

# Coolcotts Designated Centre

## Sao Paulo Annual Report

### Report 2017

Required under Part 7 Section 23 (1)(d) and section 23 (2) (a)

**Sao Paulo is one of 2 houses that make up the designated Centre 'Coolcotts'**

#### **Review of Quality Safety of Care and Support**

Sao Paulo is a residential home catering for six residents who present with various levels of needs. Sao Paulo strives to provide a high quality service in a homely environment by delivering a high of standard of care. Staff and residents have had many positive changes within the home and are continuing to adapt favourably to these. This year has been a tough year for staff and residents, a long standing resident became very unwell and spent nine weeks in hospital, through our teamwork and support for one and other we were able to support the resident back into Sao Paulo from hospital and assist and care for him until he got back to good health. His needs have changed considerably as he now requires a wheelchair, he can bare some weight and can now only at the end of 2017 take a few steps to walk. This has been both a challenging and a rewarding year as we have learned a vast amount through one another, through training and through guidance of the multi-disciplinary team We are coming up to the two year mark in our new home now and are positively looking towards 2018. The house remains a very positive and welcoming place and the space is supporting the resident's needs very well. All residents in Sao Paulo range in age between 47 and 57 years old. The residents in Sao Paulo attend a day service during the week at County Wexford Community Workshop (C.W.C.W.) and in Ard Aoibhinn service. All residents continue to go home and visit their families on regular basis throughout the year.

The resident's meeting is held each Thursday evening with all residents and the staff on duty taking part. To begin the meeting a menu is planned for the coming week with the residents making choices from our picture book and picture board. Residents choose outings for the weekend ahead and also who is going grocery shopping or on errands. If appointments are coming up we also mention it in the meetings as a reminder. Residents and staff gather their information and folders of various food pictures, activities so all can choose and give their opinions verbally and non-verbally. A menu board is hanging on the kitchen wall, the residents match their food choices with the days of the week. Residents are supported and encouraged to follow a healthy eating plan according to the food pyramid.

Reflecting on past years we can now see the difference that the residents contribute more towards the meetings and have a better grasp as to why we have the meetings and they bring up fresh ideas each week. They are promoting their independence and their personalities well to each other. The residents support each other and are constantly learning and gaining a better understanding of the meetings and also why we do key worker meetings.

Keyworker meetings are held fortnightly or as close to, depending if a resident is at home. Upcoming events, appointments, home visits, shopping outings and other activities are discussed in these meetings. Residents are encouraged to make choices and decisions where possible in all aspects of their daily lives. These meetings also gives the resident a chance to voice their opinion or concerns on different matters. Minutes of these meetings are contained within each residents Person Centred Plans (P.C.P) which are stored in their bedrooms. Keyworkers are being changed around in January 2017.

It is also a 1:1 time that each keyworker can explain or inform the resident of issues that concern their lives. Examples being the easy to read guide to the National Standards for Residential Services for Adults with Disabilities, Ard Aoibhinn's statement of purpose, the resident's agreement and the residents guide for Sao Paulo.

Person Centred Plan meetings for each resident are held yearly in November. These meetings have proven to be a very important way of sharing information between Sao Paulo staff, C.W.C.W staff and family. It also allows for the resident's plan to evolve and develop with the support of their keyworker. This year was another great success as most families attended and gave a great contribution. The residents are getting older so their needs are also changing We that are supporting the residents in either CWCW, Ard Aoibhinn, Sao Paulo or at home are able to form a plan on how to communicate, support, guide and improve the quality of life for the residents for the year ahead.

Sao Paulo continue to use the staff chart so that the residents know by checking the chart in the kitchen which staff are coming on duty in the evening or the next day. We developed the staff picture board throughout the year. Residents continue to enjoy changing the pictures on the board. Our newest resident has also grasped how this system works and enjoys checking it himself.

