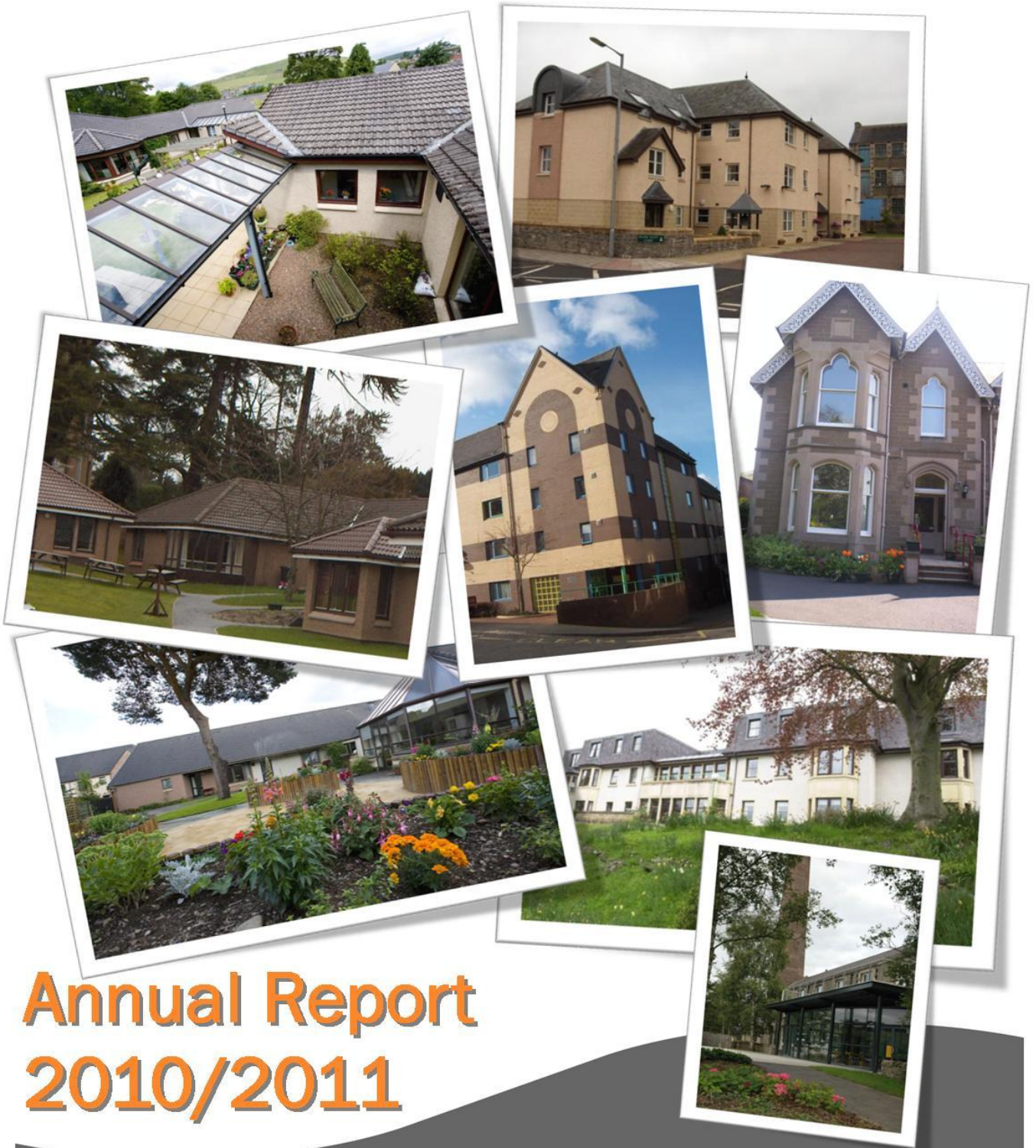




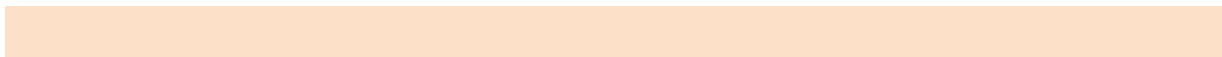
Eildon Care and Support Services



**Annual Report
2010/2011**



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OUTLINES OF OUR CARE AND SUPPORT SERVICES

| Type of Provision | Properties / Residents / Tenants | Staffing Establishment full-time equivalent posts) at 31 March 2011 | |
|--|---|---|---------------------------------------|
| Craw Wood Care home for people with severe dementia | 24 residents | 25.55 fte 4.25 fte 0.86 fte | Care Catering / Domestic Admin |
| Station Avenue Supported Living for people with learning disabilities | One 4-person, one 3-person, one 2-person and three 1-person houses (a total of 12 people). | 17.82 fte 0.41 fte 0.43 fte | Care and Support Domestic Admin |
| Station Avenue Outreach Care at home and housing support for people with learning disabilities living in the Duns area | 3 people used the service during the year. | 1.64 fte | Care and Support |
| Tenancy Support Service Supporting people to establish and sustain tenancies | 137 people used the service during the year. | 3.14 fte | Support |
| STEPS Supporting homeless people to establish tenancies | A pilot service with fixed term funding to March 2011. Decision awaited on extension funding application. | 2.0 fte | Support |
| Frank Scott Court Very sheltered housing for older people | 19 self-contained flats including 2 wheelchair properties | 1.85 fte 0.56 fte | Support Catering and Domestic |
| Millar House Very sheltered housing for older people | 6 flatlets and 9 self-contained cottages including 2 wheelchair properties | 2.22 fte 1.22 fte | Support Catering and Domestic |
| Oakwood Park Very sheltered housing for older people | 19 self-contained flats/houses including 3 wheelchair properties | 2.22 fte 0.55 fte | Support Catering and Domestic |
| Riverside House Sheltered housing for older people | 33 self-contained flats | 1.63 fte 0.84 fte | Support Catering and Domestic |
| Teviot Court Sheltered housing for older people | 44 self-contained flats | 1.85 fte 0.8 fte | Support Catering and Domestic |

INTRODUCTION

There have been many positive developments in our care and support services which are detailed in the individual reports. The following illustrate the range of the work during the year.

- The communal dining room at Teviot Court was remodelled and a small room incorporated to create a room which is much better suited for purpose.
- The kitchens in the flats at Riverside House were refurbished over a period of several weeks with tenants choosing their own colour schemes. There were no significant issues and the work went very smoothly.
- Station Avenue office finally arrived, to the delight of staff and residents.
- Craw Wood saw significant progress on the remodelling of the garden with assistance from Borders College and funded by the Friends of Craw Wood.
- The support services at Frank Scott Court and Teviot Court have been operating in close collaboration under the leadership of the Frank Scott Court Co-ordinator during the extended sickness absence of the Teviot Court Co-ordinator and this arrangement has worked well.
- The Craw Wood contract with SBC was renegotiated last year and we have been working to manage within funding constraints. There have been various measures to reduce costs, to maximise the value and to maximise income. For example we have restructured staffing, analysed spend and changed suppliers, stopped offering a respite service to use all 24 rooms for long-term residents. Work commenced to convert the 'guest room' to allow for a 25th resident.
- STEPS, the pilot service to help people who are homeless to set up and sustain tenancies operated throughout the year, its funding through Wider Role, EHA and Waverley Housing coming to an end on 31 March 2011. Some good results were achieved for individuals who used the service, and much was learned about how best to provide such a service. The outcome of an application for further funding for the work is awaited.

