

REVIEW

2017/18



They are so nice it
is unbelievable.
Very caring compared
to others.

Parent of Jonquil Resident



jubilee
house

Empowering people with
learning disabilities.

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*A JONQUIL RESIDENT
KEEPS UP WITH HER FAMILY.*

CEO Report

A BENCHMARK YEAR

I hope 2016/17 is seen as a benchmark year for what the whole Jubilee House team can achieve. It's been a challenging, but great, year for us, with many big achievements and changes.

Our management team is stronger than ever, with the addition of three Deputy Managers and a new Registered Manager. This has helped the wider Operations team and allowed senior management to focus on restructuring the organisation.

We have set up a new Supported Living service, improved the Outreach service, increased the hours of support given to our service users, completed our first impact assessment to gain an understanding of how we are viewed, and have managed to have some fun along the way. Relationships with our key partners have strengthened and we are looking at new opportunities in the local area to improve care services beyond what we are already doing.



My favourite moments have been when we have been able to get the staff and service users together to say thank you for all their hard work and dedication. We've been getting some great feedback from our service users, their families and our partners on the support we've given throughout the year and the team should be very proud of what they have achieved.

Going forward we will continue to focus on increasing the services we can offer and supporting more people in their local community. In 2017/18 we've already changed our Fund Raising and Donations strategy and implemented new systems. My thanks go to the whole Jubilee House Team, our partners and the Trustees for their continued support.

Best wishes Jon Pratten

JON PRATTEN CEO

(Jon is acting as Interim CEO for 2017 and will take on the role on a permanent basis from January 2018.)

“They instil something in their staff, it's not just a job, it's a vocation. The staff really believe in what they do. (funder)”

What we do.

THIS YEAR AT JUBILEE HOUSE. . .

- We provided **37,400** hours of support to **43** different children & young people at the Peartree Short Breaks Centre.
- We provided **1,291** overnight placements, and **221** day or afternoon sessions to adults at the Meadows Short Breaks Centre.
- We provided residential care for **12** adults at our **2** residential homes, Jonquil & Lincoln Close.
- We supported **45** service users to attend **3,703** hours of Outreach activities.
- We supported our staff to attend **320** training courses to make sure that they provide the best care for our service users.
- We helped **8** employees to complete the next stage in their care qualifications, while another **10** employees were working towards this.
- We trained **2** apprentices
- We provided **702** hours of volunteer opportunities to **43** individual volunteers and fundraisers.
- We obtained a 'GOOD' Ofsted or CQC rating at all of our services.

“

Lovely place and lovely people running it.

Jonquil Residential (relative)

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**JUBILEE HOUSE SHORT
BREAKS FOR BOTH
CHILDREN AND ADULTS.**



Residential.

JONQUIL CLOSE & LINCOLN CLOSE

Jubilee House has two residential services, Jonquil Close and Lincoln Close, which each provide support for six adults who live with us permanently. These two services cater for differing levels of need, frequently involving physical, as well as learning, disabilities.

In Jonquil Close (which caters for people with more profound learning disabilities) service users are supported to try new activities on individual days out. This year service users have visited Formula 1 car shows, aeroplane museums, opera houses, spas, steam railways, zoos and farms, have tried ice skating, and been to see their favourite music tribute acts. Staff also support individuals to become more independent in their daily lives and they are encouraged to help cook

meals, participate in laundry and cleaning, and to help tidy their own bedrooms.

In Lincoln Close, service users are more independent. Here, we provide support with daily tasks such as cooking and cleaning, but the service users are encouraged to do as much as possible for themselves. Where practical, Lincoln Close supports individuals to go on a holiday of their choice, and this year service users visited Great Yarmouth and Southend, as well as having individual days out to places of their own choosing.

***SERVICE USERS
AT JONQUIL CLOSE.***



Supported Living.

INDEPENDENT LIVING

We have a small supported living scheme supporting three individuals living in a shared house, where support is individually tailored around each person's specific requirements, ranging from help with daily tasks such as paying bills and managing money, cooking, and managing health needs to providing assistance with pursuing hobbies and interests, meeting

people and making new friends, or finding paid or voluntary work.

During 2016/17 we were successful in winning a contract to provide further supported living services to Hertfordshire County Council at a second location locally, and this service opened in June 2017.



“

Jubilee House is very good at caring.
They are very communicative with us as a family.

Peartree Short Breaks (carer)

”

Outreach.

OUR OUTREACH SERVICES

We provide regular children's outreach activities, largely on a 1:1 basis, both under contract to Hertfordshire County Council and to children whose parents are in receipt of direct payments.

The activities are tailored to the interests and needs of the individual young person, many of whom would not be able to access these activities without our support. Bowling, trampolining, swimming, go-karting, basketball, rock climbing, crazy golf, pottery

and soft play are some examples of the activities that we support, and we have also had trips further afield to London, the seaside, Paradise Wildlife Park and Woburn Safari Park.