### **Staff in Sao Paulo**

Staffing within Sao Paulo is very consistent. The core staff group have worked with the residents from between 2 years to 35 years. Support is also provided by relief staff from Ard Aoibhinn. These staff have been introduced to residents over a period of time and now would work regularly covering evenings, weekends and annual leave hours. We had an out pour of support from staff during the summer when we required extra help in supporting a resident back to help. Staff that were not too familiar with the house at first but left a lasting impression and we hope to work with them again in 2018. Care staff member Margo Kearney that had worked in Sao Paulo for many years retired in July, she came back towards the end of the year to do some shifts.

Sao Paulo facilitates student placements and the sharing of experiences is a joint learning experience. One of the students started a project to paint a mural with the residents as in early 2018 in the recreation room. In September 2017, 2 new staff joined the team, they had worked part time in the house during the summer. Both staff have settled very well and have started to form working relationships with residents and their families.

**The staff structure of Sao Paulo is as follows:**

Board of Management

Manager of Services

CNM3

Social Care Leader

Social Care Staff - x 2

Care Staff – x 3

Help 1 x 1

Staff meetings take place every 6 to 8 weeks and are held in Sao Paulo house. The minutes of these meetings are kept on file with the agenda. The meetings are beneficial for all staff as it is a good way of sharing information regarding work, residents, files and upcoming events. It can help us identify where we can improve standards in our own work and within the house to create a better living environment for the residents. It allows staff to get together as a whole to discuss every aspect of the work in turn this gives us the confidence to continue maintaining a high standard in our work and the care we deliver.

This year staff have continued to receive training such as Fire Safety, CPI, Diabetes Awareness, Manual Handling, First Aid, Child and Adult protection training, management of Actual and Potential aggression (MAPA) and Medication and Midazolm training.

**Health & Safety**

The ancillary statement was last updated July 2017 and signed by the CNM3 and the Social Care Leader. It is situated in the health and safety folder and stored in the office in Sao Paulo. All staff are encouraged to ensure they are aware of its contents.

Fire drills are done monthly, documented and signed by staff on duty. We have several fire exits around the house and our assembly point is marked clearly in the car park. We have two night time fire evacuations done for 2017. Different scenarios have been executed so as to get use to different exit doors. All of these are stored in the fire files folder in the office in Sao Paulo and signed off on a regular basis by the CNM3. Residents continue to improve on evacuating the house as swiftly and safely as possible and going to the assembly point. These drills are regularly highlighted at our staff and residents meetings. All staff have received fire safety training and are to receive a refresher course early in 2018

General Risk Assessments and Individual Risk Assessments are a continuous work in progress and we have continued to implement new ones since we moved into our home as the residents have changing needs. Each assessment is carried out in relation to the resident's own personal needs.

## **Developments**

All residents have settled remarkably well into their new home and community over the past two years. Staff have made steady progress with files and reviewing and updating existing paperwork. As spring is coming close we are preparing for a new year ahead. We have filled out charts with the residents to express what goals they would like to achieve in 2018.

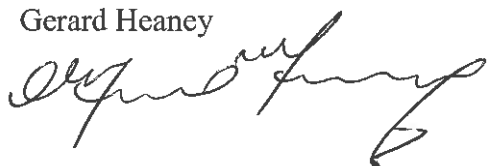
## **Goals for 2018**

- To continue creating a homely environment in our house
- To continue supporting and assisting our newest resident in achieving his transition and to keep a close working relationship with him and his family
- We want to continue to maintain our high standards of practice
- We as a team want to support each residents individual needs, reach their goals and keep them safe
- To continue to keep all information confidential within the house and keep our files up to date.
- Keep staff training up to date
- Sao Paulo will continue to work well as a staff team and maintain good communication among regular and new staff
- For all staff and residents to remain in good health

## **Conclusion**

Sao Paulo is a long term community home. Over the years the staff and residents have formed close working relationships. Under the management of Ard Aoibhinn, we have been supported and guided to continue to support this model and to add other aspects that allow the home to conform to standards and regulations that are in place. We continue to grow and flourish and any challenges that have been in our way we have resolved, learned from them and can pass on our experiences to new staff coming on board.

Gerard Heaney



Manager of Services