For a second year running we had severe winter weather to contend with and again staff came up trumps and kept essential services running despite the difficulties. Thanks are again due to the dedicated staff at all locations who went the extra miles, quite literally and on foot in some cases, and to the office based staff whose help was greatly appreciated.

Staffing

The Craw Wood Manager decided to leave to pursue other interests and we welcomed a new Manager in October.

Fixed-term contracts for the 3 STEPS workers ended on 31 March 2011.

Staff recruitment and induction has been carried out throughout the year.

5 staff attained vocational qualifications in Care.

Funding

Funding for services has been an ongoing concern. The funding from SBC for Craw Wood was unchanged from last year, and there was no change to funding for Sheltered Housing or Tenancy Support. Station Avenue rates remained unchanged but additional work due to the increasing needs of some residents resulted in higher income than anticipated and higher spend.

Regulation

Care Commission reports were received following inspections at Station Avenue, Craw Wood and the Tenancy Support Service and the grades awarded ranged from 4 - Good to 5 – Very Good (out of a maximum of 6) for all themes covered, confirmation of the high standards of these services.

Contracts

The contract with SBC for Craw Wood was finalised. The remaining planned changes to the service were introduced during the year with the aim of reducing costs while maintaining the quality of the service.

All Station Avenue residents have individual service agreements but some changes to requirements remain to be incorporated. The overarching contract with Social Work for the supported living service is still to be finalised.

The Supporting People contracts were not revisited last year so Sheltered Housing and Tenancy Support services continued as previously. We have continued to work with SBC around the TOPS (Transforming Older People's Services) agenda in relation to Sheltered and Very Sheltered Housing.

STATISTICS

Sheltered and Very Sheltered Housing Guest Rooms

The number of nights the guest rooms were used is shown below.

| Location | 06-07 | 07-08 | 08-09 | 09-10 | 10-11 |
|-------------------|-------|-------|-------|-------|-------|
| Oakwood Park | 54 | 31 | 39 | 26 | 42 |
| Millar House | 26 | 33 | 16 | 25 | 8 |
| Frank Scott Court | 91 | 55 | 27 | 46 | 35 |
| Teviot Court | 97 | 106 | 119 | 120 | 129 |
| Riverside House | 177 | 135 | 138 | 132 | 58 |

At Riverside the guest room was not available for 4 months to allow tenants to use the facilities while new kitchens were being fitted.

Sheltered and Very Sheltered Housing Meals

All the sheltered housing developments offer an optional mid-day meal for residents, and at Millar House an evening meal is also provided. At Frank Scott Court and Millar House meals are provided 7 days per week; at the other locations meals are not offered at weekends. The uptake of meals in the year is shown below. These figures are for two course lunches except at Millar House, where evening meals are included.

| Location | Days per week | Average meals per day | | |
|--|---------------|-----------------------|-------|-------|
| | | 08-09 | 09-10 | 10-11 |
| Oakwood Park | 5 | 8 | 7 | 6 |
| Millar House (lunch plus evening meal) | 7 | 12 | 14 | 18 |
| Frank Scott Court | 7 | 5 | 6 | 7 |
| Teviot Court | 5 | 8 | 9 | 9 |
| Riverside House | 5 | 12 | 10 | 11 |

The use of the meals service is variable, depending on the needs and wishes of the tenants at the time.

Meals were supplied by NHS in all locations except for Millar House where they were cooked by our staff on site.



CRAW WOOD TWEEDBANK

Care Home for People with Dementia



Annual Report

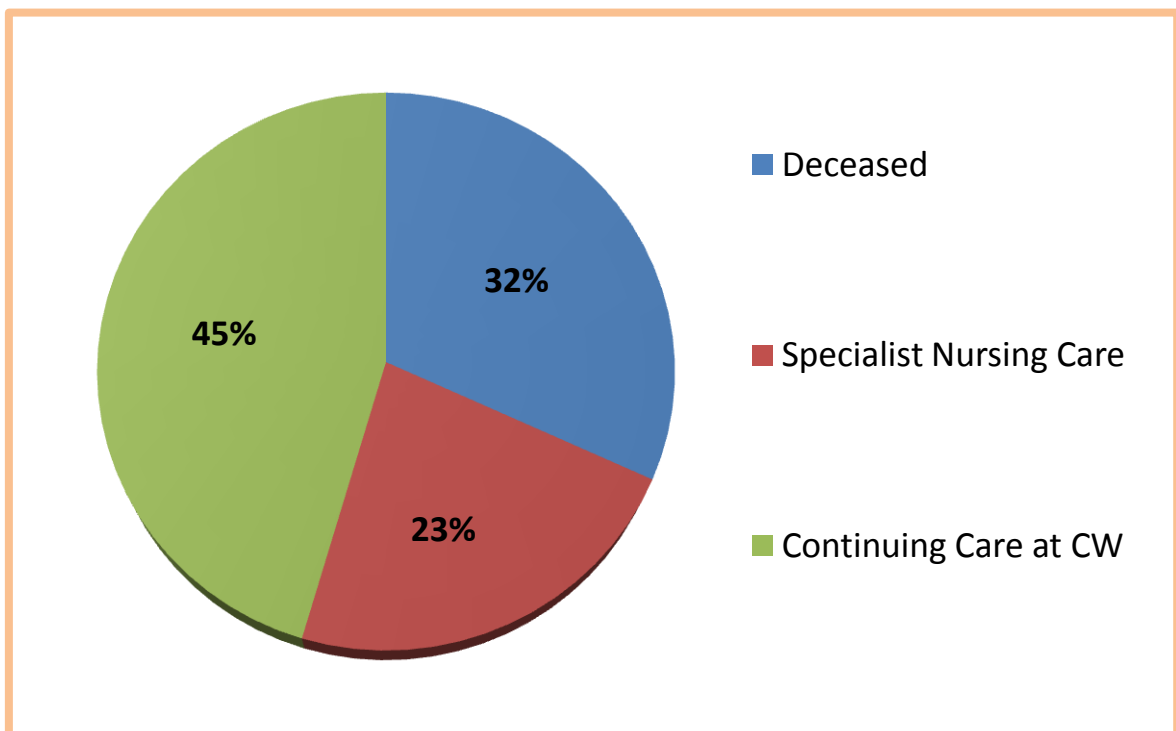
1 April 2010 –
31 March 2011

OVERVIEW

Craw Wood has continued to provide a high quality of care to the residents, which was indicated in a positive report from the Care Commission. The service and its staffing continue to adapt to meet the needs of the residents. In the last year we have streamlined the referral and admissions process. We continue to examine new opportunities to develop the service and expertise of the staff to extend into the community, meeting the changing demand for services for people with dementia. Craw Wood's interaction with external agencies has continued to evolve and reflect the current financial constraints, and changes in policy. Craw Wood will continue to explore ways to expand and diversify its service provision, ensuring that it remains at the forefront of dementia care, generating sufficient income to maintain viability.

