

FEEDBACK FROM QUESTION & ANSWER SESSION
AT FAMILY MEETING, 25TH OCTOBER 2017, ALEXANDER PARK

We were pleased to receive a number of questions at the family meeting and as promised at the meeting we have pleasure in sending to you our responses. Many of the questions followed a similar theme and so where it has been appropriate we have grouped together our responses to cover that specific issue:

Q. How do we ensure that the people we support have the confidence to give their views well?

A. Every person should have a communication plan that identifies who is the best person to work alongside them to enable them to give their views. We should not assume that it will be a member of staff, it could be a key worker, a family member or an individual advocate.

Q. How will you ensure that you will communicate with us well?

A. We are committed to a strong local presence of Walsingham Support through Kevin and the team members who support your family member. We will ensure that there are continual updates and presentations to reflect what is happening locally, Walsingham Support do not want to appear to be too corporate and will always reflect the local character and needs of services in this area. We will ensure that information is put on the Salters Hill website and also include in our Facebook feeds.

Q. Will the Salters Hill name still be used after April, could it be used for fundraising?

A. There will be a need to rebrand to Walsingham Support and so there is likely to be a name change, Fundraising will grow and Walsingham Support are keen to learn from Salters Hill about this but we are not sure what that means for the name at this stage. Locally there is some concern that we may not get the same response if we are seen as part of a larger group and we currently thinking this through, our Trustees are aware of this in terms of the strength of the local name and any impact that might arise from the name change and want to ensure that strong local connections remain. They will consider all of these factors when making their decision. There will be a clear plan to ensure that local connections are maintained and that any negative impact is lessened.

Q. Is there a limit on growth?

A. Walsingham Support want to retain the local feel and connections, so we will not get too big. A 7.5% annual increase is about average. We want to stay true to what we are at the moment, with a ceiling in income of £30 million max.

Q. How do Walsingham Support manage risk in growth?

A. We have an internal process of checking that any opportunity is right for us, we risk assess, apply due diligence and identify where and how we might make a difference. For new growth we will invest in resources. The one thing that we know for sure is that sitting still is not an option.

Q. Will the model of Salters Hill (eg. Creative Learning) be reflected in new areas?

A. We will use new models and enterprise opportunities to ensure that what works well locally can be adapted and utilised on a wider basis to ensure that we capture and use the best of the Salters Hill model.

Q. Will admin buildings be developed as growth plan develops. How will this impact on land around Keepers Cottage?

A. We have produced a business plan that will set out the possibilities for the Salters Hill site, one guarantee is that we will not fill the site with offices and administration base, our priority will be about accommodation and support, and any proposed change will be discussed with you to identify the impact and opportunities that may exist.

Q. Is there a strategy to focus on Supported Living?

A. No – not necessarily it is about the right model. In Hertfordshire, Walsingham Support have 7 residential services but are only converting 4 to supported living. The others will stay residential. It is dependent on the needs of the people. Walsingham Support provide a range of provision across 18 local authorities.

**Q. How do we match family atmosphere and involvement with the growth agenda?
What can Walsingham Support do to stop us worrying?**

We make an offer to visit other families that Walsingham Support works with. They have the same agenda as Salters Hill families. Walsingham Support has no plans to change the connection that you have locally and to that end we reiterate our commitment to working locally, we will seek your views and ensure that you have easy access to Kevin, Claire and the teams that support your family member, we want you to tell us what's worrying you, what works and what we can do better.

Q. Where does due diligence stand now – any major issues, is it completed?

A. All the checks have been done and the process is moving forward. No huge changes imminent.

Q. How do staff learn from each other across both organisations?

A. The Involvement Conference happens annually, this year some Salters Hill staff and people we support are going, (tomorrow and Friday). We also arrange visits to other services and offer opportunities for networking. A number of Salters Hill staff will be visiting Walsingham Support services in other parts of the country, and the quality and learning and development team also support shared learning and experience. The Operations Manager and Kevin meet up with their peers regularly, again to share learning and experience. We also link in to membership of a range of organisations to support our learning.

Q. What is mandatory training?

A. Mandatory training is training that a staff member must have to ensure that they can work safely and appropriately to support people well. All of the training is subject to refresher training to ensure that people's skills and knowledge is up to date, so it is never a one off. As well as being an organisational requirement, it is also often part of the contractual arrangement with local authorities and one way they have of having confidence that we are working to a particular standard. The areas covered by mandatory training are – Safeguarding, Manual Handling, First Aid, Health & Safety, Mental Capacity, Equality & Diversity, Medication, Food Hygiene, Fire Safety and the Care Certificate for support workers who are new to care and have no qualifications such as an NVQ/QCF in Health & Social Care.

Q. What is PCP?

A. Person Centred Planning is a way of working to ensure that we can support a person to achieve what is important to them. It promotes choice and control for the person being supported and staff have training to help them to work effectively in this way. It is as much about the thinking that staff have and the values that they bring with them to work. Kevin will put information about Person Centred Planning on the Salters Hill Website so that people can learn more about this.

Q. How do you know what is being invested in the managers is having an impact on the people we support? How do you ensure you stay grounded?

A. Walsingham Support is quite lean in its organisational management structure, with only 4 Regional Directors who report to Sarah Miller, Deputy COE, who reports to Paul Snell, CEO. Below Kevin is his Operations & Development manager, Claire. Staff are trained and supported through regular supervision and annual appraisals. All staff should have a training plan. All Managers are approachable and accessible at all levels, people are welcome to visit, ask questions, Kevin and Claire meet regularly with team members and the people that we support to talk through any concerns, share success stories and to see them informally. They have an open approachable ethos and it is a 2 way process. This is reflected in the work of both Sarah Miller and Paul Snell who visit the people we support and gain feedback, it's a good way to know how effective managers are. We have to know what the issues are for the people we support so that we can manage effectively.

Q. Is the provision sustainable?

A. Yes it is. Growth will help with this. 'Standing still' is not an option but please be assured that we will not reduce the local, personal feel.

Q. What happens about Wills where Salters Hill is the named beneficiary?

A. We will take advice about how this will work and get back to you.

Walsingham Support Strategy Survey

As you may or may not be aware, every 3 years the Walsingham Support Executive Leadership Team, Board of Trustees and I revisit the core areas that drive the direction of our charity. These areas are currently - Quality, Workforce, Growth, Organisational Development and Engagement. By doing this we make sure that Walsingham Support will continue to meet the needs of the individuals we support and develop and evolve as an organisation in a constantly changing social care sector.

Although your experiences to date relate specifically to Salters Hill your views and opinions on the above 5 key areas are just as important as anyone else's at Walsingham Support and will play an equally important part in helping us shape the way forward.

We know that to properly inform the direction of Walsingham Support our view point isn't enough, we need to include perspectives, opinions and experience from every part of our organisation. So in short we need to know what you think and why you think it. So whether you are supported by us or are the family or carer of someone we support, and whether you are a member of our staff or someone we work with, your input is crucial.

To help make this process as easy as possible we have created an online survey that is quick and easy to complete <https://survey.walsingham.com/>

Please take a few minutes to complete this yourself and make sure that work colleagues, individuals we support and their families and carers are made aware of the survey and encouraged to feedback to us.

Join in and help us to keep Walsingham Support moving in the right direction.

These Questions and Answers will be made available to people and put on the website.