

# ***KENT HOUSE***

## ***ANNUAL REPORT 2008***



**Kent House**

**1 Haslerig Close**

**Aylesbury**

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## *Vision Statement*

*“The staff at Kent House aspire to bring purpose to the lives of our Service Users.*

*We aim to consistently value the person above all other factors and work towards the development and maintenance of an environment where optimum quality of life is assured.*

*We seek to inspire the local community to adopt a positive view of people with brain injury and to join with us in facilitating integration in work, leisure activities and community living.”*

## **Introduction**

Welcome to the 2008 Annual Report for Kent House. This report will document the activities and developments at Kent House during 2008.

Kent House opened in Aylesbury, Buckinghamshire, in 1994, and is one of the Brain Injury Rehabilitation Trust's continuing rehabilitation (slow stream) units. The unit's rehabilitation programme is based on the internationally recognised 'neurobehavioural' model, established by Professor Roger LI. Wood, with ongoing integration of new research and advances in knowledge of brain injury and rehabilitation techniques. The mission of Kent House is to provide high quality neurobehavioural rehabilitation to people with brain injuries, with the aim of helping them achieve the greatest possible degree of independence in daily life. In working towards this aim we recognise that every individual has their right to self-determination and deserves to be treated with dignity and respect. This is clearly stated in our vision statement.

Kent House provides specialist services to 21 clients. The unit is registered with the Commission for Social Care Inspection for 22 services users between the ages of 18 and 65 years with an acquired brain injury, with six places available for service users over the age of 65 years. This allows the unit to flexibly accommodate an ageing population.

Kent House comprises:

- 16 single bedsits, each with their own bathroom and kitchen.
- A single person supported living flat ("The Wardens")
- 4 bungalows, each with bedroom, kitchen and bathroom

As part of our commitment to maximise community re-integration, Kent House also manages a 3 bedroom supported house in Aylesbury.

The Brain Injury Rehabilitation Trust purchased Kent House from John Grooms Housing Association in 2008. Plans are now being drawn up to improve and develop the building so it best suits our service users' needs.

## **Service Provision at Kent House**

Kent House has a clinical team, which consists of:

- Consultant clinical neuropsychologist
- Clinical psychologist and clinical team leader
- Assistant psychologist
- Physiotherapist
- Occupational therapist
- Speech and language therapist
- Vocational trainer
- Therapy assistants
- Head of care/registered general nurse

In addition the Team has a programme co-ordinator and programme assistant ensure the smooth and efficient running of client programmes. A number of professionals visit Kent House to provide services, including a general practitioner, consultant neuropsychiatrist, community dietician and district nurse.

## **Commission for Social Care Inspection**

An inspection took place at Kent House on 24<sup>th</sup> October 2008. This report is available on their website [www.csci.org.uk](http://www.csci.org.uk) .

## **Investors in People 2008**

Staff training as part of Investors in People has continued this year. Staff supervision has taken place regularly and personal development reviews have taken place annually for all staff.

A pilot competency form for Team Seniors and Rehabilitation Support Workers was introduced in September 2008. This document will ensure their competencies are reviewed with their supervisor to identify areas where further training is needed.

### **Commission for the Accreditation of Rehabilitation Facilities (CARF)**

CARF is a regulatory body based in the USA which sets standards for health and social care, including brain injury rehabilitation, around the world, including the USA, Canada, South America and Western Europe. In 2006 BIRT's northern services became the first brain injury service in England to officially meet their standards. CARF sends a team of surveyors, who are respected experts in the field of brain injury rehabilitation, to inspect our services every two to three years. The CARF ethos encourages organisations to provide high quality services and to engage in a process of continuous development and improvement.

After BIRT's services in the North were accredited in 2006, the services in the South and Midlands, including Kent House, also achieved CARF accreditation. In April/May 2009 all of BIRT's services will be reviewed by the CARF team to ensure that we continue to meet their high standards for accreditation. A letter relating to this survey was sent out to all family members and funders in November 2008.

More information about CARF is available on their website ([www.carf.org](http://www.carf.org)).



