

REVIEW

2018/19



“ Every parent thinks no one can look after their child like you can, but Jubilee House can.

Parent of Jonquil Resident

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

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*A SERVICE USER AT PEARTREE
ENJOYING THE TRAMPOLINE.*

CEO Report



A YEAR OF PROGRESS

The team have embarked on many changes during 2018 which have started to show positive impacts across the charity. The highlight has been our Children's Short Break service at Peartree achieving our first ever 'Outstanding' rating from either Ofsted or CQC. This is a great result, not just for the Peartree Team, but for the wider charity and recognises the efforts of everyone involved, from trustees to volunteers. We now operate the only childcare service in Hertfordshire rated 'Outstanding'.

The number of hours of support we have been providing has increased by 1,000 hours to 121,000.

Our operating costs have continued to fall and we are working to get local government funding to match the costs of services. Visibility of how the charity is performing improves and we are focussed

on enhancing our Quality Management standards, policies and procedures.

Fundraising and Donations have increased allowing new equipment to be purchased across the services.

The team are continuously improving our standards of care and support. Our relationships with families, housing associations and suppliers improves, and we continue to look for new opportunities with partners. We are planning to extend our Peartree service through the addition of a two bed emergency unit, having identified a local and national shortage.

I'd like to recognise and say thank you to all the staff, volunteers, fundraisers and trustees for all their hard work and commitment over the last year.

Best wishes
Jon Pratten

*Extremely accommodating with the families
and children.
(local authority)*

What we do

THIS YEAR AT JUBILEE HOUSE...

- We provided 35,866 hours of support to 35 different children and young people at the Peartree Short Breaks Centre.
- We provided 1,090 overnight placements, 103 day sessions, and 111 tea visits 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 38 service users to attend 4,162 hours of Outreach activities.
- We supported our staff to attend 76 different training courses to make sure that they provide the best care for our service users.
- We helped 2 employees to complete the next stage in their care qualifications, while another 14 employees were working towards this.
- We trained 1 apprentice.
- We provided 746 hours of volunteer opportunities.
- We obtained an 'OUTSTANDING' Ofsted rating and retained 'GOOD' for CQC ratings at all of our services.



Through good times and bad they've been there,
supported our family without question.

Peartree Short Breaks (relative)





*JUBILEE HOUSE SUPPORT
SERVICES FOR 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 Hertford Castle, zoos and farms, been on canal and boat trips, enjoyed summer picnics and went to see the Russian Royal Ballet.

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, as well as having individual days out to places of their own choosing.

A photograph of a man with short brown hair, smiling broadly while sitting in a black wheelchair. He is clapping his hands together. The background is slightly blurred, showing what appears to be a home environment with a purple cushion and some plants.

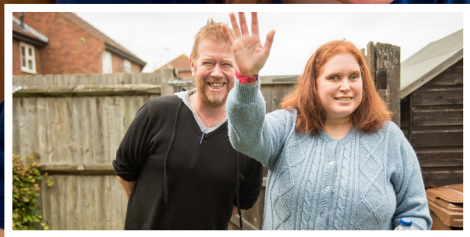
*SUPPORTING SERVICE
USERS AT JONQUIL CLOSE.*

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 their specific needs ranging from help with daily tasks such as managing money, cooking, and their health needs to providing assistance with pursuing hobbies and interests, or finding paid or voluntary work.

Linkfield successfully opened in June 2017, this service was specifically designed to support individuals with high level needs. Offering 1 to 1 support tailored around their individual needs, enabling independence to fulfil their aspirations and goals. Our current resident has improved significantly and has the confidence to complete household chores and access the community.



I'm pleased I do things on my own, Staff taught me.

Lincoln Close Residential (service user)

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 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.



The best thing about Outreach is laughing, Outreach has helped me.

(service user)

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.

“

*It's a home from home.
Meadows Short Breaks (carer)*

”

The Difference

MATTHEW'S ADVENTURES

Matthew's Outreach journey with Jubilee House began in 2013. Matthew was paired with another service user, attending a weekly evening session, with support from two staff members to access the community.

Over the years, he has been developing his independence and learning fundamental life skills to prepare him for adulthood. In 2015, Matthew began being supported by Linda who he now considers a friend.

Travelling to London with Linda via public transport, he frequently visits various railways and recently visited Thomas Land in his words his "dream location". Matthew has also attended events such as the very busy Hamley's Toy Parade.

His other ventures include accessing the local community, learning to play golf, pool and visiting the local cinema which he enjoys.

He has also learnt many life skills along the way, including managing his own money, public transport safety and what to do in the event of an emergency whilst in the community.

Matthew continues to thrive and entertain staff with his witty humour and has recently commenced a day-time service with Jubilee House and hopes to be supported to undertake some volunteering.

In his own words "The best thing about Outreach is laughing and my favourite thing to do is to have fun".



We have experienced great times together and supporting Matthew is an absolute joy.

