

Annual Report 2017-2018



Camphill
Holywood





Guiding Ethos

“If a person works for another person, he must find in the other the purpose of his own labours: and if someone has to work for a whole community, he has to sense and to experience the value, being and the meaning of it. This is only possible if the community is something other than a more or less defined sum of single people. Such a community must be permeated by a true spirit in which every one of its members participates. In such a community, each person should say: ‘This community is right, and I want it to be so.’ The community must have a spiritual mission, and every individual should have the urge to help so that the mission may be fulfilled.”

From: Anthroposophy and the Social Question by Rudolf Steiner

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Introduction

Camphill Holywood is an intentional Community that strives to enable every member to participate fully, where members work and live together for the benefit of the whole Community, are respected and treated with dignity. Camphill Holywood Community members, in whatever capacity they are able, endeavour to meet each other's physical, psychological, emotional, social and health care needs through life-sharing and a spiritual impulse.

The Camphill Holywood Community comprises of members with learning disabilities, volunteer co-workers, employees and other volunteers.

The aim of Camphill Holywood is to enable each individual to live their life in a community of homes and workshops, where they are valued and respected. The structure in the houses and workshops aim to provide scope for initiative, choice and self-development for each individual and the community as a whole.

Camphill Holywood is a company limited by guarantee operating as a non-profit organisation.

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A snapshot of Camphill Hollywood

- ✦ Camphill Hollywood is **a beacon for Camphill Communities in Northern Ireland**, being one of the most public-facing Communities with a loyal customer base. Our workshops provide the opportunity to promote collaborative working with adults with learning disabilities and other disabilities, we show that all people have skills to offer society.
- ✦ **Adults with learning disabilities can enjoy the benefits of urban life and beautiful environments.** Those who are resident in residential care placements in our Community, have amenities right on their doorstep and access to Belfast city life but can also enjoy walks and outings by the sea, Redburn Country Park and Crawfordsburn.
- ✦ The unique **urban-community life fosters independence for adults** with learning disabilities in town-based but supportive community settings. Socialisation is increased with interaction with customers and people in the local community.
- ✦ Our workshops are valuable spaces in which **community members can develop skills that they can take into the wider world of work and society.** Whether an adult has a learning disability, or joins us to volunteer, for one year or one month for example, opportunities to work in Camphill Hollywood's unique environment offer development of wide-ranging practical, care and social skills.
- ✦ The **social, environmental and ethical responsibility in the wider work of Camphill is promoted** through the products and produce we offer, including awareness of vegetarian and alternative diets and responsible consumption.
- ✦ We are an **award-winning Community.** Over the years, we have received 9 awards from Bridgestone, North Down Business Award for investment in health and Best Coffee Shop and have been nominated for plenty more including the Observer's Ethical Food Award. Trip Adviser ratings are consistently excellent. We are currently nominated for Best Residential Care and Training and Investment with Northern Ireland Nursing Care Awards.
- ✦ Camphill Hollywood's **20th anniversary**, June 2017, celebrated our achievements over the last twenty years.
- ✦ The combination of adults with disabilities, volunteer co-workers, local volunteers and employees working in partnership gives our workshops vitality and contributes to the spirit of **community partnership** working both internally and externally with the local community.
- ✦ Camphill Hollywood has been working together with the other Northern Ireland Camphill communities to develop a modern and exciting website that will showcase the variety of opportunities that are offered, and the positive social and environmental impacts created, by Camphill Hollywood and the other Camphill communities in Northern Ireland. The website will go live in 2018.

Residential

3 residential places filled, 1 vacancy (Flat).

Camphill Hollywood currently has two residential care properties, registered with RQIA for four adults with learning disabilities who live together with a team of co-workers. The residential care placements are provided for residents for a full 52 weeks each year and residents who live in the Community are offered opportunities to participate in the work life in our workshops, the bakery, café and shop and/or craft workshops in the house.

Residents were supported to develop their skills and knowledge both in craft and baking activities and the feedback this year from parents, care managers and RQIA inspections was that residents felt happy, supported and safe.

During the year residents requested and enjoyed outings to the Christmas Market and St Georges market in Belfast, Belfast Mela, bowling, craft fairs, swimming and participated in Community festivals for Valentines day, Halloween and at Christmas. They were supported by two part-time support workers and a team of volunteer co-workers.

Annual Reviews with our residents, their parents, guardians and/or representatives together with their care managers from the Health and Social Care Trusts were positive and Camphill Hollywood continues to strive to improve the support provided to meet the needs and foster independence for adults with learning disabilities in our Community.

The residential properties are conveniently located in the centre of Hollywood, which allows residents to easily access local facilities such as restaurants, shops, the local leisure centre and the library. Camphill Hollywood uniquely offers town-based living for members of the community.