### **Service Manager's Report**

The staff team at Kent House have achieved two of the eleven objectives of the Business Plan for 2008/2009 and the others are ongoing. The first objective is Budget Management which I am sure all service users, family members and funders will be supportive of in the present economic climate.

The service users, staff and I are really pleased that the Disabilities Trust is now the owner of Kent House. In line with this change in circumstances, architects have visited Kent House and plans will be proposed for changes to be made to Kent House in order to meet the needs of service users and staff.

Ten years ago 86 Harvey Road was opened and the 10<sup>th</sup> anniversary was celebrated by service users, staff and guests on 27<sup>th</sup> June 2008. A CSCI inspection took place on the 14<sup>th</sup> and 15<sup>th</sup> August 2008 and the service was raised from a two to three star service following the inspection.

Staff training opportunities have improved again as there are many new topics on the training plan. The plan is reviewed and updated annually. We are pleased that 22 staff have gained an NVQ qualification during this year.

The staff team at Kent House and 86, Harvey Road consistently strive to improve their service provision in order to improve the care, support and neuro-rehabilitation provided to our service users.

It is important to mention a few new or improved systems which are in use within Kent House:

- comments book for service users
- new fire emergency evacuation plan
- emergency care plans
- new and up-dated Policies and Procedures
- In-house services provided by the Oaks Church
- Installation of sensitivity lights at the front of the building



## **Clinical Lead's Report**

2008 was another successful and busy year for staff and service users at Kent House. We focused quite strongly on ensuring that the daily activity programme included new activities that had a strong therapeutic rehabilitation focus, such as photography group, baking group and coffee critic group. These groups have continued to be very popular and are run regularly throughout the year. The coffee critic group resulted in a booklet of reviews of coffee shops in the local area, and is available to family and friends of service users. A similar booklet will be produced in 2009.

Over the past year the clinical team has focused on developing a number of groups that have clear rehabilitation goals and are run by clinicians or in conjunction with clinicians. Service users at Kent House now have the opportunity to take part in a range of groups including brain injury awareness group, memory group, social skills group and relaxation group. These groups often run in short blocks and this format appears to be very satisfactory to our clients.

In addition, the Team has expanded the lunchtime meal preparation programmes that are run primarily by the occupational therapy team. A large number of clients now participate in making their own lunch once a week, eating this in a small group setting and helping to clear up afterwards. These groups are very popular, and service users enjoy them.

Also in 2008 we increased the hours of the vocational trainer at Kent House. This has been a very exciting time, and allows the vocational trainer to engage as many service users as possible in vocational activities. Kent House already has a high proportion of its service users engaged in vocational activities, ranging from participation in courses such as flower arranging, courses at Aylesbury College and Quarrendon Adult Learning Centre, through to voluntary work placements at local cafes, the local hospital, and with the National Trust. It is hoped that these opportunities will continue to grow in the coming year, as they not only provide service users with an opportunity to engage in meaningful activities in the wider community but allow the local community to engage with Kent House staff and clients in a positive manner.

