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# Social Stock Exchange Impact Report

Home From Home Care Limited

November 2016

# CEO Overview

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**Since joining the Social Stock Exchange a year ago, we have grown both in terms of the number of people we directly support and in our impact on the wider community.**

Home from Home Care (HFHC) now provides high quality specialist residential care and support for 85 adults with learning disabilities and complex special needs including Autism, Epilepsy, Cerebral Palsy, Profound and Multiple Learning Disabilities (PMLD), sensory impairment, health and mental health issues. Our Transitions team is managing a record number of enquiries, showing around over 60 families in the last twelve months, which will further increase the number of people we support.

We are delighted to have opened two new homes during 2016 to support and provide care for an additional 14 individuals with very complex needs, creating fully tailored exceptional environments where even the most complex person can have the opportunity to reach their potential and have 'life on their terms'. They are 'Specialist Integration Homes' (SIHs), the first in their class.

These new highly specialised homes combine tailored environments, often requiring bespoke solutions to meet individual's safety and sensory needs, and our new highly skilled 'Settlement and Support' staff, who work within the home 24/7.

The positive impact this new home is making to one of the most complex people is already evident with 'C'. Coming from an environment where he was not able to go out of his bedroom without the accompaniment of two staff members, 'C' is now enjoying his 'high-tech' safe apartment with its personal garden, fully equipped

with swings slides and other carefully selected items. 'C's shouts of delight when using his garden is often heard at night, only within his area due to the tailored sound proof fencing around his part of the home, and for the first time giving him independence in choosing when and how he wants to have fun.

There are many more examples where we are having a bigger impact and providing more opportunities for highly personalised care and support. Even with our additional capacity, we are quickly filling the available places and already at the same percentage of occupancy as last year.

**The 160 transition events we attended, where we understand the needs of complex individuals to create appropriate services, was an increase of 25% from last year, with an additional 400 families being added to our database. We are now recruiting additional 'regional ambassadors' across the UK to attend events and give even more families and carers hope and inspiration.**



# CEO Overview

Following from last year's success of no placement breaking down due to our inability to meet needs, we have achieved the same for a second year running. In addition, we have now reduced the use of external agency staff from around 2% to 0% over the last twelve months.

In addition to this being more efficient we can fully influence the high level of support we expect each staff member to provide.

Our in-house recruitment team has successfully filled jobs for over 162 people from the local community, who live around each of the homes.

These new staff now benefit from meetings with HR and regular phone calls, from an independent internal auditor, to sign-post addressing potential issues and ensure their training and development is on track. Further evidence which will support our bid to move from bronze to silver IIP (Investors in People) status in early 2017.

We have started to develop our 'Academy of Care Excellence' (ACE) to deliver blended training and development opportunities, both for staff within HFHC and external candidates within the sector. ACE provides us with a structured personal and professional development framework to support

career development within HFHC.

Our variety of internal and external training Programmes help develop skills knowledge and understanding, based on a thorough competency based framework, that meets both legislative and our job specific requirements. Increasing our total training slots filled to well in excess of 3700 per year, we significantly invest in our staff to build their technical and functional skills.

The number of individual records which feed into our IT enabled HR and Care Management Platform, has increased from 5,000 to 25,000 each week. This five-fold increase, introduced in just a few months, provides significantly more real time information to measure the care for each person and insight to inform resolution of every day issues.

The fulfilment of our aims to build and operate new specialist care homes, creating jobs and economic activity, and provide opportunities for social integration is growing.

***As we have been helping to change attitudes and breakdown barriers at the micro level we have again seen the real need for innovative ways of bringing the whole community together.***



# CEO Overview

In addition to the many positive changes to the operational and practical aspects of providing care in the last twelve months we have significantly invested in developing a new Social Care Exchange, in a prime location on the outskirts of the City of Lincoln, and within easy local travel of all the homes.

The Social Care Exchange is a high-quality resource centre we have provided for individuals, companies, charities and the third sector. The Exchange is focused on providing facilities and encouraging companies and individuals to provide and develop services that improve the health and social care sector.

It is also a resource centre for those working in the health and social care sector, seeking employment, providing services, or wishing to source specialist services or support. Catering for up to 50 people, it offers conference and meeting facilities.

Launching in late 2016, the Social Care Exchange facilitates collaboration, through developing a wide-ranging events program including networking events, local parent support group meetings, recruitment evenings, sector development forums and SEN School transition events, amongst others.



As we review the last twelve months we are immensely proud of the positive changes we make to the lives of each individual we support, of the people within the community who we recruit to provide it, and the increasing services and opportunities for the local community to come together and share ideas, resources, and obtain support.