Our Workshops

In June 2017, a Workshop Manager was employed to provide essential structural support in the workshops and take on the challenge of maximising opportunities for people with learning disabilities, and increase profit for investments in the workshops.

New, local products have been introduced in our efforts to support the local community and reduce our carbon footprint. More products, catering to specific dietary needs, have been developed and enjoyed by our customers.

We have also received favourable reviews on Trip Advisor and Facebook and our social media following has grown in number and geographically, indicating that more people are learning about Camphill Holywood and the work of Camphill communities.

Representation at various events and stalls in 2017, for example, Women's Tec, the Twilight Market, Camphill Glenraig have allowed us to connect and join with the wider Northern Ireland community.

Bakery

The bakery currently offers opportunities for 3 adults with learning disabilities. Due to the steadier pace the bakery workshop is particularly suitable for adults who wish to learn and develop more practical skills, such as cooking, weighing and measuring and awareness of food hygiene, amongst many other skills.

Six days a week, the bakery prepares and offers a variety of breads, pastries and sweet treats to customers and members of the Camphill Holywood Community and caters to customers who have special dietary requirements such as gluten-free, vegan and sugar-free options.

Recent improvements implemented by the bakery assistant have seen a better standard of products and improved production capacity enabling us to teach people to make more baked treats which are offered for sale to our customers.

Shop

The shop is a workshop where adults with disabilities who enjoy busy, customer-facing environments can work alongside volunteers and staff to learn and develop their retail skills. In our shop adults with disabilities can develop their communication, social and

mathematical skills and we seek to offer more opportunities for adults to join in this workshop area in 2018.

The Camphill Holywood shop offers various wholefoods and organic food produce for sale including organic fruit and vegetables.

Despite the competition, vegetable sales have continued steadily, and customers come specifically to purchase organic produce. We support ethical farming, primarily offering seasonal vegetables and have stocked and sold produce from the neighbouring Camphill Community Glenraig.

Café

The café workshop is a suitable workshop for adults with disabilities who enjoy interacting with people and want to learn practical waitressing, cooking and customer service skills, that they can take beyond the Community and into the wider world of employment. In 2018 we seek to offer more opportunities for adults with learning disabilities to join with us, participate and learn new skills in this unique environment.

The café operates days per week, serving soup, sandwiches, salads and a variety of specials made on the premises by adults with disabilities and staff (both volunteer and employed), using organic ingredients.

The café uniquely offers daily specials and menu items which are catered to customers who have special dietary needs.

The menus have undergone one substantial review and it is expected that this cycle of menu review will continue into 2018 to respond to customer trends and seasonal availability of ingredients.

Crafts

Camphill Holywood offers opportunities to people who wish to develop creative skills outside of the commercial environment, through bag painting, card painting, wool and textile crafts, sewing and knitting. Some of the items made in craft workshops are sold in the shop.

Recently, the craft workshop has begun to assist with packaging and packing items that are produced in the workshops.

Beginning as a more relaxed, social workshop to provide variety of work to adults in the Community, the craft workshop, guided by one of our support workers, is seeking and developing ways to use crafts to support the produce and work of the workshops and to offer more adults with disabilities the opportunity to join with us in this endeavour.

Resident & day attendee wishes for 2018

- 
- I would like to have my own independent space*
 - I would like to contribute to more areas in the workshops*
 - I would like to increase my independence and learn new skills*
 - I would like to take on more roles in the bakery and work on my own initiative*
 - I want to stay working in the bakery, learn to work on the till and continue to have a fun experience*

The Community in numbers

RQIA Inspections

- February 2017 - Unannounced Care Inspection
 - (No requirements or recommendations)
- March 2017 - Unannounced Medicines Management Inspection
 - (One requirement - now implemented)
- August 2017 - Unannounced Care Inspection
 - (One requirement - now implemented)
- November 2017 - Unannounced Finance Inspection
 - (Five requirements - all now implemented)

Incidents

- Residential Incidents - 4
- Workshop incidents - 1

Complaints and compliments

- Complaints - 10, all fully satisfied
 - 2 concerning staff
 - 2 service-related
 - 6 others
- Compliments - 5

Staffing

- Directors - 9
- Long-term co-workers - 2
- Employees - 10-12
- Short-term volunteer co-workers - 6
- Other volunteers - 5

Health and Safety

- Accidents - 0
- Fire Drills Shop - 2
- Fire Drills Residential - 2

Governance & Monitoring

- Internal Monitoring visits - 12
- Management Council (Directors) Meetings -14

Feedback from 2017-2018

Annual questionnaires were provided to residents, staff, parents, members of the Management Council and care managers, focusing on 'complaints,' 'incidents and accidents' and 'meals and mealtimes'. A total of 18 responses were received from staff, residents, parents and management council members – no responses were returned by care managers on this occasion.