## CLINICAL ACTIVITY AT KENT HOUSE

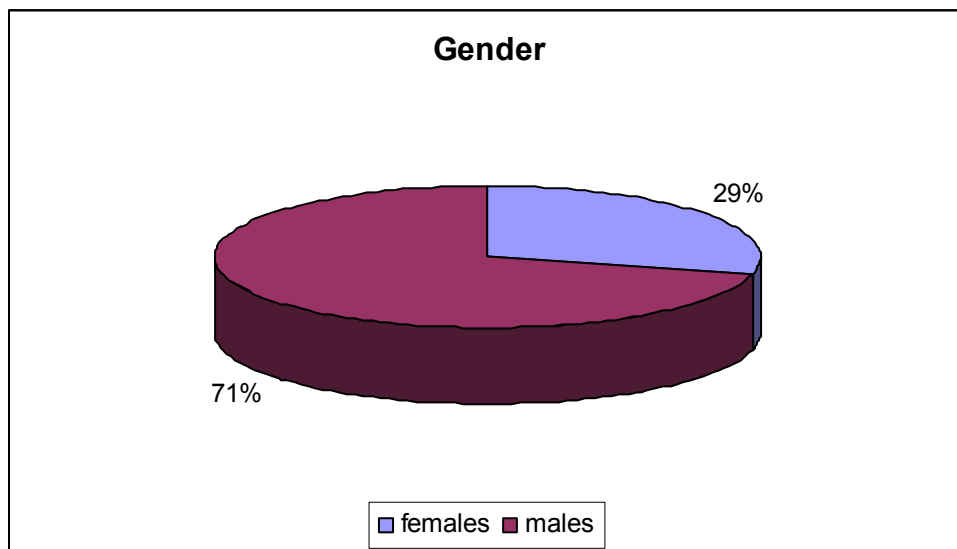
### Admissions and Discharges

Sadly one client passed away in February 2008 and there were two admissions in 2008, making a total of 58 admissions since Kent House opened in 1994. Kent House serves a total of 24 service users at any one time, including the residents of the Harvey Road accommodation.

## CHARACTERISTICS OF CURRENT SERVICE USERS

### Gender

During 2008 the gender ratio at Kent House was 29% female and 71% male (see graph below) consistent with the prevalence of brain injury across the country. This represents a slight decrease in the number of male clients. Traumatic brain injury typically occurs around three times more often in males than in females, while other forms of acquired brain injury occur equally between the sexes.



### Age

The average age of the service users at Kent House has increased and is now 52 years, with the average age on admission being 45 years. The average length of stay of our current clients is 103 months, an increase from an average of 93 months. This is likely to continue to increase as many of the service users at Kent House continue to age and are not likely to be discharged in the near future.

The current age breakdown of Kent House service users is as follows:

