care providers working side by side under the Wheatley banner. Staff at Loretto Care, and Barony, will now share expertise, experience and resource to embed the W.E. Care approach across all our areas and introduce more innovative ways of delivering services.



Care and housing join forces

Bringing care and housing together in one Group is allowing us to identify and support vulnerable people in our communities in ways we couldn't before. We launched the Tenancy Support Service in 2015 with the aim of helping people maintain their tenancy and get more out of life. It is now run by Loretto Housing with our support.

In 2016-17, 1998 tenants who were struggling to cope received support for periods of up to eight weeks, exceeding the target of 1685. 100% of tenants who returned a questionnaire said they were satisfied with the service they received.

Supporting older people

Our 415 Project is one example of how we are leading the way in care. 415, based at a multi-storey in Nitshill in Glasgow, has been set up to support people over the age of 65 who are facing isolation and loneliness, as well as medical conditions, crisis or a change in circumstance that means they are having trouble living full and active lives.

We set up two demonstrator flats in the block, and are using these to showcase the different ways older people can be supported to live independently in their own homes for longer, for example through technology, special adaptations and a range of gadgets. The flats have generated enormous interest with 1000 stakeholders attending for a tour.



30

people we work for helped by our music project, The Ensemble.

The 415 Project, which is run by Loretto Care and supported by Glasgow Housing Association and the Glasgow Health and Social Care Partnership, also arranges activities and events for older people in the area.

Helping people live life to the full

Our key objective at Loretto Care is to support the people we work for get the most they can out of life. This year we put on more activities for people to get involved in than ever before. From song-writing to Spanish classes, gardening to games, walking football to drama workshops, people had lots of options to build their skills and confidence.

Tackling mental health stigma

Our music project, The Ensemble, launched in early 2016, helped 30 people we work for challenge the stigma associated with mental health issues.

It brought people together in workshops to write songs about their experiences. Some of the songs were played by musicians at public concerts and, in one case, in front of First Minister Nicola Sturgeon when she came to open Wheatley's Academy at Lipton House in the Gorbals.

The project, funded by See Me Scotland, also saw three of the songs recorded and released by professional musicians and earn airplay on national radio.





£5000

grant secured to open the Brew 'n' a Chew café in Hamilton.

Lens boost for projects

Many of the new activities we provide have been made possible thanks to the innovative ideas of our staff – with support from the Lens charity.

The Lens is a partnership between charities, grant makers, the Scottish Government and businesses, which encourages people in organisations to come up with new ideas. They pitch their ideas, Dragons' Den style, with the chance of securing funding to launch their project.

Loretto held a Lens final in both 2016 and 2017 with five projects in the first year securing funding and a further four in the second year. The first tranche are now up and running.

The Brew 'n' a Chew café is a community internet café in Hamilton run by and for young people who have been homeless or face homelessness. It opened after

securing a £5000 grant from the Lens with volunteers saying it helps them build skills and confidence and meet new people.

Another activity funded by the Lens last year is walking football, with sessions held in Corkerhill and Tollcross in Glasgow. People we work for and staff are taking part and say it's a good way to keep fit and meet people.

Community garden blossoms

Our community garden in Craigneuk in Wishaw is one example of how our communal green spaces can give people we work for opportunities – while helping the environment at the same time.

The garden was given an award by its funder Grow Wild for its outstanding contribution to nature in recognition of the hard work that's gone into the project - and its impact on boosting wildlife in the area.

The garden brings people together to volunteer and learn new skills. It is also home to a Bee Enterprise bee colony, a bug hotel and a range of plants and flowers which attract bees.

We have a community garden in Inchyra in Grangemouth which has also been made possible thanks to funding from Grow Wild.

Wheatley Group, Wheatley House,
25 Cochrane Street, Glasgow, G1 1HL
wheatley-group.com