TENANTS / RESIDENTS

As can be seen from the following chart, there have been a number of changes to our residents over the past year, with 12 residents moving on in one way or another. However, we do have several residents who have been with us for a number of years - one resident has been living at Craw Wood since 2003.



CARE AND SUPPORT SERVICES

Craw Wood consists of three houses, each with its own living/dining room, kitchen, a large bathroom and toilet. The houses are grouped around a landscaped garden and there is a pleasant conservatory for the use of all residents.

- All residents have their own bedroom with en-suite facilities.
- The main kitchen provides a wide variety and choice of meals and each person's dietary needs are taken into account.
- There is no set routine and residents can get up and go to bed whenever they choose and keep to their own routines. Staff members know each resident's preferences.
- Residents' interests are taken into consideration in arranging activities, outings and events. These can include walks, tea dances, singsongs, trips to shops, the hairdresser, church, visits to local restaurants, garden centres and parks, reminiscence sessions, dominoes, musical evenings, concerts.
- Residents who wish to smoke are supported and supervised to do so in the garden.
- There are no set visiting times, relatives are welcome to visit residents at Craw Wood at any time and are free to take residents for out for lunch, a coffee or a visit.

Homely Atmosphere

There has been new furniture, soft furnishings and décor in many areas of the building. Specific features are used to ensure the best environment for residents:

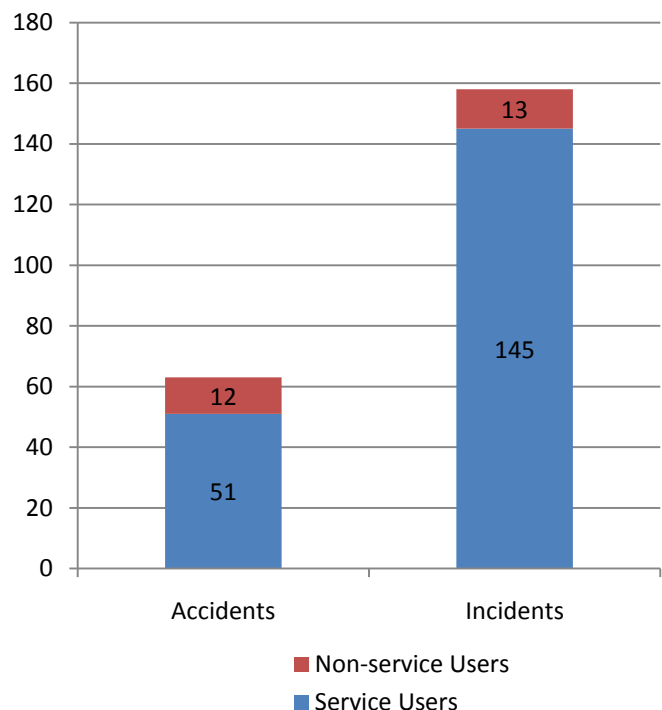
- Memory aids
- Adapted crockery and tableware
- Enclosed sensory garden and low risk walkway
- Rummage boxes
- Other features to engage residents and to help them orientate within the building (layout, furniture, decoration)

The Friends of Craw Wood took the lead in fund raising and organising the remodelling of the garden to make it particularly suitable for the residents. There are raised plant beds, a shaded pergola and levelled pathways. Planting out in the year ahead will create a calming multi-sensory garden for the residents to enjoy and those who wish will be supported to participate in its upkeep. The sensory gardens are due to be officially opened on the 13th May 2011, by Michael Moore.

HEALTH AND SAFETY

Every effort is made to keep the residents safe, but inevitably due to health, general frailty, sensory and cognitive issues there will be some accidents.

This chart show the number of incidents (events or health emergencies where there was a potential for injury) recorded and the number of accidents (events where injury occurred).



There were 6 serious injuries.

Physical restraint was required on 5 occasions.

SOCIAL ACTIVITIES

Morag Anderson, Care Worker, took a lead role in organising and facilitating many of the following activities alongside her colleagues to create lively and involving programs for everyone's enjoyment, including:

- Gardening
- Baking
- Outings
- Pet care / stroke a pet

- Gentle exercise
- Music and movement
- Concerts

Activities such as reminiscence therapy, music therapy and various complementary therapies were also provided.

We have been examining the use of a computer to assist the residents to interact and evoke memories and the programme will also help in monitoring the outcomes of involvement. This will assist to further develop a person centred approach for each individual resident.

STAFFING

There has been some staff turnover including a change of Manager and we are currently working on deployment of the team to maximise flexibility and efficient staff management.

Revised staffing requirements were eventually agreed by the Care Commission and these have been implemented. We have reduced the wakening night cover from three to two members of staff with back up sleepover cover; so far this is working satisfactorily.

FUTURE PLANS

The work on the sensory garden will be progressed as the seasons permit.

Plans are underway to alter the use of the existing guest room to another bedroom with attached facilities; in line with the aim of the service this will be incorporated into house 96 to provide a homely environment.

We are in discussion with the local colleges examining possible placement opportunities for students and project opportunities for Craw Wood to develop the memory lane idea.

We are currently looking to access the Change Fund money to enable us to develop an outreach service, demand for which is evident in this area.



STATION AVENUE DUNS

Supported Living and Outreach Service
for People with Learning Disabilities



Annual Report

1 April 2010 –
31 March 2011

OVERVIEW

It has been a productive year and the Station Avenue service has expanded to meet tenants' changing needs. A major theme is that service users have been increasingly involved in the development of the service.

Two of the service users moved house and one new person moved into Station Avenue.

The new office base for the service is finally up and running and has made a big difference to the operation and administration of the project. The Manager and Admin Assistant are based in the new office which also has a kitchen facility, a toilet and a small meeting room. The old office is being used for daily staff communication, record keeping and administration.

A newsletter for service users has been a great success and service users have really enjoyed being involved in its production, putting forward comments and articles for inclusion.

SERVICE USERS

The service has continued to support the 12 people living at Station Avenue and 3 people living independently or with relatives. In the course of the year one man has very successfully moved away from Station Avenue to a more independent Eildon tenancy in the town centre which he is very much enjoying; he is still receiving support from the service. Another man has moved from a shared house into a single tenancy on the Station Avenue site. A new service user moved from his family home into the group house, sharing with two other service users. The move for both him and his family has been a very positive one and he has settled very well into his new home. His family has been fully involved in the process and is very happy with the service.

We have been in discussion with Social Work about a likely new service user.

There were increases in the care required by two residents due to health issues and one service user has needed additional staff support since retiring from his day service. Funding for the increased staffing was agreed with Social Work.