**Paul de Savary**  
Home from Home Care CEO



# HFHC Flyer - 1



**HFHC!**  
No 0020 • APRIL 2016 • FREE!

**HOME SWEET HOME** - see inside for full story!

**IT'S MY ROOM!**

**CREATING FABULOUS PERSONAL SPACES**  
HFHC INTERIORS  
SPECIAL EDITION

**PLUS: FEELING THE LOVE!** Exclusive pictures from the HFHC Valentine's Party



*"Nothing is too much trouble - if a bath needs ripping out because an individual's needs have changed, we do it. If an air conditioning unit needs fitting because their health needs require it, we do it. If an individual has broken a piece of furniture while displaying challenging behaviours, we replace it."*

Hugo de Savary

HFHC creates personal spaces to reflect individual personalities

## in my room...

Neon pinks, dramatic monochromes, cartoon characters, football teams, butterflies, animals, transport... Every person Home From Home Care supports is unique and their personal spaces are creatively designed to reflect our ethos of "the world on my terms".

We know from experience that individuals respond to warm and homely environments, so we design and build spaces which not only meet each individual's needs and facilitate the delivery of their person focused support, but reflect their unique aesthetic tastes. Highly specialist care for extremely complex individuals has never looked so colourful!

The homes offer spacious, communal environments for social interaction, balanced with privacy and personal space for each individual - and in that personal space, they can choose to express their personalities. The fantastic variety of designs and rainbow of colour choices demonstrates the wide range of individual preferences.

Where adaptations to rooms are essential in order to meet the ongoing needs of an individual - such as tracking for hoists, air conditioning or extensive sound-proofing - we are careful to design and incorporate it in a way which does not compromise the homely environment.

*"Personalisation is crucial to give each person ownership of their space, however high their support needs are. We respect their wishes and involve them in the process so that they feel comfortable in a space which they can call their own. Even the more complex individuals we support have settled in so well because they have played a part in choosing their bedroom/suite decorations."*

*"As Laura's mother, I take particular pride and pleasure when I see her room with its vibrant colours and choice of fabric - a real reminder that she is an adult with her own taste in making her own space very much hers."*

Ann de Savary



**B**edrooms & wetrooms are bright and colourful, incorporating adaptations to meet each person's needs. In one case, an individual was assessed to need a wetroom due to health issues - but as the sensory aspect of having their hair washed was an important part of their quality of life, we added a backwash sink (below).



# HFHC Flyer - 2

# HFHC!

No 0021 • SEPTEMBER 2016 • FREE!



**HFHC STAFF GOING THE EXTRA MILE!**  
see back page for full story of Hannah's special day



## KNOWING ME, KNOWING YOU!

HFHC STAFF TEAM SPECIAL EDITION

**PLUS: KAPOW! EXCLUSIVE PICTURES FROM THE HFHC SUPERHERO MAY BALL**





HFHC builds a staff team around the needs of each individual...

# meet my staff team



**Compatibility is key...**

Matching individuals with staff who have similar interests and personalities is really important. Sarah loves to go swimming and enjoys completing lengths, so her support worker swims lengths alongside her! Emily loves Disney, so any member of Emily's Core Team needs to know a good repertoire of Disney songs, as activities usually take place whilst singing!



**Nursing Care vs Social Care**

For young people who have complex health as well as social care needs, nursing care is often not the right environment for them - so we put specialist training in place around our staff to support clinical needs such as cleaning a tracheotomy tube or hoisting.



**Creating Core Teams...**

Each individual being supported has a Core Team of staff built around them, matched to reflect their needs and aspirations. Each Core Team is made up of four people, each of whom has an area of responsibility: Coordination, Wellbeing, Activities and Documentation. They report and record progress and achievements and look at new opportunities through monthly meetings. Assistant Manager Lisa explains:

"Zoe's Core Team get together every month to talk about what is going well for her, activities she is enjoying as well as possible new activities, holidays and days out she would enjoy (and who she would enjoy going with), along with her general well-being in terms of how she feels."

Core Teams work well because they match personalities, having a good rapport and enjoying the same activities means that Zoe has busy and active days full of the things that she loves to do. Zoe loves theme parks, so it would be no good to have a member of staff on Zoe's Core Team who doesn't have the same passion for thrill rides as Zoe does!

Her team have planned a holiday for Zoe in London where she will go on a Shrek Adventure, see Mamma Mia, visit the London Dungeons and spend a day at Thorpe Park. Having the right team to take her there and interact with her means that Zoe will get the most out of her holiday."

The difference between *support* and *care*... is the difference between making the cup of tea for someone, or supporting them to make it for themselves. Empowering an individual to be involved in doing their own laundry gives them control & ownership of their life.







James' Core Team are supporting him to develop his independent living skills, including cooking (left) and room management



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