



Kilcreggan Homes

ANNUAL IMPACT REPORT

2023-24

A message from our Chair and Director.

We are pleased to present our Annual Impact Report providing an overview of the impact that Kilcreggan Homes had in the previous twelve months.

We are indebted to our senior management for their continued ability to ensure we deliver a quality service, to our staff and volunteers for their commitment to supporting our tenants and service users, ensuring they can live fulfilled lives.

The results of the staff survey indicate a very healthy working environment and culture in Kilcreggan Homes.

We are delighted to note the positive feedback from our tenant survey, to see the continued growth in confidence and independence of both our tenants and service participants.

The report outlines the continued delivery of innovative quality services to support people with learning disabilities and/or autism or acquired brain injury to achieve their full potential.

Finally, a thank you to our Board of Directors for the important role they have in the governance of Kilcreggan Homes.

Stephen Martin Chairman

Damian Cassidy Director

Our Vision

A society in which people with developmental and acquired disabilities live the life they choose.

Our Mission

To provide quality and appropriate supported living opportunities which will empower the people we serve to live independently, enhance their skills and participate fully in society.

Our Values

P	Partnership	We are committed to ensuring that our services are developed in partnership. We work best in active collaboration with our service users, staff and partners.
R	Respect	We will guarantee that respect is at the centre of high quality, person centred support and our services will be delivered with dignity, care and compassion.
E	Equality	We recognise the importance of a diverse and inclusive community and we will strive to ensure that everyone has an equal opportunity to make a contribution which is valued.
P	Prudence	We will be prudent in financial management, ensuring that we provide value for all stakeholders
A	Accountability	We will be open & transparent in everything we do

R **Resilience** We are forward thinking and resilient organisation and view difficult situations as an opportunity. We will support each other to ensure we have the individual and collective strength to achieve this.

E **Excellence** We will continually improve our organisation and our people. We believe in ensuring that everyone involved within our organisation can achieve their full potential.

D **Diversity** We will embrace the diversity of the people, environment and communities in which we work.

Constitution

Kilcreggan Homes Ltd is a company limited by guarantee, governed by the Memorandum and Articles of Association.

Principle Activities & Objectives

Kilcreggan Homes Ltd is a voluntary organisation which promotes the social inclusion of adults with diagnosed developmental and acquired disabilities in Northern Ireland by the provision of supported living, provision or assisting in the provision of work-based learning, vocational opportunities, social enterprises, supported employment & recreational activities. The organisation registered with the Charities Commission, registration number 100613. Kilcreggan Homes has successful inspections from the Regulation Quality Inspection Authority (RQIA) and Supporting People (Northern Ireland Housing Executive).

On Going Development

Kilcreggan Homes continues to provide additional accommodation & services to people with diagnosed developmental and acquired disabilities in partnership with the Northern Health & Social Services Trust, Belfast Health & Social Care Trust and the South Eastern Health & Social Care Trust.

The privately purchased and built accommodation compliments the current housing stock that is provided in partnership with Choice Housing Association that is funded by the Housing Executive's 'supporting people' programme. This strategy has proved a corner stone in ensuring the financial sustainability and growth of Kilcreggan Homes. It is important to note that requests for this type of accommodation and support & care by the Northern HSC Trust and Belfast HSC Trust well out strip what we can currently provide. We are recognised as providing an excellent service and are developing a reputation in housing support for people with Autism by our partners in Health & Social Care. Its anticipated that we will purchase further properties in the next twelve months period.

It must be noted that recruiting staff has become more difficult, but particularly the past two years. To ensure Kilcreggan Homes can source the staff required to deliver our services we have applied to the Home Office to acquire sponsorship

for employing foreign nationals. It is envisaged that this method of recruiting staff will continue. The unemployment rate in Northern Ireland fell to 1.8% this year.

A business case in partnership with the Northern & Belfast HSC Trust and Choice Housing Association was submitted to Supporting People in September 2023 for Capital and Revenue funding for 6 bungalows and a training unit for staff. We are waiting for an official response for Supporting People and hope that with the recent restoration of the N.I. Executive funding for these capital developments will be secured.

In response to an expression of interest request from the Northern Health & Social Trust for a specialist respite service to cater for the twenty-four families who have a son/daughter who have challenging behaviours, our offer to purchase 5 acres at 6 Tullaghgore Road, Ballymoney has been accepted and is currently being processed by McNinch & Sons solicitors on our behalf. This will require significant investment to up grade to the standard. We have Carol Gourley, planning consultant working on our behalf to progress the plans. We are also in the process of having the project registered by RQIA under Residential Standards.