CARE AND SUPPORT

The new WIN (What I Need) plan procedure was launched last year entailing a major shift in 'ownership' of the care planning process. It has been working well and service users are commenting via the review process that the plans and meetings are making a real difference to their lives.

As a follow on from developing the WIN plans last year we have developed and launched a new personal filing system for the service users and one service user was involved in trialling a new financial system and then did a presentation at the staff meeting. As a result, her system has now been adopted for all service users.

We have developed a user friendly and accessible staff deployment notice using photographs to enable service users to know who is due on duty in advance.

HEALTH AND SAFETY

There were 16 recorded occurrences which caused or had the potential to cause injury; 7 incidents which did not result in injury, 9 which did. The majority of incidents were related to the behaviour of two residents and a range of measures have been adopted to manage the risks.

SOCIAL ACTIVITIES

Holidays for the service users have been another major focus this year. Over the year there have been trips to Stirling, Dunfermline, and Edinburgh, Aberdeen and Scarborough and an adventure holiday in the Peak District.

There have been lots of trips to concerts, gigs and sporting events this year including the Bay City Rollers and rugby at Murrayfield.

Service users are very active in the local community – participating in various clubs and activities including line dancing, bowling, darts, rugby, library, swimming, aerobics, recreational rebound and speedway.

The garden ground at the back of the houses has been landscaped and one of the service users took a big interest in this and participated in the planning; he has a greenhouse and a shed and is very active in the garden.

STAFFING

There have been some staff turnover during the year and the staffing level has increased to meet the increased needs of some residents.

Service users have been involved in staff recruitment this year – holding open days and being present at interviews.

We have had two volunteer placements via Interest Link (a voluntary organisation that links volunteers and people in need to undertake leisure activities together).

Two staff members have successfully completed SVQ level 3 in Care. One member of staff is completing an HNC in Care.

As well as staff undertaking mandatory health and safety training throughout the year, other courses have included Autism, Customer Care Values and the Association's Staff Away day.

FUTURE PLANS

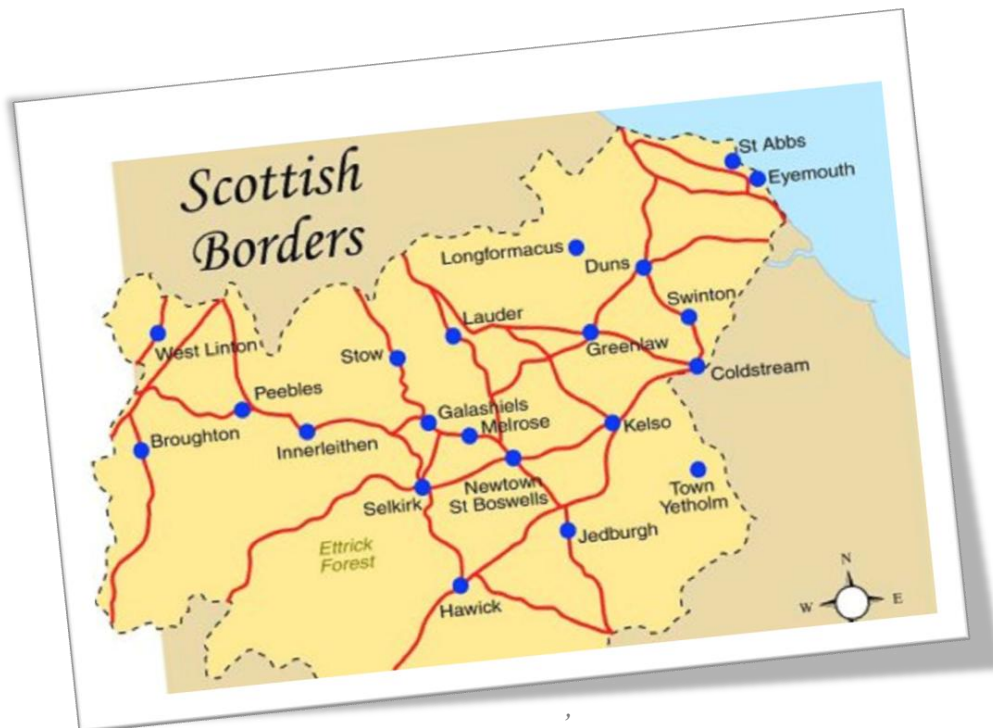
This coming year we plan to:

- Re-launch the service's Aims and Objectives
- Develop an ongoing event and holiday planning procedure
- Launch a user friendly complaints procedure as part of Eildon's overall review.
- Undertake team building for all staff
- Develop local IT Procedure and have all staff accessing laptops.
- Review Recruitment procedures as part of Eildon's overall approach.
- Develop a tool for measuring outcomes via the WIN plans
- Develop and deliver a Physical Intervention training strategy
- Embed the Eildon values and competency framework into our supervision and appraisal procedures.



TENANCY SUPPORT SERVICE

Supporting People to Establish and Sustain Tenancies



'A flexible support service delivered by specialist staff to help people to establish and maintain a successful tenancy.'

Annual Report

1 April 2010 –
31 March 2011

BACKGROUND

Eildon Housing Association Housing Support Service was established in 1993 and is funded by Scottish Borders Council (SBC) to provide flexible support to assist people establish, manage and maintain successful tenancies.

The service is registered with the Care Commission (now Social Care and Social Work Improvement Scotland- SCSWIS).

The Tenancy Support Service provides practical assistance in tenancy related matters including rent and money management, information and advice on benefits, teaching life skills to manage a tenancy and understanding the responsibility of being a tenant.

The service provides support with face to face visits, text messaging, telephone calls and e-mail to reach out and provide support to as many people as possible.

We operated a pilot pre-tenancy and tenancy set up service STEPS (Sustaining Tenancies, Empowering and Preventative Service) between January 2010 and March 2011 for applicants who had been assessed as homeless and in need of assistance to prepare, set up and establish a tenancy. This service was funded through Wider Role funding with contributions from Eildon Housing and Waverley Housing. STEPS aims to provide pre-tenancy support to help people gain the necessary skills to understand the responsibility of having a tenancy and provide support to set up their tenancy.

The Tenancy Support Service and STEPS have worked closely with Eildon's Housing Management and Financial Inclusion staff and various external agencies over the past year.

CHARGES FOR TENANCYSUPPORT SERVICES

The main service was funded by SBC, as in previous years. However SBC introduced a new charging policy and now assess people to see if they can contribute towards the cost of their support. From the beginning of 2011 people who use the service are required to complete a financial assessment to identify if there is to be a charge for the support provided.

There was no charge for accessing the STEPS service, which was separately funded.