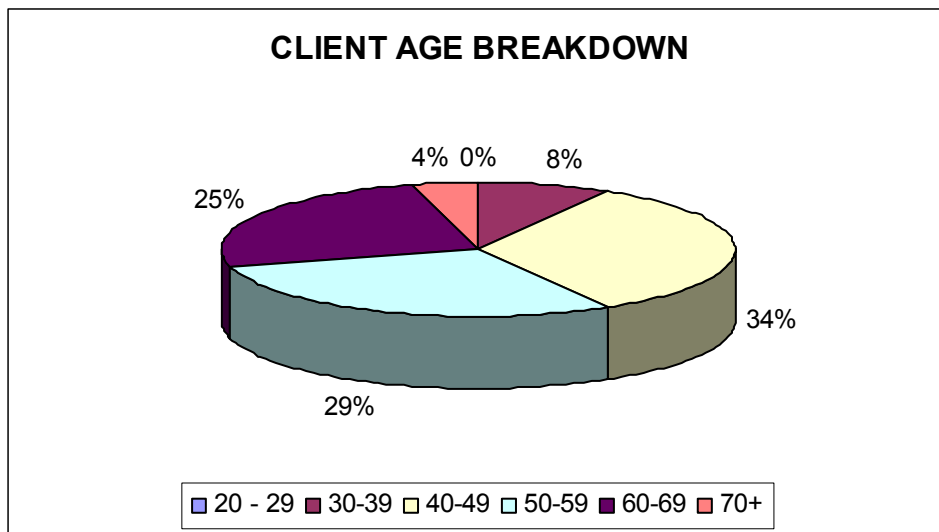
30 – 39 years: 8 %

40 – 49 years: 34%

50 – 59 years: 29%

60 – 69 years: 25%

70 - 79 years: 4%



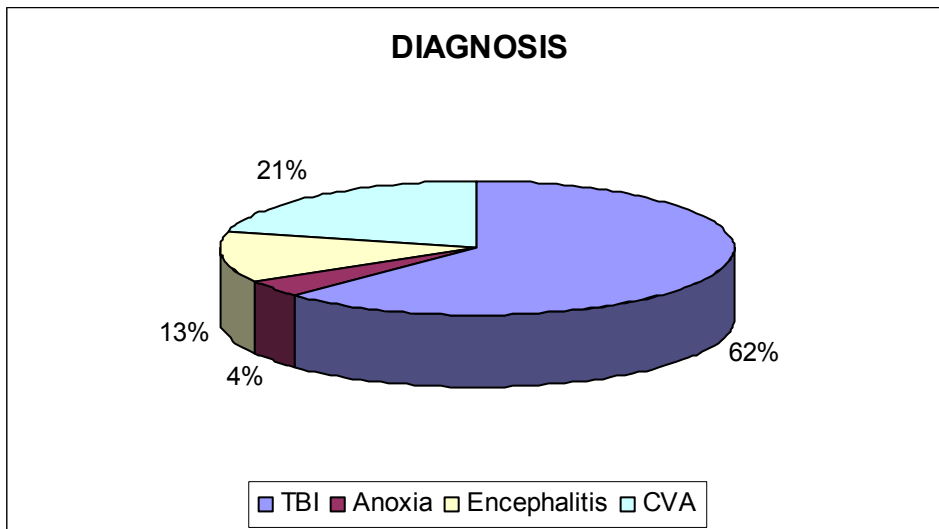
Twenty-One percent of the service users at Kent House are over the age of 65 years. Based on the current registration, Kent House could accommodate one more client over the age of 65 years.

### **Type of Injury**

In total, service users within Kent House have sustained the following types of injuries:

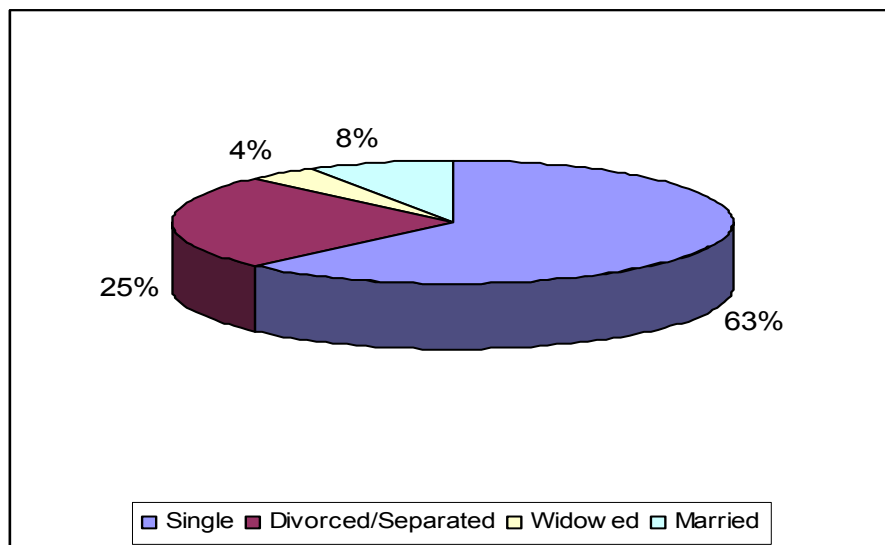
- Traumatic brain injury (62%)
- Anoxic brain injury (4%)
- Encephalitis (13%)
- CVA (21%)

This is slightly different from 2007 when there was one client with TB meningitis, accounting for 4% of the total (NB. they moved to one of BIRT's supported houses).



### Marital Status

At present, 63% of our clients are single. The remaining 37% have either been married in the past (29%) or are currently married (8%).