As well as supporting children, we are also starting to provide outreach services to adults with learning disabilities who need support to go out and about. Our outreach sessions are not all about fun activities: they also help equip young people with the life skills that they need to survive in the modern world.



The service user focus sets them apart.
(funder)

Short breaks.



RELAXING AT PEATREE SHORT BREAKS CENTRE

We have two purpose built short breaks centres. Peartree is a five-bedded centre catering for children between the ages of 5 and 18, while Meadows is a four-bedded centre catering for adults between the ages of 18 and 65. Both services provide a range of short breaks ranging from a tea visit of a few hours to longer stays of several days or more.

While our contract with Hertfordshire County Council utilises the bulk of the placements, we can also provide services to individuals from other counties or to those with personal budgets. Both centres are well-equipped to deal with physical as well as learning disabilities, with hoists and specialist bathroom equipment available if required.

“The overnight service is just right for us...
There is always someone who will know his ways.”

Meadows Short Breaks (carer)

Case Histories.

COLIN'S WALK

Jubilee House staff noticed that long-term resident Colin was less mobile than previously, and worked with him over several months to gradually improve his fitness by increasing the amount of walking he was doing in his day-to-day life.

Colin was initially reluctant to walk any distance, but staff noticed that he was happy to walk if he had a goal in sight. As Colin likes dogs a member of staff brought in her pet husky, and Colin was keen to help take it for a walk. Jubilee House then encouraged his outreach provider, Aspirations, to build on this interest. Now Colin is supported to be a volunteer dog walker once a fortnight at an animal rescue charity in Bishop's Stortford. Brett Mitchelmore, the manager of Jonquil Close, then suggested that Colin tried walking the 20 minutes to his Day Centre. Colin was initially reluctant, but after encouragement, decided one day that he would give it a go.

Now Colin walks with staff to the Day Centre when he feels happy about doing this. Overall, Colin is taking more exercise and staff have noticed a significant improvement in his mobility as a result.



They are very good at providing residential care.

Lincoln Close Residential (relative)

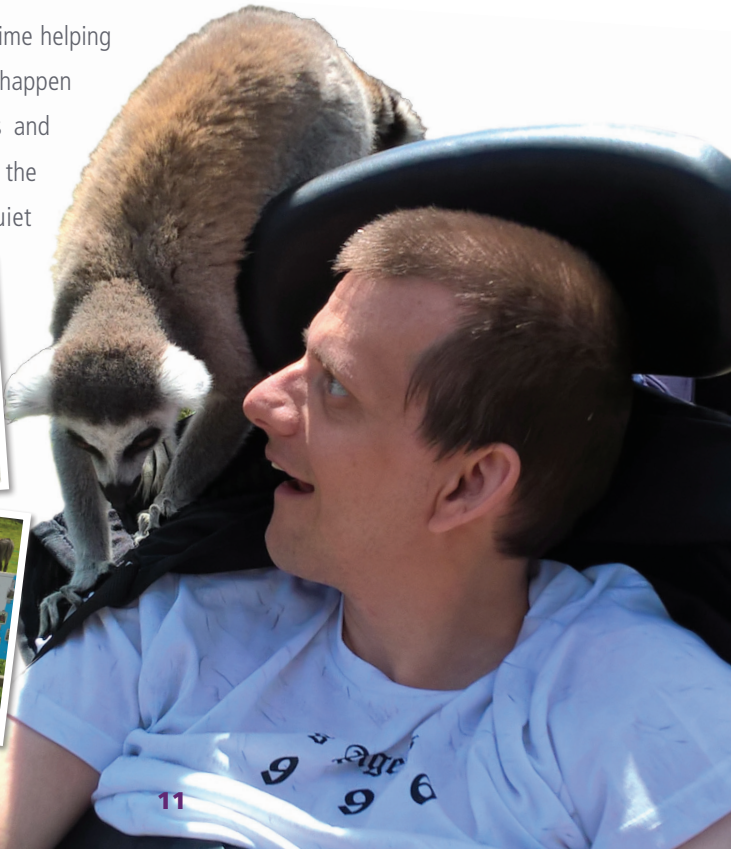


TOM'S HOLIDAY

Jubilee House resident Tom had previously found holidays very stressful, so our staff worked very hard to ensure that his first holiday in thirteen years was a success.

Tom's last holiday had been to a hotel, where the number of other guests, as well as the change in routine, caused him to become very anxious. But staff believed that with careful preparation he would enjoy a break. Before the holiday staff spent a lot of time helping Tom to understand what would happen on holiday, using pictorial aids and even practising loading up the vehicle with luggage. A quiet

self-catering cottage on the Isle of Wight was chosen as the holiday destination, so that Tom would not be overwhelmed with new faces. After all this preparation, Tom enjoyed his few days away hugely, with a trip to the zoo, a steam railway and the pier being just some of the highlights. Now, when staff mention the holiday to him Tom laughs and claps his hands, clearly looking forward to his next trip.