Residents feedback:

2 out of 3 responses were received by residents, one resident unable to complete the questionnaire due to limitations with understanding and communicating but provides ongoing feedback. Both respondents knew who to talk to if they had a complaint and both residents named 3 of the long-term staff that they would go to if they had a complaint. Outside of Camphill Holywood, residents named parents and friends as persons they could talk to if they had a problem, one resident also named their social workers. When asked if they have had concerns that they felt they couldn't raise, one resident said that they struggled with the community structure and lack of change, independence and extensive regulation;

"I am an individual and yes, I have a disability. Don't put me in a mould, my needs are different. All human beings' needs are different."

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Residents knew what to do in an emergency and had participated in fire drills.

Both residents that responded knew what to do if there was a fire and had done fire drills in the shop, house or both recognising the purpose for those drills. When asked they knew to call '999' in an emergency and gave over 6 different members of staff, from all levels of the organisation that they could ask for help if something was wrong. Both residents knew their home address, only one resident knew where the first aid kit was, and both knew how many people were usually in the house during the day.

One meals and mealtimes, one resident stated that they were unable to eat the kinds of foods they like, but they did respond that they could talk to a variety of people if they had special food requests and that those persons listened and would try to include their requests. Both residents said they had a variety of fruit and vegetables at every meal but only one chose to join the rest of the house at mealtimes, the other not enjoying eating their meals with others. One resident asked for help to be more involved in cooking their own meals.

Residents were given meal choices and could make requests easily.

Overall, from responses to the questionnaires, residents were supported by multiple people at all levels of the organisation if they had complaints, had safety concerns and/or wished to give feedback at mealtimes. Residents who were able to respond understood key emergency escape procedures in the event of a fire and knew to call 999 if there was an emergency. Although one resident noted that they felt stifled by the rules and regulations required by both Camphill Holywood and external regulatory bodies, that resident did indicate that they were able to make food choices when they wished to, have meals when they wished to and that many different staff would listen to their concerns and wishes.

Parents

Two out of three parents of residents returned the questionnaire. Both parents indicated that they knew how to complain but had not raised a complaint with a member of staff in Camphill Holywood. Both persons indicated that they had been contacted by members of the Management Council to ask for their feedback and discuss any issues they may have about care in Camphill Holywood. Both respondents indicated that if there had been an incident they had been informed and consulted about any follow up actions or restrictions. One parent responded that they had not been part of a Review meeting for a resident but both respondents answered positively that they had been involved in care decisions, that they felt residents lived in a safe and clean environment and that residents' needs were met.

Respondents answered positively that residents were receiving nutritious meals, had regular contact with friends and family and were provided with enough activities to enable them to lead a healthy lifestyle. Both respondents indicated that they had been invited to join with Camphill Holywood in events.

Staff

A total of 7 responses were received from staff members from all areas of Camphill Holywood. Of those 7, two of those did not know if they had received a copy of the complaints procedure and therefore had not read the policy and procedure. All 7 respondents gave the Registered Manager as a person to whom they could talk to if they had a complaint and various other long-term staff including other co-workers were given as people who could be contacted if a member of staff wished to complain. No members of staff had made any complaints to the Management Council and one member of staff had been able to speak to a member of the Management Council during monthly inspections. Four of the members of staff indicated that residents had raised complaints with them and from responses, Camphill Holywood could ascertain that complaints had been dealt with according to procedure and with the help of other, sometimes more experienced, members of staff.

Staff knew they could raise complaints with various members of staff and knew how to respond to any resident complaints.

Staff had received safeguarding training, knew to maintain confidentiality and how to report concerns.

Every member of staff indicated that they had received Safeguarding training and that knew about the need for confidentiality and the correct reporting mechanisms. Two of the staff who added further comment showed a sensitive, person-centred approach to answering complaints from residents.

All members of staff who responded indicated that they had received training on how to handle incidents and could indicate at least two members of staff who were responsible for recording and details of incidents. Notably only one member of staff did not highlight themselves as equally responsible for recording the details of any incident. Staff showed good knowledge of the kinds of situations that could be regarded as a reportable incident including abuse, missing person, injury, inadequate medication procedure and outbreak of infection.

Every respondent indicated that they had received training in infection control, fire safety and four respondents had already been part of a fire drill. All responding staff displayed that they knew which residents needed support to evacuate in the event of a fire, or the fire alarm sounding and understood who was risk-assessed to stay in the house alone in the daytime without supervision.

With regards to medication incidents, all staff responding could identify multiple actions to take if a resident who self-administers medication accidentally took a higher dose than expected including seeking emergency medical advice and reporting.

