



### **Five Lamps Homecare Presentation**

- **Brief introduction / overview of your Care at Home service**

We are a Registered Charity, not for profit organisation, we currently deliver around 2,700 hours of care per week in Stockton, Thornaby, Ingleby, Yarm and Billingham. We also have the contract to provide care in Parkside Court Extra Care Scheme, and we have a contract to deliver a Rapids / D2A service. We have recently won a spot contract in Middlesbrough. When I started at Five Lamps 18 months ago we were only delivering 450 hours, so we have grown rapidly.

Because we are a charity we try hard to be a different kind of care company, we constantly work on making a difference, not just for service users but for staff as well. Getting involved in the local community is important to us as well, for example: we gained our Dementia Friends Award, we delivered fish & chips and food hampers to local elderly residents.

- **How you promote your service and how people can access it**

The majority of our work comes from SBC referrals, but we do have work from private funders, which is normally through 'word of mouth' referrals. When we have the staffing resources we drop leaflets in order to advertise our services.

- **Support received from Stockton-on-Tees Borough Council**

I have a good working relationship with officers from SBC, we have a named Contracts Officer who is supportive and accessible. I have done a lot of work with Catherine Buller on various projects aimed at supporting providers including the Care Academy. I am able to challenge if I have any issues and they listen. I am always given the opportunity to help shape their service. I really feel that we receive high levels of support from the Council.

- Staff training / development / support (inc. considerations around travel time / allowances)

One of the first things I did at Five Lamps was set up a high quality, comprehensive training program with our own trainer. We hold a full weeks Induction, our new staff then shadow with trained Training Mentors. We get excellent feedback about our training, for example:

- 'good teacher, very understanding, I think I have learned a lot'
- 'I loved everything about the session, I cant think of any complaints'
- 'The tutor explains everything well, involves everyone in the activities'
- 'Very informative and up to date, its great to practice using the hoist, stand aid and slide sheets, covered very important material to keep us and clients safe'

All staff get paid for all training attended including Induction.

We are able to provide this training because we are a charity and our profits go back into the business.

- Service improvement mechanisms (e.g. feedback from staff regarding their experiences, feedback from those using the service)

We provide the Rapids / D2A service which only lasts two weeks, we realised that sending out service user surveys quarterly was excluding the people accessing this service so we developed Feedback Cards to put in every client file so that everyone has the opportunity to feedback on the service we provide at any time.

Feedback was severely hampered during Covid as we were unable to hold team meetings, service user meetings etc. We tried to balance this by:

- Having 1:1 meetings with residents at Parkside Court
- We held additional spot checks and supervisions with staff
- We sent regular newsletters to staff and service users
- We sent regular messages to staff with updates on various topics including Covid
- When safe to do so we held smaller meetings by patch with the staff

All staff are paid for their time coming to meetings or supervisions.

I have noticed a gradual improvement of the feedback we receive.

We have an open door policy and we have a 'You said, We did' board in our staff lounge.

- **Impact of COVID-19**

The issues we experienced during Covid were:

- Staff isolating, including office staff, covering visits was extremely difficult at times
- Some staff chose to leave the industry, turnover was high and recruitment was challenging
- Testing was an issue, we had to allocate staff to do the testing both at Head Office and at Parkside Court, the tests needed to be registered and posted, it was very time consuming.
- As above, holding meetings and supporting staff was difficult when they needed it most
- Training was reduced to very low numbers per session to allow for social distancing
- Keeping up with rapidly changing guidance and cascading to staff required additional staffing resources which we really didn't have.

- **Key current and future issues (e.g. staff welfare, recruitment and retention, financial pressures)**

- We are concerned that the recruitment and retention fund has come to an end, we found this particularly useful. We employed a recruiter on a fixed term contract using the fund and this has made a huge impact on our recruitment enabling us to increase the packages we have been able to pick up from Council referrals. If the fund ends we will have to terminate his contract.
- Staff wages – always an issue, but we are simply not able to be competitive against companies like Amazon etc.
- Fuel costs – this is becoming a bigger issue week on week. We pay staff the maximum 45p per mile allowance but staff tell us it is no longer covering their costs. I would really like to look at some green initiatives, electric vehicles, but we do not have the budget to invest in this, we would need support to achieve this.
- Making care attractive – I have worked with Catherine on some projects aiming for this but there is a long way to go.
- Staff report that the cost of childcare is a barrier to them.
- Admin staff – we are a small office team and if someone is off sick we struggle