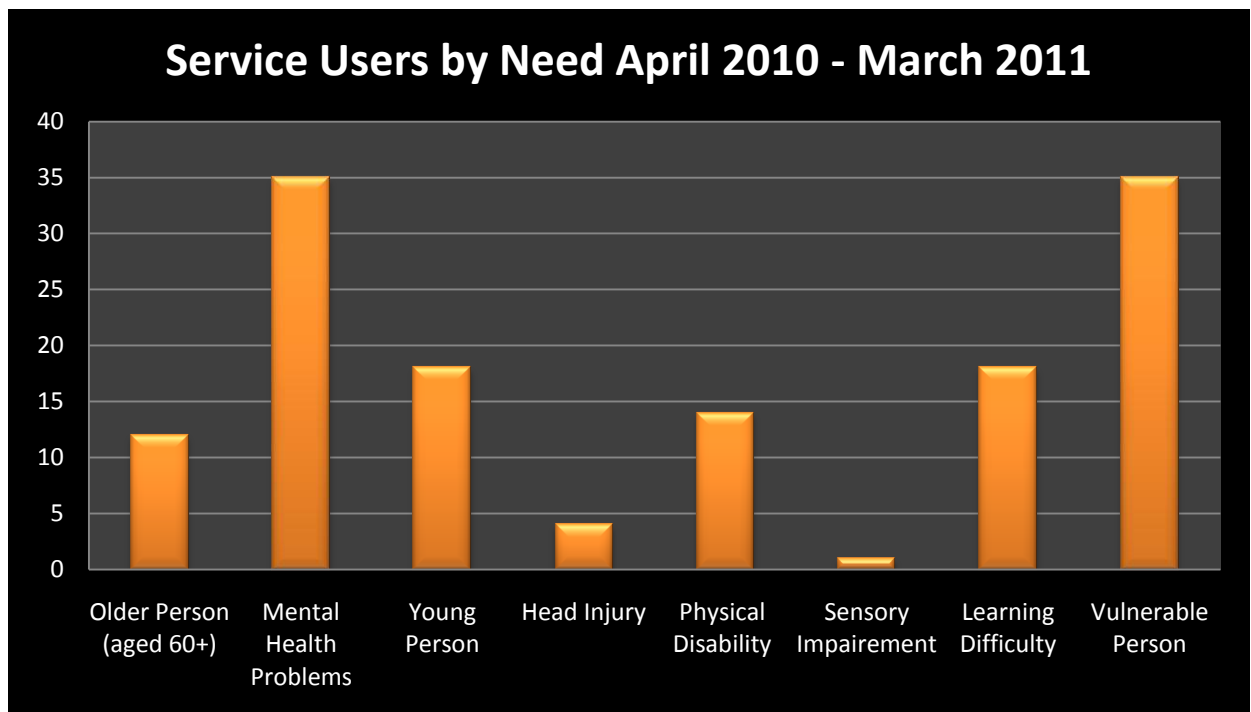
REFERRALS FOR SUPPORT

A total of 69 referrals were made to the main service in the period April 2010- March 2011 of these 33 people received regular support from the main support service. 310 people were identified as potentially requiring the services of the STEPS project. Of this a total of 119 were provided with a skills development programme to help prepare them to set up their tenancies.

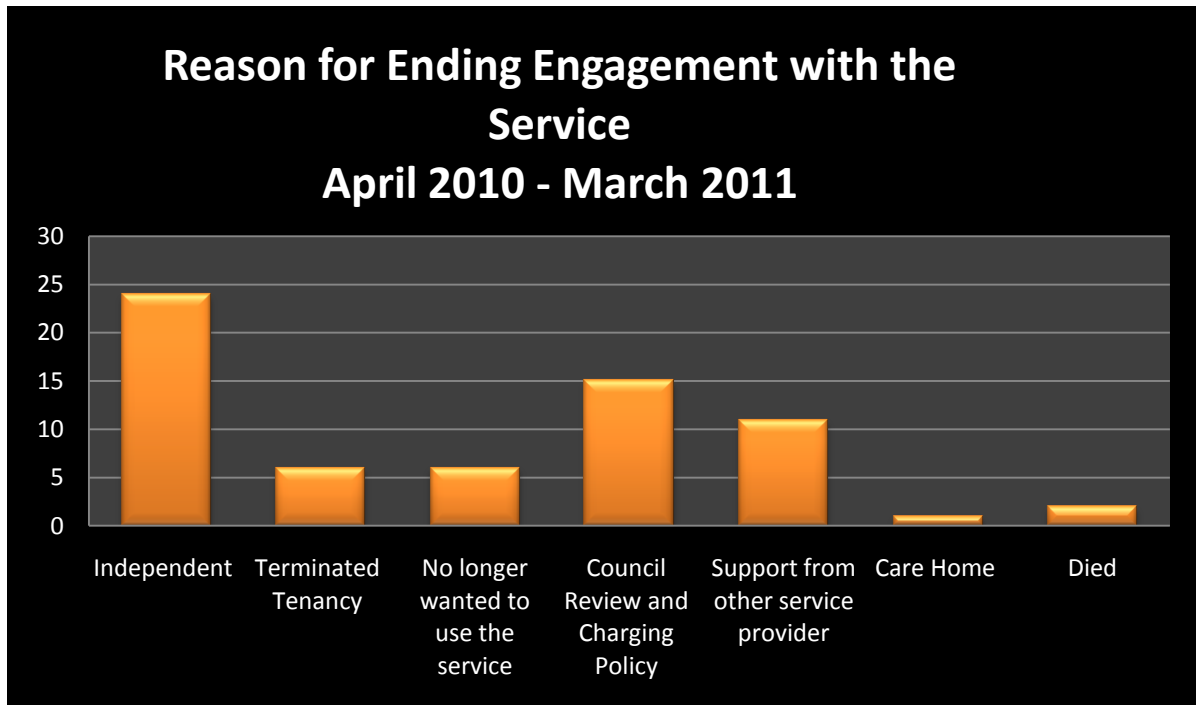
MAIN TENANCY SUPPORT SERVICE

A total of 137 people were supported through the main service this compared with 128 in the previous year. Scottish Borders Council requested we review all our clients in line with the revised eligibility criteria and to finish with those who were not seen as in “critical” or “substantial” need of receiving the service As part of this review 30 people no longer receive support from the service. In total 66 people finished with the service between 1 April 2010 and 31 March 2011. It is too early to say how these people are managing without support.

Clients Supported between 1 April 2010 and 31 March 2011



TENANTS NO LONGER RECEIVING SUPPORT



SERVICE DELIVERED

The main service has continued to develop the work on an 'outcomes' approach to help clients become independent in their tenancies.

Our support to these clients includes

- Assisting them to understand why the impact of their behaviour on their neighbours and the wider community and help them find ways to reduce their anti-social behaviour.
- Helping people who feel they are the victims of anti-social behaviour to report this and feel safer in their homes.
- Helping people who have difficulty with their money management including helping people prioritise spending to make sure they pay their rent and council tax and other essential bills.
- Support people who have personal difficulties and help them develop coping mechanisms to improve their self esteem and sense of well being to help them feel safe and comfortable in their own home.
- Other support activities include accessing grants for furniture, white goods, carpets and other essential items, setting up utilities

contracts, completing Department Working Pensions forms, exploring leisure activities and employment opportunities, liaising with other agencies and dealing with tenancy related matters on behalf of our service users.¹

- For some clients contacting us by text and seeking support as and when required is working well and they float in and out of the service as required. This is working well for people that only require help with filling in forms or understanding certain letters; it has helped them keep on top of managing their own affairs and subsequent tenancy sustainment.

