

# Review 2015



**jubilee**  
**house**  
Empowering people with  
learning disabilities.



Steve Stokes CHAIRMAN

Alan Clarke CEO

## Joint report of the Chair & Chief Executive.

**Steve and I would like to take this opportunity to thank our fantastic staff and managers for the hard work, enthusiasm and excellent standard of care that they have maintained throughout these challenging times. We also thank all of our service users and their families, for their support. Without all of you we wouldn't have our reputation for such great care.**

April 2014 saw the introduction of the new Care Act, which has encouraged more focus on organising services around wellbeing and personalisation, whilst the scale of many years of under funding of social care has become more evident to those working in Learning Disabilities. 2014/15 has seen continuous pressure on budgets, escalating costs of utilities, provisions, registration and staff overheads.

It was also a year of change for Jubilee House with a new CEO joining in February 2015. Throughout

this period of change we have continued to maintain Care Quality Commission (CQC) and Ofsted compliance. Our strategic partnerships continue with Hertfordshire County Council, Welwyn Hatfield Council, Enfield Council, MacIntyre and Sanctuary Housing Associations.

It has been a busy year in the community for Jubilee House, two members of staff were finalists in the People Development category at the Hertfordshire Care Providers Association Awards and one service user won the Smile Learner Award. Jubilee House were proud to be the nominated Charity of the Year 2014/15 for Welwyn and Hatfield Community Housing Trust and beneficiary of the Ware Rotary Club Christmas collection. It was also the first year that our Work Skills Programme students found voluntary placements in the local community. There have also been many, varied events that our projects have been involved with as part of their active community engagement programmes.

As always, we thank our trustee board members for their very active support of the charity and the considerable time commitment they make in attending the wide range of events in the Jubilee House Board and Social calendar. We also said farewell to one of our trustees, and welcomed two new trustees, Jon and Marie.

Finally, looking forward to the challenges we face as a business, we will build on the solid foundations of Jubilee House and grow our services by delivering innovative care and support in the community. We will continue to engage new strategic partnerships enabling us to continue delivery of effective, high quality care, always offering choice to service users.

As ever, our track record and ability to respond quickly and positively to constant change is crucial to our sustainability and development as a not-for-profit organisation in an increasingly commercial market.

Steve Stokes CHAIRMAN & Alan Clarke CEO

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“ My biggest satisfaction is watching young people taking small steps to make big achievements. ”

Sam – Project Manager

## Children’s Residential Short Breaks.

### HOW DOES THE SERVICE WORK?

Short Breaks are for children and young people with learning disabilities; providing opportunities to enjoy new experiences, have fun, and make new friends, giving the child or young person a break from their everyday routine whilst easing the pressure on parents and carers, enabling them to also have a break.

Peartree Short Break Centre offers residential short breaks at our spacious 5 bedroom purpose built centre, with safe areas for play, relaxation and socialising. We have a sensory room that offers stimulation for a young person’s senses either on an individual or group basis and a beautiful sensory garden with a swing. We have a soft play room with interactive smart board, a games room and living area to spend time with friends.

The centre is fully equipped to cater for complex needs so that service users can enjoy their stay with us, with bathrooms, lounge and bedrooms fully equipped with hoists and designed to be easy to use.

### WHO IS IT FOR ?

Peartree Short Break Centre supports children from ages 5 to 18 years old in a safe, child focused environment, where our highly skilled and experienced team design and deliver bespoke support which meets need in a unique and very person centered approach. Our staff provide individually designed quality care and support to maximise the independence and choice of the person.

We provide these services to children and young people from Hertfordshire and Enfield and can also provide services to North London Boroughs, such as Barnet, Camden, Haringay and further afield to the Counties of Bedfordshire, Cambridgeshire, Essex and Buckinghamshire.



Sophie started using our children’s Short Breaks service back in 2013 and enjoys making new friends and taking part in the activities that Peartree offers.