From the responses, staff showed that they were aware of residents' dietary needs, knew where to find information on their food needs and preferences and could indicate a variety of ways in which residents are included in meal planning and preparation including shopping, assisting when cooking and listening to requests. Staff knew that a meal diary was maintained and the importance of eating together for social and communication meals.

"Mealtimes can be a time when people come together and share the day with each other. It builds respect and space for each other to communicate something with the other"

WHAT COULD WE IMPROVE UPON NEXT YEAR?

WE WILL BE CLEARER ABOUT COMMUNICATING THE COMPLAINTS POLICY AND PROCEDURE TO STAFF FORMALLY

WE WILL PROVIDE MORE OPPORTUNITIES FOR RESIDENTS TO JOIN IN WITH COOKING AT MEALTIMES

WE WILL PROVIDE MORE OPPORTUNITIES THROUGHOUT THE YEAR FOR STAFF TO TALK TO MANAGEMENT COUNCIL MEMBERS DURING INSPECTION VISITS

The community through the year

January

- New year's walk with the co-workers, staff and residents in the community followed by a celebration for epiphany. A co-worker decided to stay and contribute to the community for one more year.

February

- A windy candlemas celebration saw our earth candle struggling to stay lit but our valentines day party was enjoyed by all members of the community.

March

- Camphill course on 7 life-processes began for long-term staff. A St Patrick's Day outing was organised for residents and co-workers. One short-term co-worker left early and one short-term co-worker joined the community.

April

- Two pupils from a German school arrived in Camphill Holywood for a 4 week work experience placement. Residents and supporting staff went to Steiner Easter Fair. The Easter Play was enjoyed by the community with participation from staff and residents. Hot cross buns made by one of our retired community members brought the community together for Easter, followed by our annual Easter egg hunt on Easter Sunday. One short-term co-worker left the community, two new short-term co-workers joined the community.

May

- Recruitment process began for Shop Manager position in the workshops. A makaton follow up training was organised. In the evenings the Community joined together to practise songs together for the upcoming June 20th Anniversary celebration. A whitsun Bible Evening was enjoyed by the community. One short-term co-worker joined the community.

June

- Bowling outing with residents and co-workers was thoroughly enjoyed. Our annual ascension outing was held, the community went to Glenariff Country Park to explore and get out in nature! On 25th June our 20th Anniversary party celebration was a wonderful way to join with community members past and present, friends and customers of Camphill Holywood including members from the other Northern Ireland Camphill Communities. An open-morning in the coffee shop, followed by uplifting speeches and thanks for members and friends of the community. There was a community play for all guests, residents and staff told the story of the Firebird. A large barbeque was a wonderful end to the celebration.

July

- This month we had a guest visit from a local musician who played in the Cafe for the enjoyment of all of our customers and staff. Residents and staff visited home and enjoyed a couple of days off in the mid-July. First of the new co-workers arrived for the Summer 2017-2018 season from Germany!

August

- Two more co-workers for the 2017-2018 season arrived! More Makaton training was facilitated for our new volunteers.

September

- Another volunteer co-worker joined us at the beginning of the month from Germany for the 2017-2018 season by the end of September 6 new volunteer co-workers had all settled in for their year with us. The community enjoyed Hollywood culture night, residents and volunteers took in the sights and sounds of local bands and artists. At the end of September Camphill Hollywood celebrated Michaelmas with a walk together. The staff training week began in earnest towards the end of the month, the shop closed for essential maintenance and internal improvements during this time.

October

- The Cafe hosted the annual Oktoberfest week with German and Bavarian treats and decorations. A course on the history of Camphill was provided to all new volunteer co-workers and other members of the community wishing to learn about the foundations of the Camphill Movement. The whole community, residents, staff and day attendees joined together for a Halloween party which was held in the Cafe.

November

- The all souls celebration in Camphill Hollywood was held on the lawn, the candles shone as beacons and celebrations of loved ones who had passed. This gentle celebration was particularly enjoyed by residents but also by staff, friends and other community members followed by a light tea supper. Camphill Hollywood ran a stall at the St George's twilight market, residents visited the market and helped on the stall. Bell ringing and choral singing in the Cafe for the customers and friends of the community, as part of the Hollywood lights switch on, finished off the month, sending us into Christmas with a beautiful celebration of joy and Christmas cheer.

December

- Application received for 4th vacant residential care place. The advent garden celebration was enjoyed by the children of the community at the beginning of the month. Our Community thanksgiving-Christmas dinner was enjoyed by all members of the Camphill Hollywood, residents, staff, volunteers and friends and family joined to give thanks and appreciation for all of our hard work throughout the year. A Christmas party was held just before the community settled down for Christmas, secret-santa presents were exchanged by all.