For many of the people who use our service help with the above has prevented court action for rent arrears, prevented action against their tenancy due to anti-social behaviour and reduced neighbour complaints

STEPS

The STEPS project was a pilot project to help people who have been homeless and had an unsettled way of life to help them to prepare and set up their tenancies to improve tenancy sustainment. Research showed that tenancies often fail in the first year because people did not get appropriate support to prepare and set up their tenancies. Reasons for tenancy failure included people being allocated properties in lower demand areas; the inability to secure adequate furniture and equipment, debt problems resulting from poverty and inability to maximise income and/or manage money and social isolation².

Our intended Outcomes were

- Improved self esteem and confidence
- Individuals are prepared for independent living
- Individuals set up their tenancy well
- Individuals have the skills and knowledge to sustain their tenancies

¹ See appendix 1 for case studies for the main stream service.

² What Causes Tenancy failure and Can Choice Help? Analysing Tenancy Sustainment in British Social Rented Housing by Hal Pawson, Heriot Watt University , Moira Munro, University of Glasgow

119 people have received support through the Steps project. Many other not requiring individual support were signposted to appropriate agencies e.g. Home basics, Housing Benefit Offices.

SKILLS DEVELOPMENT PROGRAMME (PRE-TENANCY SUPPORT)

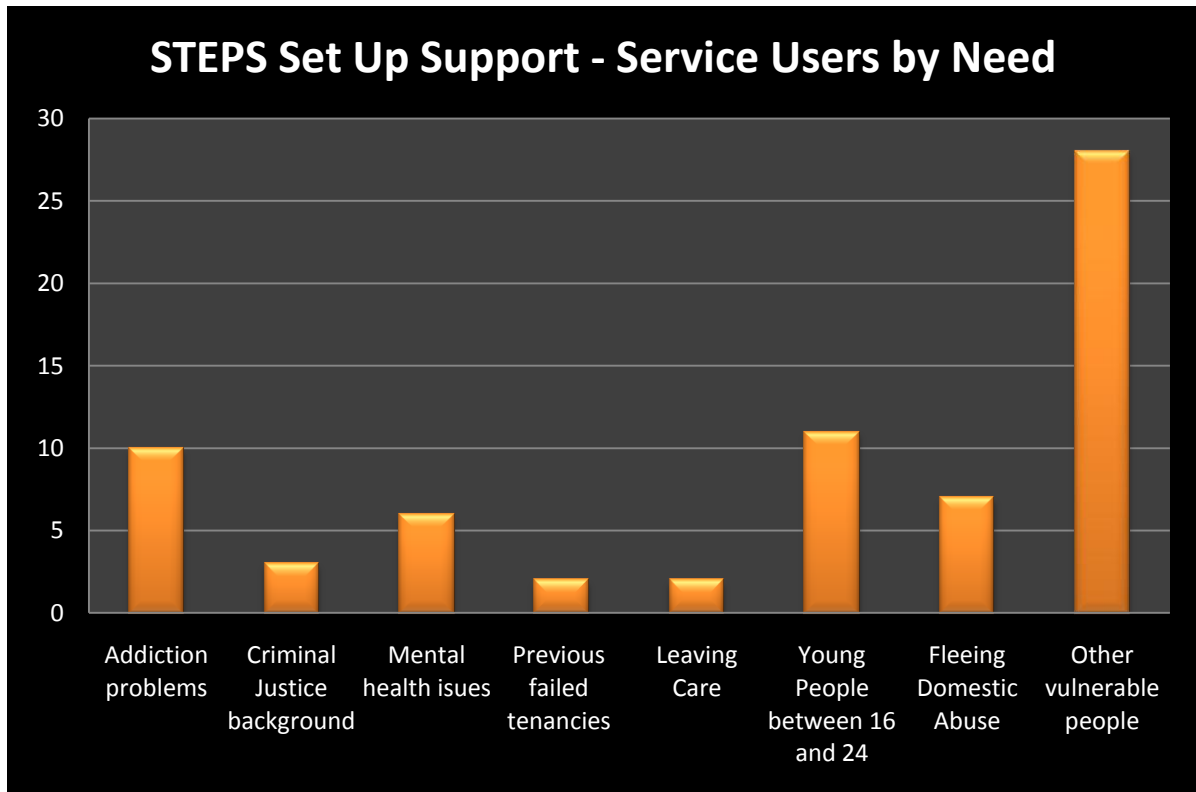
STEPS provided a skill development programme to help prepare people set up their tenancy. Initially we envisaged running workshops in Kelso, Galashiels and Hawick however, the uptake of this was very poor and we refocused the programme to meet individual needs. For some people this programme consisted of several visits prior to them taking up their tenancy to ensure they were fully aware of the responsibilities they would have as a tenant and to identify what support they would require when they were offered a tenancy. For others they have worked more intensively with their support worker following a range of activities to increase their skills and better prepare them for taking on a tenancy.

The activities included:

- Planning to move to live independently, information, advice and assistance on claiming Housing benefit and Council Tax rebate, help to apply for grants for furnishing and white goods.
- Improved budgeting skills by looking at how to manage income and prioritising essential payments.
- Rights and responsibilities of being a tenant including respecting neighbours and managing the behaviour of visitors.
- Health and well being, looking after themselves including eating healthy foods and cooking on a budget.

SET UP SUPPORT

Of the 119 people 69 were given additional support to set up their tenancies. These clients had been homeless for a range of reasons. (See table below)



We assisted people to access furniture through Fresh Start Borders who provided emergency start up packs to people in need and to access furniture and items from Home Basics, a local furniture recycling project.