“ I like going on the computer and I like playing on the wii and coming to Peartree to sleep over with my friends. ”

I like going out on trips. My favourite trips are going to jungle mania and the seaside. I also like to going trampolining, the zoo/farm, cinema, going on trains and shopping.

When I’m at Peartree I like to play games like hide and seek. I like arts and crafts, cooking and I really like listening to music. I like joining in with my friends and doing the young people forum. I like to help decorate Peartree and make chocolate cakes. I like to tell stories, talk to people and I like to laugh. ”

Sophie’s own words.



Short breaks

# Children's Community Short Breaks.

## HOW DOES THE SERVICE WORK?

We provide services for young people with learning disabilities to access activities based in the community or at Peartree Short Break Centre. Young people have the opportunity to enjoy new experiences, have fun and make new friends, giving the child or young person a break from their everyday routine.

## WHO IS IT FOR ?

We provide Community Short Breaks for young people up to 18 years old enabling them to experience and enjoy a range of activities with the support of our skilled staff within a safe and child focused environment. All of our services are designed to maximise independence and to provide choice and the opportunity to learn new skills.

## COMMUNITY SHORT BREAKS

Our range of services provide additional support for families through one to one sessions, and group activities which are very successful, especially the After School Club.

Our bespoke One to One buddying scheme supports access to activities in the local community e.g. scouts, bowling, soft play, falconry or specific projects like travel training.

At our After School Club children choose from a range of group activities including dance sessions, cooking, crazy golf, quasar, junk modelling, pottery, and trampolining.

Sibling groups give an opportunity for brothers and sisters of children with a learning disability to meet others in the same situation, share experiences and take time out.



# Adult Short Breaks.

**The Meadows Short Break Centre offers individuals with learning disabilities a well-deserved break from their everyday routine to refresh and re-energize themselves.**

Adults Short Breaks provide the opportunity to have fun, enjoy new experiences, meet new friends, while taking a break from everyday life. This eases the pressure on families, enabling them to also have the opportunity to rest, relax or take a holiday.

We support 18 to 65 year olds with flexible packages of support, designed to meet individual needs, which can include overnight stays or day visits.

The Meadows is a spacious 4 bedroom building refurbished in 2008, with a modern layout providing a comfortable, welcoming environment. The ground floor bedrooms are equipped with hoist facilities and all bedrooms have en-suite bathrooms. It has a quiet room containing a sound system, computer, TV and DVD facilities. In the dining area we have a smart board and in the lounge service users and staff socialise together, choosing trips they would like to take, with outings to the seaside, cinema and

theatre being popular. The Gateway club is also very popular and we regularly use the Jim McDonald Activity Centre in Hatfield for disco sessions, football and its Café.

We feature seasonal events such as Halloween, Christmas and Easter, decorating pumpkins, creating seasonal crafts, cooking, baking, painting and sewing. Our New Year's Day party is an annual event providing a friendly, safe environment for service users to socialise, enjoy food and music.

A Jubilee House Short Break means people can enjoy and experience a range of activities to develop learning and independence, while spending time with others. We ensure opportunities for leisure activities inside and outside the centre, within safe and stimulating environments.

Our friendly staff provide high quality support in a relaxed but professional competent manner. They are trained to the highest standards and are dedicated to providing the best opportunities for people to achieve their aspirations and to live the life they choose.



**“ I was made very welcome and enjoy my experience of working here, being able to support service users ”**

Support Worker: Jade Price

# Work experience

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## Work Experience and Volunteering.

Our experienced team have created a learning programme within a busy, professional, business environment to provide support for people with a learning disability to gain valuable work experience to prepare them for paid employment or a volunteer role.

The Work Experience Programme was launched in 2013, recognising that office environment work experience opportunities for people with learning disabilities were scarce. During our 10 week course, we aim to develop an individual's confidence, enhance their social skills and provide a taster of what it is like to work within a real office on a daily basis. Students learn practical office based skills including; reception duties, photocopying, printing.

