



# Camphill Hollywood

## ANNUAL REPORT

2018-2019

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# 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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# Chairman's Foreword

## *Towards a thriving community*

*I have thoroughly enjoyed my time since January as Chairman of the Camphill Holywood Management Council and am grateful for the support from our community and customers. This last year has shown the rewards and benefit of the hard work and dedication of all members of the Camphill Holywood community as we have made great progress towards achieving our Business Plan objective of becoming a 'Thriving Community'. In the 2018-19 financial year we have significantly reduced our deficit gap, the best financial performance that Camphill Holywood has had historically. The people with learning disabilities in Camphill Holywood have enjoyed many more life and work opportunities, the number of adults contributing in the workshops has grown and we hope this will continue to grow in the coming year. Volunteer co-workers have continued to enjoy the experiences gained in the community, with people of a variety of abilities and we hope to welcome even more co-workers in 2019-20.*

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# The Camphill Holywood Community...

Camphill Holywood has been providing work and life opportunities for community members since 1997. The Camphill Holywood community because of the contribution each individual community member makes, together those individual contributions build, add value, meaning and grows the whole community.

Our vision is to sustain a

*Thriving Community*

by

*Offering opportunities to community members, through the provision of work and living environments, in a social, therapeutic, intentional Camphill Community.*

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 and are able make a meaningful contribution. The structure in the houses and workshops aim to provide scope for initiative, choice and self-development for each individual.

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

**Registered Office**

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**Company No.**

**Accountants:**

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Marsh Ltd.

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# This year's highlights...

45 Resident Outings

Highly Commended Care Awards

Winner Best Urban Community Cafe

Work opportunities for adults have increased

Highly Commended - Best retail bakery

15 Community Festivals



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## Looking back over the year....

- 2018-19 was filled with resident outings, there were cinema trips, visits to fairs and markets, visits to the local town for pool and games, food festivals, craft & art course and swimming as well as the usual community festivals.
- Camphill Hollywood made great strides towards increasing employed permanent staffing roles within the houses and workshops to provide stability for the community in line with the objectives of the business plan. Although one employee in the residential care home left, we were lucky to find an enthusiastic, caring and dedicated support worker! We also employed a new chef and a new baker in the workshops who have made great progress in increasing the range and quality of products available for our customers. We also won the SME N.I. Business award for Best Urban Community Café and our bakery and care services received high commendations! There was nothing sour about our sour dough bread this year, our new product lines have been thoroughly enjoyed by customers.
- Camphill Hollywood launched a new website alongside two of the other Camphill communities in N.I. which allows us to better promote the services we offer and to communicate the values and ethos of our Camphill community to the wider public.
- Working towards financial stability, Camphill Hollywood came closer than ever before to a balanced budget which is testament to the hard work of all members of the community, from our Management Council to our local volunteers. We are incredibly grateful and will continue to strive to become sustainable.



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## Supporting one another...



- Camphill Hollywood could not have achieved all that we did without the help and support of our short-term volunteer co-workers (all 20 of them!) who came at different times of the year, worked together and with our adult residents and day attendees showing understanding, faithfulness and resilience.
- Camphill Hollywood is thankful for the support provided by Camphill Communities Trust N.I. who have had faith in our vision and have invested in us in order that we may make progress towards our objectives and charitable mission.
- We also have to thank our neighbouring

Camphill Communities who have shared in our joys and help us overcome our obstacles, and who have joined with us to celebrate the fantastic work of Camphill. We enjoyed Clanabogan's Youth Conference and the Mourne Grange picnic.

- We offer our thanks to Muir & Addy who have helped us with our finances and administration.
- We are also thankful to the Christian Community for hosting the annual Advent Garden children's Christmas festival. We were joined by many children from the local town of Hollywood and could celebrate the light of the spirit together, sending us peacefully into the Christmas season with joy and hope in our hearts.
- Last but not least, we are grateful for the support of our loyal café and bakery customers.



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## In 2018-19 our residents & day attendees asked...

and we listened....

I would like to have my own independent space



*During 2018-19 we registered a resident craft room with RQIA so the resident could have independent space to work and create*

I would like to contribute to more areas in the workshops



*During 2018-19 this adult expanded their job role and now works regularly in the bakery alongside their job in the café*

I would like to increase my independence and learn new skills



*During 2018-19 this adult began walking to and from the town by themselves and worked on improving money skills*

I want to stay working in the bakery and learn to work on the till



*This adult worked regularly on the till in 2018-19 and still has their job in the bakery*

I would like to take on more roles in the bakery and work on my own initiative



*This resident's priorities changed and instead they are now much more active in the house*



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## Providing opportunities within the community...



