

BRAIN INJURY REHABILITATION TRUST



*Looking ahead*

1101 Bristol Road

***Annual Review***

***2009***

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## ***Introduction***

Welcome to the 2009 Annual Report from 1101 Bristol Road. In September 2008, 1101 Bristol Road was devastated by flooding in the local area, which rendered the unit uninhabitable. Service Users and staff were transferred to West Heath House while reconstruction of the unit took place.

On the 2<sup>nd</sup> February 2009, the reconstruction and refurbishment work was completed. Staff members spent the next couple of days ensuring that everywhere within the unit was clean and ready for Service Users to return. On 4<sup>th</sup> February 2009 Service Users returned to Bristol Road, with as little disruption as possible.

The service spent much of the early months of 2009, preparing for the re-accreditation survey visit from CARF (Commission for the Accreditation of Rehabilitation Facilities) in May 2009. 1101 Bristol Road was surveyed as part of the re-accreditation process. The BIRT organization was successful in retaining the prestigious accreditation and will remain accredited for the next three years.

1101 Bristol Road celebrated Brain Injury Awareness Week in May 2009 with a Coffee Morning for friends and families of Service Users and we also held a fund raising Car Wash. The service also took part in the Look After Your Head and the 3T's campaign with local primary and high schools to raise awareness about head injury during Brain Injury Awareness week.



During the majority of 2009, Paul Higgins (Deputy Service Manager) acted up as Service Manager to cover the maternity leave of the Service Manager. Nicola Carroll (Service Manager) returned to her role in November 2009. Lynn Wallace (Team Senior) acted up as Deputy Manager during this period.

1101 Bristol Road had an unannounced key inspection from CQC in May 2009 and received a 2\* rating for the service. An internal Quality Review was conducted in 2009 and the service received an outstanding rating.

We would like to take this opportunity to thank each staff member for the hard work, commitment and enthusiasm they have demonstrated over the last twelve months, without which we would not be able to provide the service we do.

We would also like to thank all the Staff and Service Users at West Heath House for their kindness and hospitality during our stay.

Paul Higgins  
Deputy Service Manager

Nicola Carroll  
Service Manager

## **Training and Development in 2009**

As an organisation, The Brain Injury Rehabilitation Trust has a commitment to the training and development of all staff members and the unit provides a regular programme of mandatory and other training to meet the developmental needs of the staff team.

During 2010 staff completed training in Fire Safety, Safeguarding Adults, Moving and Handling, Food Hygiene and First Aid. The service continues to benefit from having internal trainers in Non-violent Crisis intervention and First Aid. All staff receive regular supervision and an annual performance development review.

The National Minimum standards for Care Homes for Younger Adults require that a minimum of 50% of care staff in a service should be qualified to NVQ level 2 (Health and Social Care). 1101 Bristol Road has had a successful year with NVQ training and we now exceed the requirement for NVQ training with 6 care staff having already achieved NVQ 2 or above and a further 6 staff have started working towards NVQ (Health and Social Care) awards from level 2 to level 4, all of which should be completed in mid 2010.

## **Staff Movements in 2009**

### **In 2009 we said goodbye to:**

Carly Bowles	(Rehabilitation Support Worker)
Emma Rodgers	(Assistant Psychologist)
Lynn Wallace	(Team Senior)

### **We were joined in 2009 by:**

Dr Tim Hull	(Consultant Clinical Neuropsychologist)
Kirsten Harvey	(Assistant Psychologist)

### **Maternity Leave in 2009:**

Nicola Carroll	(Service Manager)
Kayte Brown	(Rehabilitation Support Worker)

## ***Clinical Activity at 1101 Bristol Road (Jan–Dec 2009)***

### ***Admissions and Discharges***

As a small continuing rehabilitation service, 1101 Bristol Road does not expect a large turnover of service users. In the course of 2009, one Service User was discharged.

Since opening in December 2006, 1101 Bristol Road has seen two discharges from the service in total, both of whom have been discharged to a less supported environment in the community.

### ***Referral Information***

In total, the service received four referrals/enquiries in the period between January 2009 and December 2009. One referral was from TEM House and three have been from WHH. As of the end of December 2009, none of those referred has yet been admitted.

There have been a number of reasons for this. Two of the referrals that have been accepted are awaiting funding decisions. One service user unfortunately died before admission. The fourth referral was deemed unsuitable following a change in their behaviour.

## ***Service User, family and stakeholder satisfaction feedback.***

As an organization, the Trust strives to provide a quality service to our service users, family members and stakeholders. We recognize that there are always ways in which we can improve our services and we actively seek feedback from those who come into contact with our services. Each year we publish the data from our satisfaction questionnaires which are sent out yearly from 1101 Bristol Road in June. Detailed below are the results of the satisfaction questionnaires.