They also enhance and improve their Microsoft knowledge, competently replying to emails, writing letters and memo's. We partner with Hertfordshire Care Providers Association to enable our students to achieve a qualification during the 10 week programme. Qualifications gained so far have been Level 1 and 2 in Administration and Employability Skills Level 1.

### Work Experience Volunteering

We work in partnership with local organisations to establish suitable volunteering placements for students so that they have the opportunity, where possible, to use their skills and proactively contribute to local business and their community. Rebecca, one of our previous students has been volunteering with Welwyn Hatfield Community

Housing Trust one morning a week for over a year now. Rebecca has told us "she loves it"! Michelle Maher, House Manager, Care By Us quotes: "The Stepping Stones programme has given Rebecca the opportunity to learn new skills and be an active part of the wider community.

Her confidence has grown and she is now an important member of the volunteering team at Welwyn Hatfield Community Housing Trust. We are very proud of her and are thankful to Jubilee House for giving Rebecca this opportunity.

**If you are interested in our Work Experience Programme and would like to find out more please contact our business office on 01707 390107.**



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## Supported Living Scheme.

Our Supported Living scheme supports three adults who have mild to moderate learning disabilities, providing support from 1 hour a week to 24 hours a day. Service users share a four bedroomed house with communal living area, a kitchen, laundry room and two bathrooms as well as a back garden. We give people the choice to live independently in their own home by themselves or with others.

We want to ensure that everyone who lives in our supported living scheme feels safe, supported and relaxed in their home.

Service users have their own tenancy agreement and we provide support for learning and social opportunities through an individualised support plan to enhance independence and decision making skills.

We help people to learn new skills and build on those they already have.

Such as:

### DAILY LIVING TASKS

- Paying bills and managing money
- Managing medication
- Personal care
- Keeping safe in the community

### SOCIAL AND LEISURE:

- Going to social clubs, learning how to use buses and trains
- Meeting new people and making friends
- Going to hospital and doctor appointments
- Dealing with strangers

### EDUCATION AND EMPLOYMENT:

- Finding a college course or job that interests you

### INDEPENDENT LIVING:

- Choosing where you want to live and your tenancy agreement
- Cleaning your home and being a good neighbour
- Doing your shopping and cooking your own meals

Our aim is to empower our service users to lead the life they choose and enable them to make informed decisions.



# Supported living

## Registered Care

At Jubilee House Care Trust we provide person centred support to empower individuals to live happy and fulfilled lives. Our staff are enthusiastic, highly trained and dedicated to providing the best opportunities for people with learning disabilities to live the life they choose and achieve their goals.

Our modern well equipped buildings provide a stimulating, varied and comfortable living space with a relaxed atmosphere.

**JONQUIL** is a detached purpose built bungalow providing 24 hour residential care and support for 6 people with complex and profound learning disabilities. It is designed to meet the mobility needs of service users with full wheelchair access, specialist bathrooms, adapted kitchen facilities and a large garden.

The living environment is enhanced by a specially designed and fully equipped interactive sensory room which provides the opportunity for fun and relaxation. We support service users to choose

and enjoy a variety of experiences within their local community. These activities can range from visits to local pubs and cafes to day trips out to local zoos or evening visits to see music and shows depending on what the service users choose.



**AT LINCOLN** we provide accommodation and 24 hour support for 6 service users with moderate learning disabilities and mental health conditions. Each person has their own bedroom and each flat contains communal facilities to enable people to live as independently as possible. Our friendly, professional staff are available to assist with specific needs on a one to one basis.

Our services offer long-term residential support; however where possible we also support people to move on to independent living in their own homes. Jackie has lived at Jubilee House since 2005 and she has been supported to develop her skills to live independently as she would like to move out to her own home. She now enjoys travelling, cooking and shopping independently as well as administering her own medication. She is reaching her personal goals and the team is really proud of what she has achieved.



# Community

“A mixture of fun and some tense moments there and back. We created a lot of smiles at and memories of the vehicles. Most of all, a result beyond our expectations. The good it can do, is our best reward.”