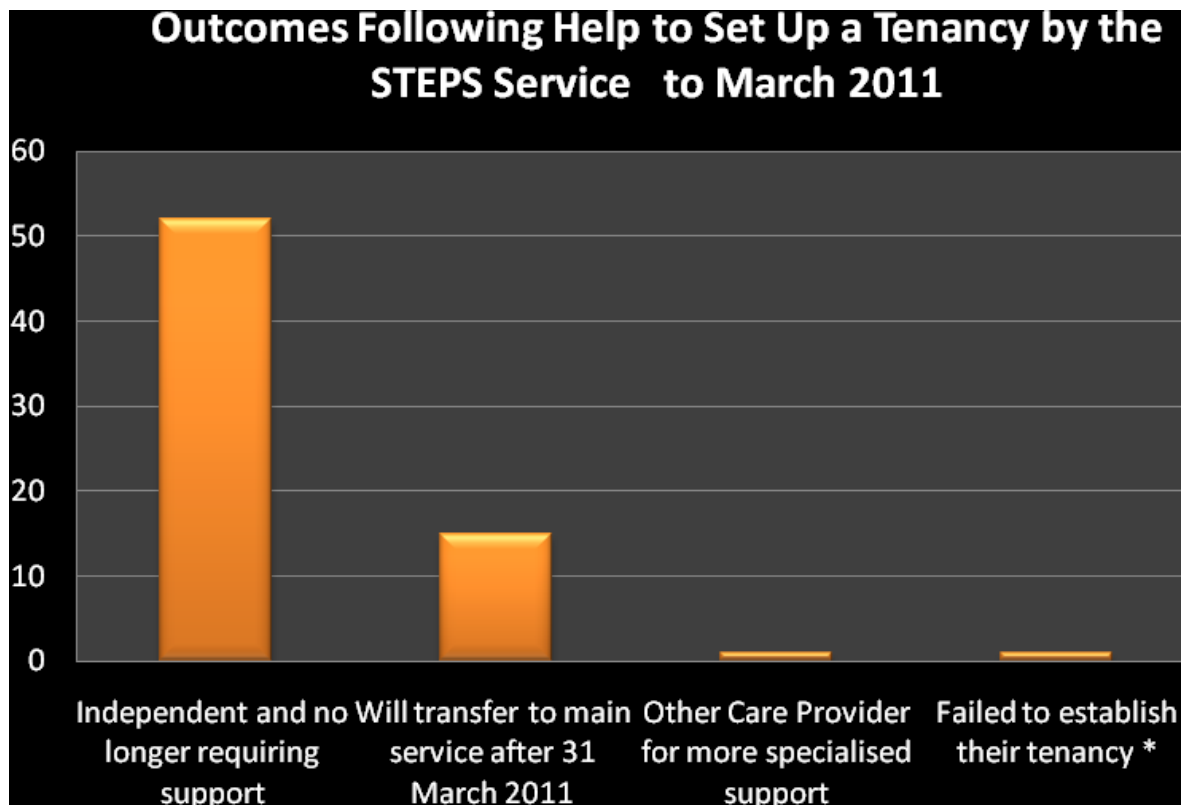
There is an ongoing issue for people accessing flooring and white goods. In the past Eildon would have provided furnished accommodation to help overcome these problems. However by assisting people in this way, people became trapped in the Benefits system when their circumstances changed as they were unable to afford to move into employment. Our approach has been to assist in seeking more cost effective solutions which are not benefit dependent.

All the people who used the STEPS project indicated the additional support had been very beneficial to help them become established in their tenancy and they commented that their self esteem and confidence had improved. Evidence from the EHA and Waverley

demonstrated there had been no major issues with how people had been managing their tenancies. Any rent arrears people accumulated over the first few days of their tenancy while moving in have been managed with affordable and agreed repayment plans.³

The STEPS project has been really beneficial to homeless people to both prepare them and help them take on a tenancy and assist them to set up their new home. Unfortunately the project funding ceased at the end of March.

The table below shows the outcomes achieved by people using the service.



*The person who failed to establish their tenancy had been housed prior to STEPS therefore we were unable to assist in the early stages and the tenancy was not established.

WORKING WITH OTHER AGENCIES

We work in partnership with others to provide comprehensive support for some clients. We continue to have good links with Social Work, NHS and mental health teams, Money Advice, Fab Pad and Furniture Recycling

³ See Appendix 2 for case studies illustrating individual client outcomes.

Projects as well as a number of voluntary agencies. Our relationship with the Homelessness Support Service through jointly developed paper work and regular meetings with STEPS has strengthened and we work closely with this team to ensure people who have experienced homelessness establish their new homes and prevent repeat homelessness.

The service worked closely with the Migrant Support Service to provide help to those with a limited knowledge of English. The Migrant Support worker has produced an extensive information pack for staff to assist them in the future as the Migrant Support Project ended on 31 March 2011.

Between both services we have received approximately £14,500 additional funds for clients from the various grant applications to help with furniture, white goods, carpets and children's equipment. Some of the funds received came from local charities which have been gratefully received by clients to ease pressure in difficult circumstances.

STAFFING

The service is provided by a team consisting of a Tenancy Support Co-ordinator, three part-time Tenancy Support Workers and had three part-time Tenancy Sustainment Workers to provide the STEPS service.

Staff undertook various training over the year to inform safe practice. Training included Adult Support and Protection (Scotland) Act 2007 and multi-agency guidelines, Lone worker training, Benefits training, leadership training and SVQ training in preparation for registration with the Scottish Social Services Council (SSSC).

FUNDING

The Tenancy Support Service is funded by SBC who again extended their interim contract. In common with other services SBC will be seeking to make savings and our funding for the future remains uncertain. We continue to explore ways to strengthen and develop the service and have had several meeting with Council staff to identify how they would like the service they fund to be delivered. We still have to finalise the contract for 2011-2012.

STEPS was funded until March 2011 at the time of writing this report we are still waiting to hear if we have secured funding for the project for an additional year.

SERVICE DEVELOPMENT

We continue to review our practice of providing support to help us meet the needs of our clients to sustain their tenancies. We have received encouraging comments from clients who feel they have benefited from our services, particularly some who have now finished using the service.

The current financial climate has had an impact on many of our tenants as they struggle with the legislative changes to the welfare benefit system. Our work in helping people with managing their money to meet all essential bills has increased and we anticipate this being a significant area of work for the year ahead. One client group where our work has increased are people who experience learning difficulties as opposed to having a learning disability. This group of people often find there are no other services available to them and there is a need for ongoing support to help them to manage their money to protect their tenancies and to give them continuous reminders about the necessity to make paying their Rent and Council Tax a priority.

We plan to introduce a more effective support planning and evaluation tool to build on the work we developed 18 months ago based on the Outcomes approach. Included in this will be a way of recording service and individual achievements through the outcomes as opposed to measuring output.

As many of our clients struggle to afford carpeting we would like to explore with other agencies developing a re-cycling carpet project where we remove carpets from empty properties, have them cleaned and then refitted in properties where people have no means of purchasing these themselves.

This project could also be incorporated in a life skills project providing people who learn new skills with the aim to assist them employment.

REGULATION AND MONITORING

The Tenancy Support Service is registered and monitored by the Care Commission, now known as Social Care Social Work Improvement Scotland (SCSWIS) which regulates the quality of housing support services nationally. They carried out an inspection of the service in August 2010 and we were awarded a Grade 5 rating the service as

'very good'. The inspection identified no recommendations or requirement to improve the quality of the service. A copy of the report is available on request or can be accessed on the SCSWI website.

EVALUATION

When people finish with the service they are sent an evaluation form to complete. We received many very positive comments including ...

"owing to the excellent support work received, ...I am now able to cope to a large extent and manage my daily routine. Thank you for providing such an invaluable service".

" very beneficial indeed"

" very supportive"

"... I didn't have any confidence and I was able to relax more knowing I had the support of my STEPS worker"

" They helped me start out with a new life"

"...Helped me get my tenancy set up and helped with Housing Benefit, Community Care Grant etc that I wouldn't have known anything about".