### ***Family***

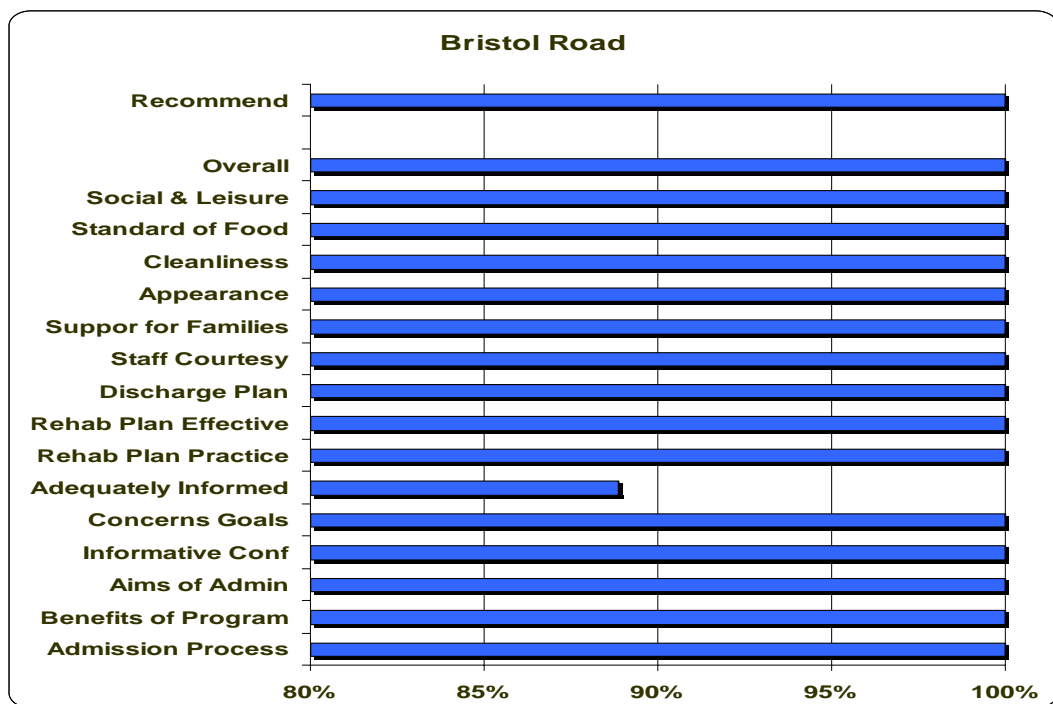


Fig 1 Satisfaction Questionnaire Results Data for Family 2009

The 2009 satisfaction questionnaires to family members had an increased return from previous years. Overall the service received excellent feedback, with only one category scoring under 100% satisfaction. Following comments from family members about the amount of information they receive, the service intends to canvass each family member to ascertain the amount of, type of and frequency of information they require and will provide this according to their needs and preferences.