Linda Rafferty (Outreach Support Worker)

Profiles

KIM LACEY



Kim Lacey is Registered Manager of our Supported Living and Residential services at Linkfield, Lincoln Close and Jonquil Close. Kim has worked in the adult care sector since 1997, building a career at Cambridgeshire County Council Provider Services. She joined Jubilee House last year and has been increasing her responsibilities over the adult services.

Since joining Jubilee House Kim has got to grips with the differences between working for a charity and local government. The main differences being that Jubilee House puts a higher priority on the Person Centred approach, to ensure peoples needs are met and are they able to experience more opportunities involving local community activities.

Kim believes that going home at the end of the day having made a difference

in someone's life is essential to making things fair. And supporting some of the most vulnerable people to experience everyday life skills that most take for granted is important to her.

When asked what she particularly liked about working for Jubilee House she said "No two days are the same. You have to think out of the box and be creative to make a difference".



It's the best job I have ever
had it is so rewarding.

(staff member)

Profiles

BATSI GWEZA



Batsi joined Jubilee House as a support worker in 2005, having just started his career in the sector the year before.

We asked Batsi why he loves his job and where his enthusiasm comes from;

"I always like taking on challenges, working independently and as part of a team. I have confidence in what I do and have a passion for care which is why I have worked in the sector for 14 years.

In 2017, Jubilee House asked me if I wanted to take on a new challenge and be part of the new team at the Supported Living service, Linkfield. Since the opening of this service I have not looked back. I have put the service users at the heart of everything I do, to ensure they live a healthy lifestyle and as independently as possible by giving choices".

Throughout his time at Jubilee House, Batsi has made a significant impact as a support worker and Batsi himself explained what impact he thinks he has made;

"I have given trust, care and passion to the service users I have supported in the past and that I currently support at Linkfield. Seeing the service user I support grow in confidence in doing activities, and now doing things on his own including laundry and cleaning is a great thing.

For anyone who is looking to start a career in health and social care; I would tell them you can make a huge difference to someone's life. It's a challenging job but very rewarding".

They are committed to providing a high standard of care.

Supported Living (relative)

A Conversation...

WITH SAM PERRY, SHORTBREAKS REGISTERED MANAGER.

Sam Perry has worked at Jubilee House since 1995 and has been the Registered Manager at the childrens short break services for 14 years.

What do you love about what you do?

"Seeing and feeling how individuals in our services grow in confidence; have a good time; achieve their life and daily goals; and watching the excellent work that our employees do with individuals. My role as a manager means I can enable both the people we support and the teams that provide the support. It's so great to see people doing well and responding to feedback to improve. We are always driving to improve and be the best we can."

How does being a Registered Manager for an outstanding service feel?

"Pretty amazing and very satisfying, great for the team and the young people. Hard-work and a belief in what we can do has been recognised. This is such a great outcome and my biggest achievement as a

manager. So proud of the team and young people and that my leadership and the support of a great management team has got us to Outstanding."

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

"Growing - lots of individuals are missing out on what Jubilee House is excellent in providing."

How do you think your staff team see you?

"Firm but fair. I have no problems in getting stuck in with the team if they are struggling, the team know and respect this. Gaining outstanding has been a journey for all of the team in many different ways: I am part of that team, my job has been to lead and manage the service in the most creative, caring and professional way."



Without this service, [my child] would not be at home. [The staff] have been our rock.

Peartree Short Break Centre (parent)



*YOUR FUNDRAISING AND
DONATIONS MAKE A
SIGNIFICANT IMPACT ON THE
LIVES OF THE PEOPLE WE CARE
AND SUPPORT.*



Fundraising

GENEROUS SUPPORTERS

We're very pleased to announce that more hours of voluntary support were given to Jubilee House, 6% up on 2017. We have also raised considerably more funds to support our service users and we are intending to start a new after school club following generous donations from Children in Need, Cala Homes, The Boshier-Hinton Foundation and the Hertfordshire Community Foundation.

We were also lucky enough to have been Ground Construction Ltd's chosen charity for their annual charity golf day in September. CEO Jon Pratten attended the wonderful event at The Shire London Golf Club, which included a round of golf and entertainment and a raffle in the evening. The day raised a massive £35,400 for Jubilee House, which will be used to buy vehicles and sensory equipment.

We've continued to gain the support of individuals who have raised funds for us in all sorts of ways. Former Jubilee House manager, Brett Mitchelmore raised an amazing £531 with a group of friends from his Tough Mudder Challenge. We've also had a number of generous individuals setting up birthday fundraisers on Facebook.

Local supermarkets Waitrose and Asda selected us for their token schemes and Morrisons continue to support our charity in various ways, including this year's Christmas Toy Appeal.

A massive thank you to our friends and partners who have supported us over the year, your efforts have and will continue to make a huge difference to the lives of those we support.



“ The staff are really good and know what they are doing it's a great relief for me.

Meadows Short Breaks (relative)

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