### Service User Location

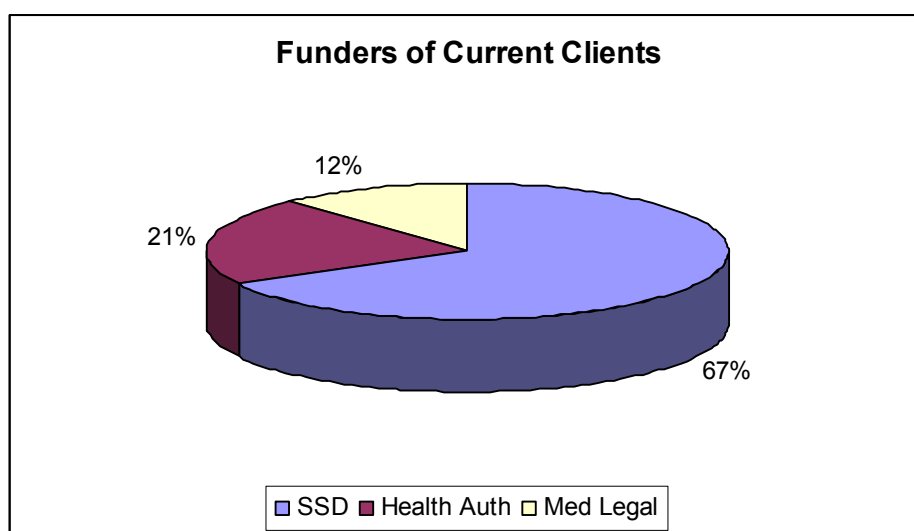
Our service users reside in the following settings:

- Main building at Kent House: 66%
- Bungalows on Kent House site: 17%
- Supported flat within Kent House: 4 % (1 client)
- Supported house in Harvey Road: 13%

Of these clients, 29% are in wheelchairs and 71% are ambulant. Thirteen percent of our clients are dependant on hoisting for all transfers.

### **Funding**

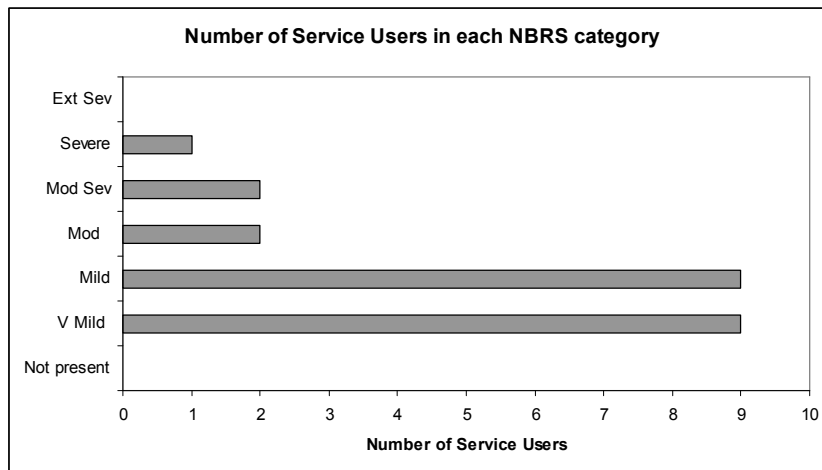
Existing placements at Kent House are funded primarily through the Health Authority, Social Services (SSD), or medico-legal funding (Med-Legal), as show in the graph below.



The occupancy level remains at 100%. Referrals come from a variety of sources, including social workers, psychologists and medical consultants. While there are many enquiries and referrals made to Kent House, few progress on to admission assessments, due to the limited number of vacancies occurring each year. Some enquiries are referred to other BIRT services.

### **Outcome Measures**

One outcome measure used in all BIRT services is the Neurobehavioural Rating Scale (NRS) which indicates the level of cognitive, psychiatric and behavioural disturbance. Similar to last year, the service users at Kent House have remained stable in terms of their NRS ratings. Most of the service users fell in the mild to very mild range (using the modal score to categorise the service users). The number of service users in each category is shown in the graph below.



On average, clients scored in the mild range on measures of somatic concerns, increased excitement, feelings of guilt, comprehension, speech articulation, suspiciousness, hallucinatory behaviour and unusual thought content. The most severe scores on average were for items including memory, conceptual disorganisation, inaccurate insight, poor planning, inattention and reduced initiative. These scores are consistent with a high level of cognitive impairments, but fewer difficulties in areas of language skills and psychiatric symptoms. Given the severe and long term nature of brain injury of most service users at Kent House, it is unlikely that these measures will change notably over time.



## **Service User Activities**

The developed Rehabilitation Programme has continued to be structured and has focused on tasks which address service users' rehabilitation goals. All activities that were commenced in 2007 such as pets as therapy, regular morning exercises and baking group still remain popular with all service users.