Chris Hill, Tour de Lard II

**Jubilee House Care Trust enables people to be a part of community life, providing services that encourage their involvement, supporting them to be independent. This position was strengthened this year through our continued partnerships and attendance at many local events.**

**AWARDS** At the Hertfordshire Care Providers Association (HCPA) Awards our work experience student Tom won the Smile Learner Award, where we also celebrated having two finalists in the Peoples Development category.

In June we hosted 'The Rumble Awards' as part of a series of events organised by Pioneer Approaches in partnership with and fully funded by Hertfordshire County Council to celebrate our service users, recognising them for their own talents, personalities and characters.

The main Rumble Award Ceremony took place in July which was a fantastic evening bringing each organisation involved together to celebrate the overall winners. One of our residential service users Tom won the overall Champions Ultimate Rumble Award for being a 'Ray of Sunshine' for his positive outlook and fabulous smile, Colin won the 'Makes Me Smile' award and Kathy won the 'Brave Heart' award.

**FUNDRAISING** During 2014/15 we were delighted to be the chosen Charity of the Year for Welwyn Hatfield Community Housing Trust, which raised a very generous £2,800. We appreciate all their effort and continue to work with them through our Work Experience volunteer placement scheme.

The Ware Rotary Club raised £1,200 for us through their Christmas Collection and we took part in the Welwyn Hatfield Rotary Club sponsored walk in April raising £402.

In June the Tour de Lard II team took on the ambitious challenge to drive to the highest paved point in the French Alps in 3-wheeled vehicles to raise money for Jubilee House. They had a fantastic experience and raised an amazing £25,000.



## AMBITION

“Happy and fulfilled lives for children and adults with learning disabilities.”

## STRATEGY

“By understanding the needs of individuals and their families, we provide quality support and care.”