We also purchased 37 Burnthill Gardens, Newtownabbey following a request from Belfast HSC Trust to place a tenant requiring 2:1 support. Its anticipated this will be occupied in the next two months.

Following a prolonged period of wet weather, where the site at the Ecos Centre, Ballymena was particularly wet, we withdrew from the process to take ownership of the site.

Properties we currently own are:

Number 55 & 60 Barn Road, Carrickfergus

Number 1 Charles Legg Drive

Number 22 & 24 Elizabeth Avenue

Number 8 & 12 Granville Drive

Number 15,16 & 17 Kilcreggan

Farm Building 1

Farm building 2

59A Castledawson Road, Magherafelt

6 Tullaghgore Road, Ballymoney

37 Burnthill, Newtownabbey.

Supporting People Programme

The contract is to provide accommodation to 17 tenants. We are in continual deficit of funding contracted from Supporting People. There are a number of reasons for this deficit,

- There has been no genuine increase in, nor inflationary increases in funding from 2008 awarded by the Supporting People programme.
- A 5% cut to the sector on 1st April 2018.
- The 5.2% cut was reinstated in 2021 bringing the funding back to the level it was in 2008, meanwhile there has been significant pressures from the implementation of the increase in the minimum wage and the surge in costs in electricity, gas, and general increase in living costs.

Therefore, by today's accounting figures, this means we are operating a programme that has significant reduced funding from 2008, whilst being expected to deliver the same outcomes. Kilcreggan Homes have been successful in discussions with the Northern HSC Trust to identify funding to address this deficit, that will continue to increase due to no sign of any uplifts from the Housing Executive.

Carrickfergus Urban farm & Garden Centre

The Farm provides day opportunities and volunteering opportunities to Kilcreggan Homes tenants and continues to develop its potential to offer this service to clients who reside in the community and purchase day opportunity placements through a direct payment.

The garden centre has now two full-time qualified horticulturalists alongside a number of volunteers. We continue to increase our sales and range of stock. Our lead horticulturalist left for a new career opportunity, and we recruited a replacement horticulturalist.

Dancing Goat Cafe

The café sales reduced this year, the trend of lower footfall due to the cost of living, coupled with increased costs in food, electricity, gas and water alongside increase to the national minimum wage have taken its toll. The existing manager left for another position, and we have recruited a new manager who comes with a lot of experience in customer care and social media exposure starting in March.

Drop In Centres

The Drop In Centres continue to provide services in Carrickfergus and Larne, in partnership with the Northern Health & Social Services Trust.

Mid Ulster Sanctuary

This is a partnership with the Northern Health & Social Services Trust to offer day opportunities to service users who have been using traditional building-based services and are displaying challenging behaviours or have been unable to access traditional day services. The service continues to increase its daily numbers and with the introduction of AM & PM sessions its anticipated that each day will have a capacity of 20 spaces. We had a planning application to increase the space in the communal building approved by Mid Ulster Council.

Tenant Survey 2024

Our tenants (23) were surveyed with fourteen questions. We had 19 replies and we wanted to assess the quality of service we deliver. The survey focused on being safe and happy living at Kilcreggan Homes. It was an overwhelming

positive response from our tenants, and it reassured us that we continue to meet the vast majority of the needs of our clients. The responses below:

Do you like your flat/house that you live in?

94.74% said YES

Responses;

'its to big'

'love living here and love the staff'

'I like that there are no stairs to climb'

Do you get enough support to keep your home clean and tidy?

94.74% said YES improved from last year

Responses:

'more help with cleaning'

'I do all myself but will ask for support when needed'

Are you happy with the support you receive daily?

100% said YES improved from last year

Responses;

'I'm happy with the amount of support I get'

'I get enough support'

'Would like carers to come earlier'

Do you have a good relationship with the other Tenants who live at Kilcreggan?

89.47% said YES

Responses;

'I prefer not to interact with other tenants'

Do you get support to resolve any issues you may have with others who live at Kilcreggan?

94.74 % said YES improved from last year

Responses;

'Staff help me with what I need'

'Some staff will resolve issues, other staff don't '

Do you know about your care/support plan?

100% said YES

Are you happy with your review meetings and how often your care plan is updated?