Profiles.

BRETT MITCHELMORE

Brett Mitchelmore, Manager of our residential services Jonquil Close and Lincoln Close, has worked in the adult care sector for the last 12 years since leaving university. Brett did a degree in psychology and initially thought that a career in care might enable him to use this experience.

A couple of weeks in his first job was enough to make him realise that he had misunderstood the nature of the work, but by that time he was hooked! As Brett says “Care is the best job in the world. There’s so much you can do to make people’s life better. Even little things can make a day more fulfilled”

Brett has worked at Adepta (later Dimensions), Partners in Support, and the St. Elizabeth’s Centre, before coming to Jubilee House, and so his career has spanned both residential care and supported living. When asked what



he particularly liked about working for Jubilee House he said “It’s great that ‘person-centred care’ is a reality here, rather than just a phrase. Jubilee house has small-scale services, so we’re able to give quality care, and there’s low staff turnover, which means that our service users can build up good relationships with the people that support them.

Teams are really dedicated to the service users: there is a real passion amongst the staff for their work which is great to see, and not something that you always get in the care sector. ”



“The service user focus sets them apart.

(funder)

”

SAM PERRY

Sam Perry, Manager of our Short Break Services at Peartree and Meadows, is one of Jubilee House's longest serving staff members. Her initial involvement with Jubilee House was via a voluntary placement, which convinced her that care work was something she might enjoy.

After studying Health and Social Care at college, Sam joined Jubilee House in 1997 as a support worker based at our former children's short break service in Grove Meadow. When the new Peartree Short Breaks centre was opened in 2004 Sam became its first manager, and was soon made manager of the Meadows Adults' Short Breaks centre as well.

One of the biggest changes that Sam has seen in her time at Jubilee House is the development

of purpose built services, which have been designed with the needs of the service users in mind. Whereas the old Grove Meadow was just two semi-detached houses knocked into one, Peartree is a purpose built bungalow catering specifically for the needs of children and young people with learning and physical disabilities. Sam particularly likes the variety that her job brings: "Everyday I'm dealing with different people and different challenges" she says.



They are very good at providing residential care.

Lincoln Close Residential (relative)

A Conversation...

WITH JON PRATTEN, INTERIM C.E.O.

Jon Pratten was on our Board of Trustees from 2014 to the start of 2017 when he resigned to accept the position of interim C.E.O for one year, a position which is being made permanent from 1st January 2018. He brings a wealth of business, systems and I.T. knowledge to Jubilee House, having worked both with Veolia Water and Transport and as C.E.O. of his own I.T. support companies.

What initially attracted you to Jubilee House as a trustee?

'Great biscuits! Seriously, I've always been conscious of being very fortunate myself and aware that other people aren't so fortunate. So, I felt that if there was something I could do about that, using my experience and expertise, then I should do it.

How does being C.E.O. differ from being a trustee?

It feels a much larger responsibility, as ultimately the day-to-day running of the charity sits with me:

whether I make good or bad choices is very important for the charity as a whole. It does feel much more exposed than being part of a group of trustees – I've realised what the degree of responsibility actually is!

Where would you like to see Jubilee House in five years' time?

I'd like to see us developing stronger relationships with partner organisations locally. Our strategic aim is to double the amount of people that we provide services for, and I hope to make that happen.

How do you think your staff team see you?

I'm conscious that it may depend on who you ask. I'm sure some people will perceive me as challenging but I'd like to think that most see me as approachable, friendly and here to help.



It is such a happy atmosphere. . .
the staff are lovely.
Meadows Short Breaks (carer)

Fundraising.

VOLUNTEERS

We're very pleased to announce that not only did more individuals volunteers with Jubilee House last year than ever before, they also contributed 15% more time than the previous year! In total, 36 individuals volunteered with us, either giving time to directly supporting our service users or working in our business office, or to participating in fundraising activities.

Two graduates of our Office Project, Tom and Rohan, have provided regular office support throughout the year, while others have volunteered to fundraise for us. The Welwyn Hatfield Rotary Walk has become an annual fundraising event and we've won the prize for the largest team on several occasions. We've also had people raise money with more adventurous challenges, with Lauren and Jade, two of our employees, participating in a sky-dive fundraiser! We've been a regular participant at the Welwyn Festival for several years, and this year were very grateful to be chosen as one

of the Festival's supported charities. More recently we've had energetic supporters participating in the Brighton marathon and the Three Peaks Challenge.

With rising prices and an ever tighter squeeze on spending by national and local government, our fundraisers provide an invaluable service in helping us to provide quality support to our service users. If you think that you could support Jubilee House for your challenge activity, please contact us on admin@jubileehouse.com, and we can provide T-shirts and support to help you with your fundraising.



“They are good at getting to know the individual –
good attention – the staffing level is good
– it teaches him to be independent.

Meadows Short Breaks (parent)”