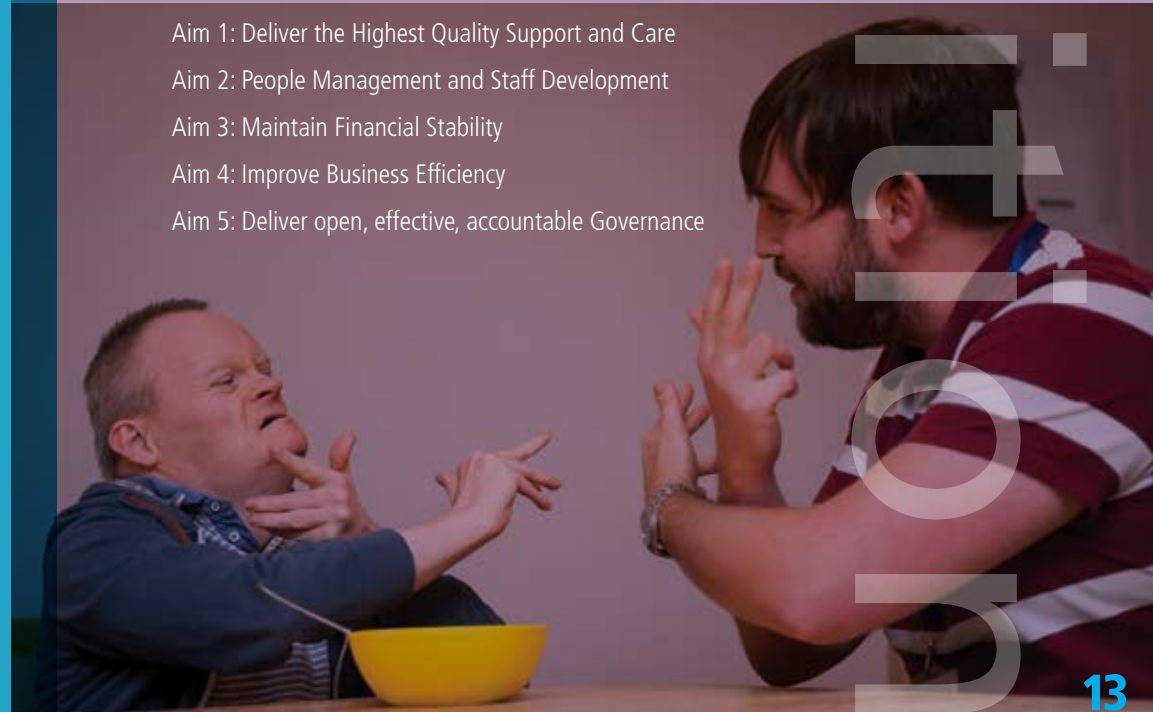
## VALUES AND BEHAVIOURS

- Open and honest
- Supportive and caring
- Continually improving

## STRATEGIC AIMS

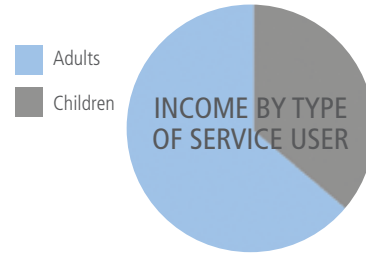
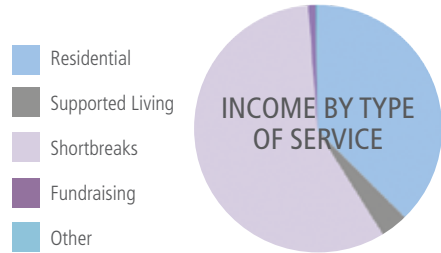
- Aim 1: Deliver the Highest Quality Support and Care
- Aim 2: People Management and Staff Development
- Aim 3: Maintain Financial Stability
- Aim 4: Improve Business Efficiency
- Aim 5: Deliver open, effective, accountable Governance

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# Finance

## Statement of Financial Activities for the year ended 31 March 2015



**Total 2015**      **Total 2014**

	£	£
<b>Incoming resources</b>		
Incoming resources from generated funds	25,818	25,093
Incoming resources from charitable activities	1,677,834	1,661,770
<b>Total incoming resources</b>	<b>1,703,652</b>	<b>1,686,863</b>
<b>Resources expended</b>		
Costs of generated funds	735	699
Care costs	1,652,821	1,592,393
Governance	14,697	12,540
<b>Total resources expended</b>	<b>1,668,253</b>	<b>1,605,632</b>
<b>Net income before other recognised gains and losses</b>	<b>35,399</b>	<b>81,231</b>
<b>Other recognised gains and losses</b>	<b>0</b>	<b>6,755</b>
<b>Net movement in funds</b>	<b>35,399</b>	<b>87,986</b>
Funds at 31 March 2014	1,775,688	1,687,702
<b>Funds at 31 March 2015</b>	<b>1,811,087</b>	<b>1,775,688</b>

# Finance

## Balance sheet at 31st March 2015



**At 31 March 2015**

	2015 £	2015 £	2014 £	2014 £
<b>Fixed Assets</b>				
Tangible fixed assets		1,543,148		1,528,027
Investments		215,000		215,000
<b>Current assets</b>	950,169		937,311	
<b>Creditors: amounts falling due within one year</b>	379,712		357,792	
<b>Net current assets</b>		570,457		579,519
<b>Total assets less current liabilities</b>		2,328,605		2,322,546
<b>Creditors: amounts falling due after more than one year</b>		517,518		546,858
		<b>1,811,087</b>		<b>1,775,688</b>
<b>Funds</b>				
Unrestricted - general		1,592,841		1,523,243
Unrestricted - designated - properties		203,291		243,291
		1,796,132		1,766,534
Restricted - specific donations		14,955		9,154
		<b>1,811,087</b>		<b>1,775,688</b>





**“Jubilee House has been an active member of HCPA for 3 years and has achieved ‘Gold’ status proving that they commit to quality assurance and seek impartial feedback on their service”**

Laurie Sontag, IFS Project Lead, Hertfordshire Care Providers Association

**jubilee  
house**

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