100% said YES improved from last year

Do you feel safe in Kilcreggan?

94.74% said YES

Responses;

'I feel safe with all you staff around me'

'my health worries me'

'no worries'

Do you enjoy the work and day opportunities within the community?

94.74% said YES

Responses;

'I do the café and would like more hours'

'Love working in the café'

Do you know how to make a complaint?

100% said YES

Do you like the way your PCP meeting happens?

94.74% said YES improved from last year

Do you feel that Kilcreggan is person centred in all aspects?

100% said YES improved from last year

Do you feel you have a say about any changes that happen in Kilcreggan?

84.21% said YES improved from last year

Responses;

'They tell us of changes made'

I don't think I would be listened to'

'Where do the care service charges go to'

Do you get the support you need to help you feel safe and well?

94.74% said YES

We would like to hear any ideas you have about changing things that will make your life better at Kilcreggan

Responses;

'More group activities like BBQ'

'I wouldn't change anything'

'Care service charges to be less'

'Open up the base, one night a week as a trial, set a rote for the tenants for cleaning up'

Staff Survey

A survey was sent to all support staff with an email encouraging participation, advising staff that their opinions would be valued and used to provide feedback to the Board of Directors and assist shape planning for training and future developments within the organisation.

The survey was not sent to staff who were out of service due to sick leave.

The numbers of responses were higher than received in the 2023 survey with 28 staff participating out of 60 who were invited to participate.

The feedback was generally very positive 100% of staff said they enjoy working at Kilcreggan and 100% reported they wished to remain an employee within the organisation to develop their career as the organisation develops more services, however consistently 1 staff member did respond negatively on several areas in contrast to their colleagues on a number of areas.

Impact of Employees

All participants agreed that the work at Kilcreggan Homes positively impacts the people we support, 51.85% strongly agreed, 44.44% agreed that they understood how their work and role impact the business goals of Kilcreggan

Homes. 66.66 % of staff agreed Kilcreggan Homes is in a financially stable position, 29.63% neither agreed nor disagreed with 1 staff member (3.7%) responding that this information is “not disclosed to employees”.

Culture

The outcomes demonstrate most participants 88.88% reported that employees treat each other with respect, 75% feel proud to work and be part of the team at Kilcreggan, majority strongly agree flexibility is offered, 85.18% of participants reported they were satisfied with the culture within Kilcreggan Homes, however 1 staff member 3.7% reported “the culture can be toxic at times” 74% reported they strongly agreed or agreed that communication between senior leaders and employees is good, 96.3% of those who took part reported a good working relationship with their supervisor.

Overwhelmingly staff reported positively on being inspired to meet their work goals, feeling completely involved in their work with 81.49% saying they get excited about going to work. Staff reported strongly they feel determined to give their best effort at work.

Salaries, Earnings and Benefits.

When asked if staff are satisfied with current earnings and overtime rate 14.81% strongly agreed, 33.33% agreed they were satisfied, 25.93% neither agreed nor disagreed, 11.11% disagreed (3 participants) and 3.7% (1 person) strongly disagreed – the following responses were provided from participants

- The overtime rate should be increased.
- I do feel like 1-1s should be paid more, just because we don't get breaks, more complex tenants, no time or chance to take TOIL.
- The overtime rate needs risen.

In response to “I get paid well in relative to other similar organisations in Health and Social Care”

18.52% of staff strongly agreed, 29.63% agreed, 48.15% neither agreed nor disagreed and one person strongly disagreed 3.7%

Staff report they are satisfied with the Healthcare package offered, one staff reporting they may benefit from more information on this, 85.18% reported satisfaction with the amount of paid leave received, 1 staff recommended this could be increased for long service.

Training and Development

46.15% strongly agreed they are satisfied with Training and Development opportunities.

Staff are pleased with career advancement opportunities, 33.33% strongly agreed, 40.74% agreed with 2 participants reporting they disagreed on this occasion. Staff report they have opportunities to apply their skills and expertise.

In relation to training needs the survey highlighted the following

- 77.78% of staff would like further training in positive behaviour support
- 85.19% in Autism
- 92.59% in Trauma Informed Care.
- 77.78% in building personal resilience
- 85.19% in Crisis intervention

Working arrangements / Rota

“I find sudden changes to my rota arrangements difficult”

18.52% strongly agreed

29.63% agreed

33.33% neither agreed nor disagreed

7.41% disagreed

3.71% strongly disagreed

Most staff reported they would prefer longer shifts and less days on the rota however 25.93% disagreed one response was offered

- I don't mind long shifts however when they are bunched together it can be a much.