## Service Users

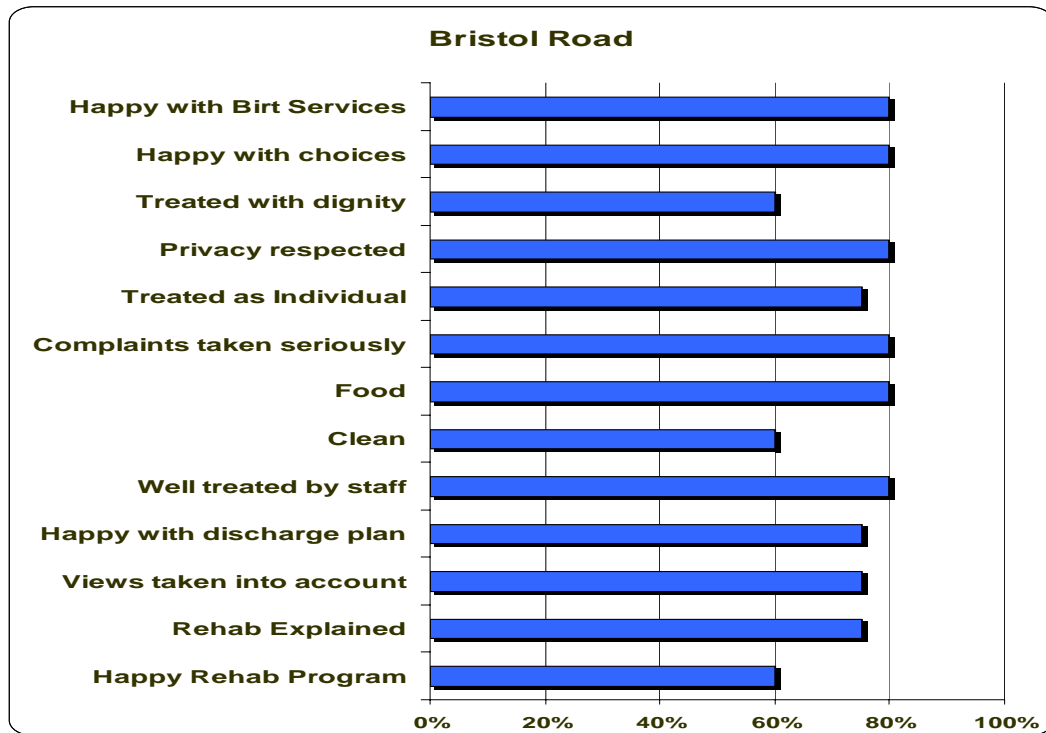


Fig 2 Satisfaction Questionnaire Results Data for Service Users 2009

In all but three of the categories 70% or more of Service Users were satisfied. The service holds regular service user forums to discuss any issues the Service Users have. The unit also implemented a 'You talk we listen' board to record and display any issues that have been raised by Service Users and resolved. The service will continue to strive towards increasing satisfaction amongst Service Users, but the results must always be considered in context. Many of our Service Users would prefer to live in a different environment, which for most is currently unachievable. This will obviously impact on their satisfaction with the services they receive, particularly if they present with risky behaviours and have restrictions in place to manage those risks.

## Funders

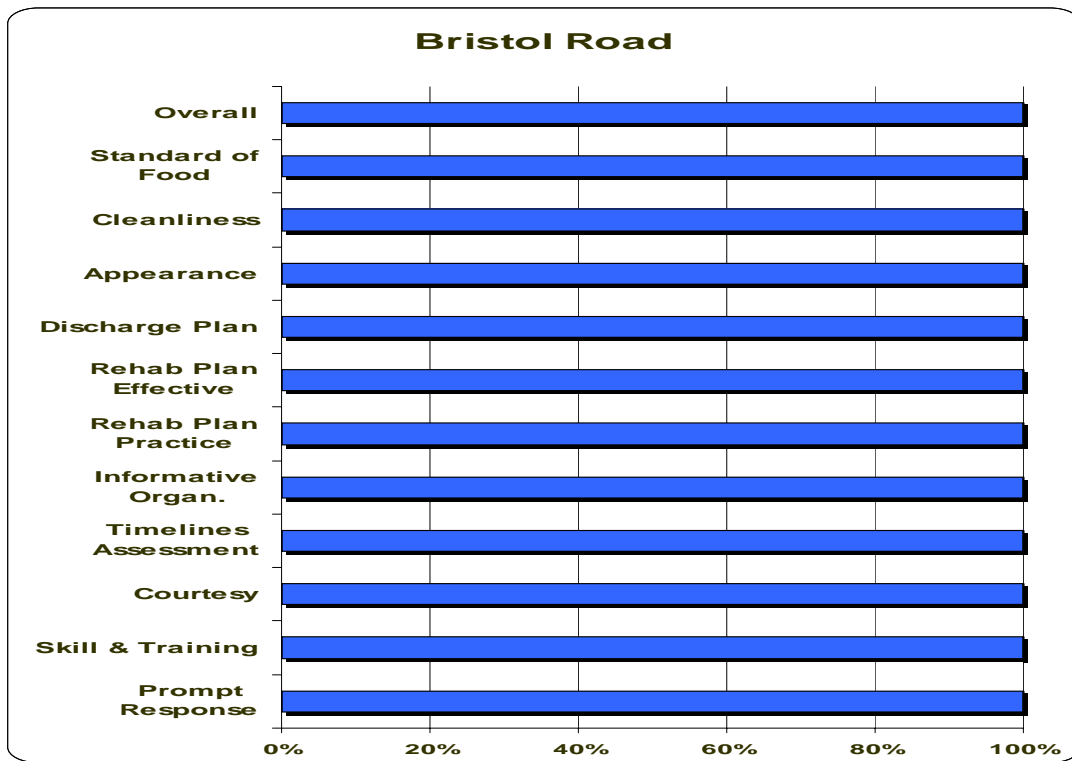


Fig 2 Satisfaction Questionnaire Results Data for Funders 2009

Only two funders returned satisfaction questionnaires this year, whilst this is disappointing it represents a 200% increase on previous years. The two funders who returned their questionnaires were 100% satisfied with the services they are purchasing.