Joined the day opportunities panel, gave a day opportunities presentation and met representatives from Tor Bank School.



Networked with Stepping Stones and Orchardville to work together to facilitate voluntary placements for adults with learning disabilities.



Camphill Hollywood's adult residents with learning disabilities began to branch out into more varied roles within the workshops.

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# The community in numbers:

## 5 Compliments

- Thanks for positive summer work experience from student volunteer
- Thanks & compliments from the neighbours for gift made by the community craft group
- Compliments from customers on the food quality and dishes available in the coffee shop

## 11 Complaints

- 3 Internal community complaints - all satisfied
- 5 General community complaints - all satisfied
- 3 Adult complaints regarding maintenance - all satisfied

## 15 Accidents/Incidents

- 8 Challenging behaviour incidents
- 3 Medication related incidents
- 1 Fall
- 1 Estate related incident - boiler failure
- 2 staff miscellaneous / other

## 3 Near Misses

- Two medication related, one management

## 6 Inspections

- 3 food & hygiene inspections in the workshops, only one product requiring improvement in storage procedures
- 3 RQIA inspections - two care and one pharmacy/medicine inspection.

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# Resident feedback and wishes for 2019-2020

## What our adult residents say they like about Camphill Hollywood...

*“Camphill Hollywood is a very nice place to live”*

*“Camphill Hollywood is a good place for someone who is in need of learning self-supporting life skills”*

*“the connection [the resident] has to the bakery has made them happier because they have participated more in meaningful work that makes them feel they are an important and useful part of the Community” – From parent on behalf of the resident.*

*“I enjoy meeting other people in the shop”*

*“I like working in the shop and doing different things there”*

*“I enjoy being with everybody”*

## What our adult residents would like for 2019-2020

*“I would like to go swimming more often”*

*“I would like to have more nail painting and pampering activities”*

*“When its nice outside I would like to do more walks”*

*One adult resident would like an understanding key worker in both the house and the workshops so that they can be seen, recognised and contribute meaningfully to the community – From parent on behalf of the resident*

*One adult resident would like more support to become a self-employed professional artist*

*One adult resident would like maintenance issues to be resolved much more quickly*



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# Feedback from staff, parents and the board...



What the majority of respondents thought we did well...

- Camphill Holywood adds value to lives of residents
- Staff suitably trained and able to carry out their adult safeguarding responsibilities
- Policies and procedures are clear and easy to understand
- Residents are asked their opinions about tasks and activities and encouraged to join in
- There is effective communication between staff and parents/guardians
- Adults are safe in Camphill Holywood and Camphill Holywood cares about their welfare
- Any adverse accidents or incidents are dealt with in line with policies and procedures and staff know their responsibilities



What respondents thought we need to improve on...

- Parents do not think staff are suitably trained and that turnover of co-workers affects care
- Staff report they do not have enough time/resources
- The majority of respondents say maintenance and repairs are not carried out effectively or in reasonable time
- Staff say internal staff communication requires improvement
- Staff say they need more managerial guidance and support
- Staff do not feel valued for their hard work and ideas
- The Board has asked for a review of managerial structure and responsibilities

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## In 2019-20, Camphill Hollywood will strive to...

- Improve communication, maintenance timescales and staff training
- Work towards the fulfilment of the 5 core objectives of our business plan,
- Improve our services and increase the opportunities we offer people with learning disabilities within the workshops via day opportunities,
- Continue to connect with local charities, agencies and community organisations to build our networks and improve the social and cultural opportunities for members of our community, particularly those with learning disabilities,
- Achieve a balanced budget and increased financial stability,
- Investing in further training for staff and volunteers particularly within health and social care and furthering our anthroposophical foundations,
- Strengthen our core community foundation by offering permanent contracts for staff on fixed-term contracts, where possible,
- Connect and strengthen the bonds of our Camphill community, joining the different areas of Camphill Hollywood together and working towards one vision, and by reaching out and connecting with our neighbouring Camphill communities and further afield.



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**Thank you all for your support this year**