New activities were introduced in 2008. These include computer sessions, drama, gardening and reminiscing groups. These will continue for the foreseeable future as they are popular with service users. In 2008 a social communication skills group started and ran for approximately seven weeks. It has proven to be very successful. A new social communication skills group will run in the New Year. Clinical staff are still involved in running or advising on how to run group sessions.

The increase in the vocational trainers' hours enables more service users to attend college placements (appropriate to their needs) and will help find more suitable volunteer or paid work placements during 2009. This year a new vocational placement started at Stoke Mandeville Hospital and also some new college courses started. These vocational placements and college courses allow service users to participate at a level appropriate to their skills. This may be particularly useful for those who have health difficulties and may not be able to regularly attend an individual placement.

This year there was a new trial programme which enables service users at Kent House to interact socially via the internet with other Disability Trust service users around the country. It is planned to continue this internet forum in the forthcoming year due to its success with the Kent House service users. The Service Users Committee has been successful this year meeting on monthly basis giving the committee members a chance to have their say on what is happening in Kent House. A new service user was elected to join the committee this year. Other service users join in with monthly service user meetings where they have an opportunity to express concerns or raise other issues.

Some of the service users have attended training this year. This has included fire safety, food hygiene, health and safety training, infection control and this will continue next year due to popular demand.

### **Staff Activity at Kent House**

A training plan for all staff was prepared for 2008. New training topics were introduced such as Nutrition and Baseline Observations. Staff have been encouraged and supported to develop their knowledge and skills through a variety of both in-house and external training events.

The training plan was up-dated in order to meet organizational and legal requirements and included with the Business Plan for 2009/2010.

New staff members have been appointed to the following positions:

- Secretary
- Administration assistant (new role)
- Programme assistant
- Physiotherapist
- Therapy assistants x 2

The staffing establishment has been reviewed, specifically the Head of Care hours and the day Rehabilitation Support Workers. These hours meet the needs of the service users at this time.

A new staff training plan for 2009 has been proposed. New training topics have been added in for the coming year.

## **SERVICE DEVELOPMENTS**

### **CARF Accreditation**



The CARF survey team will be visiting BIRT services throughout England in April/May 2009 in order to review how all services have continued to meet the CARF standards and made improvements from their last survey in June 2007.

### **Purchase of Kent House**

Following the purchase of Kent House by the Disabilities Trust ideas for modifications to the building were discussed with staff and service users. The BIRT Service Director and architect visited Kent House to discuss the proposals. Initial plans are being prepared.