Generally high levels of satisfaction were found but the following responses were received

- The sleepovers could finish earlier
- Day shift (with one tenant) too long this should be reduced as there is a sleepover coming in now.

Staff Training 2023-24

Staff training is key to developing the skills of our team, it contributes to the skills and knowledge base of our staff and enables the organisation to have a confident, competent workforce who feel equipped to undertake the demands of their role. Staff have been motivated to seek developmental opportunities and have undertaken a range of academic and vocational qualifications alongside CPD courses and activities in this period.

Our Complex Needs Officer, Magda has entered her final year of Masters in Autism at QUB and has completed research specifically into Supported Living for Autistic Adults in NI, she is on course to successfully graduate in December 24.

Clare Berry, Day Opportunities Manager, has been nominated by Kilcreggan to assist ARC NI with their annual conference due in March 2025, Pauline Brady, Head of Housing & Complex Needs is on the steering group and Chloe Park has supported our tenant William Harkness in a pilot "Peer Review Project" with a number of organisations, this has involved visiting a variety of services and enabling adults with Learning Disability in capturing the experience of users in supported living schemes, the outcomes and findings of the scheme are to be presented in early 2025.

Jolene Rowland, Deputy Head of Housing and Claire Berry, Day Opportunities Manager have supported a tenant in the Meaningful Lives project in partnership with ARC NI.

In addition to the mandatory training staff are required to complete in safeguarding and Health and Safety, Kilcreggan Homes staff have used

external providers ARC NI, Medi Care , Studio 3 and the TILLI group to complete a variety of courses including – Low Arousal Approach Training, Human Rights ,Frontline Management Training , Mental Health and Learning Disability, MCA DOLS, Dysphagia , Loss and Bereavement, Building Resilient teams, Person Centred Practices , Supervision, Medication Management, Reflective Practice, Quality Improvement and introduction to LD. One staff member has commenced a BSL course and 3 are due to commence a 15-week IT and computer skills programme with the local community forum and NRC.

The level and availability of additional trainings beyond the mandatory requirements contributes to building capacity within our teams to deliver consistently high levels of support.

In house training, Kilcreggan Homes have developed training resources bespoke to the needs of our tenants who require intensive support with focus on the individual's presentation and how staff can best meet their needs.

Safety Intervention (MAPA), Crisis Intervention, Safeguarding Level 2 and 3, Frontline Management, Maintaining Professional Boundaries, Autism and Medication management can be delivered while practice meetings are designed to enhance knowledge and skills around behaviour, understanding and responding to behaviours of concern. There is a wide range of additional training, beyond the mandatory requirements, provided to staff to enable them to develop and deliver quality support to our tenants with Human Rights embedded throughout all learning opportunities.

Senior management are involved in several activities that promote their continued professional development representing Kilcreggan at Regional Level within the sector in partnership with ARC NI and attend a variety of workstreams and subgroups.

Kilcreggan Homes remains committed to building capacity within our workforce to deliver quality services to our tenants and service users through sourcing, delivering and developing training appropriate to the requirements of the staff and service users.

Safeguarding

Kilcreggan Homes continues to create a safe and supportive environment for our tenants and service users in relation to keeping adults safe.

Tenants and service users are supported through the provision of advice and support to recognise when they may be experiencing harm or potential abuse and seek support to prevent harm happening.

The majority of safeguarding interventions at Kilcreggan Homes services are aimed at preventative work, staff are suitably trained to recognise risk of harm and abuse and make early intervention, when required staff also have clear and available support and guidance to respond effectively to concerns of harm or abuse.

All staff are trained at Level 2 and or 3 in relation to Safeguarding Adults with a strong well embedded rights- based approach adopted and a strong open communication culture exists where complexities of safeguarding can be explored by all staff with tenants, other professionals and families when required.

The ASC maintains the positional report on safeguarding activity within all areas of business.

All contractual reporting requirements are met in relation to safeguarding and in the year 2023 - 24 Kilcreggan Homes has been complimented by BHSCT on high quality support provided and robust alternative safeguarding interventions applied at Kilcreggan Homes and by NHSCT specifically in relation to safeguarding service user finances.

The Board of Directors continues to provide governance over all safeguarding activity.