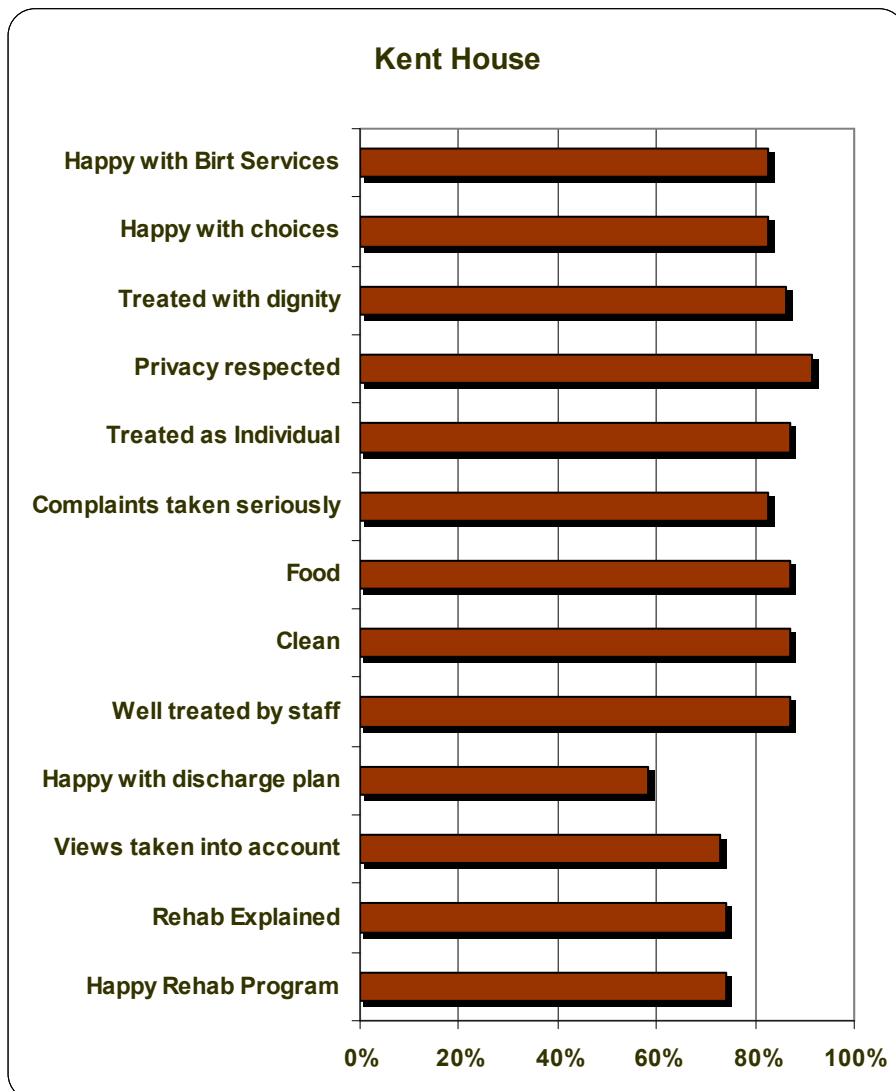


## Satisfaction Surveys

Each year, satisfaction surveys are sent to service users, family members and referrers. Responses to these surveys allow Kent House to identify areas in which further work is needed, and to ensure that all stakeholders in the service are involved. In particular, it was very pleasing that all family members and referrers indicated in the 2008 surveys that they would recommend BIRT services to others.

## Service User Satisfaction

Twenty two service users from Kent House and Harvey Road completed the service user satisfaction survey for 2008.



The results generally show a high level of satisfaction among service users however they also highlight some areas which could be the focus of improving satisfaction levels, for example improving service users' understanding of their rehabilitation, aims and goals and therefore the rationale behind their rehabilitation programmes. Staff will continue to work closely with service users to ensure that they feel that the service is meeting their needs. In particular, service user committee meetings and individual meetings with primary support workers will focus on ensuring that client's feel that their opinions are considered and their ideas are valued.

### **Family Satisfaction**

In general there was a high level of satisfaction among service users' relatives. Satisfaction levels were 100% in almost all nine areas including satisfaction with the level of support available for families in various processes such as admission, goal planning and discharge preparation. The areas which will form the focus for improvement concerns family satisfaction with the environment (e.g. the appearance of the Unit) which has already begun (see 'Purchase of Kent House' section). Social and leisure opportunities for the service users will also be a forum for improvement.

### **Referrer Satisfaction**

Satisfaction Surveys were completed by two referrers (NB. this represents the number of clients admitted during 2008). They expressed 100% satisfaction with all aspects of the service including cleanliness, quality of meals, quality of the accommodation provided and the goal setting and review process.

### **Open Days at Kent House**

A family day took place on 19/07/08 which was supported by family members. A Christmas Bazaar took place on 13/12/08, which was also supported by family members.

## **Brain Injury Awareness Week**

During the week of 31<sup>st</sup> March 2008 to 6<sup>th</sup> April 2008 staff from Kent House and the local Headway Group provided information on Acquired Brain Injury for the public at the library in Aylesbury.

The 'Look after your Head' campaign run by BIRT has become an annual event. The local cub scouts took part and were awarded prizes. The local winner's entry was sent for the national competition to be judged. The Bucks Herald, the local newspaper, visited Kent House on 19<sup>th</sup> July 2008 to record the presentations to the winners of the competition.

## **Report Contributors**

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