However, feedback is not always positive and one client felt our services was 'useless'. We did look at the support that was offered and concluded that their needs were out with the remit of the service and our efforts to support them access more appropriate services were looked on negatively by the client.

We are looking at developing a more comprehensive and individualised evaluation tool to monitor individual achievements through outcomes as opposed to measuring output. Hopefully this will be more meaningful for clients to see what they have achieved and will also be beneficial for applying for additional funding for the service.

APPENDIX 1

X

X was living in an Eildon property that had been purchased when the Association was founded and it was no longer considered to be suitable. However the X was settled and did not want to move initially. His support worker involved other departments within the organisation to help X see the benefits of moving. The Association was refurbishing a similar property and X was assisted to view it, which helped him agree to move. X received a grant and his support worker helped him purchase suitable floor coverings and curtains. Due to X's mental health it was felt important that he was assisted to arrange the amenities, complete Housing Benefit forms and have everything in place prior to moving. The transition between the two properties went smoothly and X is really pleased with his new flat and has settled in well. Although he would like ongoing support, he has now been assessed as needing to pay a contribution towards the cost of the service so has decided to try to get by without further support.

G

G has now received support for over 12 months. He initially was referred to our service as he had high rent arrears and was at risk of losing his tenancy. Our service is generally offered on a short term basis but G's support worker felt he would need long term support to manage his money effectively. G was unable to fully understand the consequences of his actions, he was unable to prioritise his essential spending and has limited ability to manage his money on a day to day basis. G's support worker referred him to the Learning Disability Services for an assessment; however, he did not meet the criteria for support through their services.

G's support has been reduced following the recent SBC exercise to review client's support packages. We agreed to reduce his visits to monthly but his spending was so out of control we increased his support and now visit fortnightly. G is vulnerable and is unlikely to be able to effectively manage his spending without help. We hope we can continue with this level of service to prevent issues arising even though he does not meet the current Social Work eligibility criteria for housing support services.

APPENDIX 2

H

H has been in and out of prison for the last 10 years and had lost all family ties. He also has problems with alcohol and suffers from depression. Although the service tried very hard to contact H prior to taking on a tenancy this was not successful. However as soon as he was offered a property in November 2010 he welcomed the contact with the service. Support was given to prepare him to take on the tenancy. H required support in all aspects of setting up a tenancy including help to complete and understand the Housing Benefit and Council Tax forms; assistance to apply for a Community Care Grant; help to access furniture from Home Basics and organised a Fresh Start pack; help to set up his utilities and make his flat homely.

H has now been in his tenancy for several months and has settled into his new environment and gets on well with his neighbour. He loves his flat and is determined not to lose it and really wants to get his life back on track. Since his move he has more confidence and self esteem, he has made contact with some of his family and he and his ex-partner are trying to rebuild their relationship. H has the confidence to deal with his mail, which he has never done in the past and he is now receiving support from a specialised agency to overcome his alcohol problems. He had small rent arrears from the start of his tenancy due to the overlap from his homeless accommodation ending and the new tenancy starting. H was very keen to pay these and his STEPS support worker helped him set up an acceptable repayment solution with his landlord

K

K is 22 years of age with a young son just over a year old. In the past K has had failed tenancies and was reluctant to engage with support workers. She could not budget well and ended up with arrears and losing the properties. After leaving an abusive relationship she needed help and was given furnished temporary accommodation by the homelessness team of the Scottish Borders Council.

STEPS provided K with some pre-tenancy support prior to her moving into her tenancy. This gave her time to plan the move and improve her understanding of the responsibilities of taking on a tenancy and identify why things had gone wrong in the past. STEPS were able to assist K to organise the move and apply for funding for essential items of furniture

several weeks before the tenancy started. A Fresh Start Pack was provided and she received funds through a Community Care Grant and other charities totalling £1835. This enabled K to buy beds, settee and chairs, cooker, fridge, carpets and essential household utensils.

K has now managed to set up a comfortable home for herself and her son and she has more confidence. However she does require some low level support for a few more months to continue to help her build her confidence so she can manage and sustain her tenancy.



FRANK SCOTT COURT, HAWICK

Very Sheltered Housing for Older People



Annual Report

1 April 2010 –
31 March 2011

OVERVIEW

Frank Scott Court, opened in 2002, has a very pleasant outlook over two of the town's bowling greens and is situated on the A7 across the road from Hawick High School. We have 19 self contained flats, 2 of which are designed for wheelchair users. There is a guest room, a communal lounge and a laundry, all of which are very well used.

TENANTS

We have 23 tenants including 4 couples. The average age is 83 yrs. All enjoy the safe environment and most of the tenants enjoy the company of each other at the social gatherings in the communal lounge. Many of the tenants have commented on how living in Frank Scott Court has improved their quality of life. Sadly, during the year 4 tenants died and 2 tenants moved to residential care.

CARE AND SUPPORT SERVICES

The staff provide housing support to all tenants, the level of which is given on a needs basis. Care is also provided by outside agencies. At the moment we have a total of 52.5 hrs of home care provided each week to the tenants at Frank Scott Court by a number of agencies. 90% of this is personal care. Care providers are Choices Care Services Ltd, Hawick Care Company and Scottish Borders Council. Health professionals also provide services within the development and a number of tenants are supported by relatives and friends.

We offer tenants a mid-day meal which is provided by the Borders Health Board. We have an average of 7 people having lunch during the week, rising to between 10 and 12 at weekends. Four tenants from Teviot Court have meals with us at weekends.

HEALTH AND SAFETY

Only 1 accident was reported last year, this was not too serious. Health and safety checks are completed regularly and risk assessments reviewed at least annually. We have regular visits from the Fire Brigade, who carry out house to house visits to all tenants, reinforcing our Fire Policy and giving advice on fire safety.

Legionella precautions are carried out weekly and shower heads in all flats are disinfected every 3 months.

SOCIAL ACTIVITIES

We have had a busy social year in Frank Scott Court. We have enjoyed a variety of musical evenings including a Common Riding Concert and a St Andrew's night Celebration. We had our 9th anniversary party, an Easter afternoon tea and we celebrated the Royal Wedding in style with champagne, strawberries and a lovely cake. We have had clothing sales and jewellery sales, no men attended any of them though! A weekly games evening is held and we have morning coffee and afternoon tea every day. We did a fundraising event for Marie Curie Cancer Care. We have a monthly church service and the collection goes to whatever charity the church is supporting at the time.

STAFFING

Staff are on duty between 9am and 5pm Monday to Friday and 11am – 2pm at weekends.

Since October 2010 we have been working jointly with Teviot Court due to long term absence of the Co-ordinator there. Currently the FSC Co-ordinator is managing both developments with two Assistant Co-ordinators each working additional hours, the remaining hours covered by relief members of staff. We also have 3 part-time Domestic Assistants between the two developments.

Staff have undertaken training as required throughout the year to maintain and develop necessary skills. The Eildon Away day was enjoyed by the staff team who attended.

FUTURE PLANS

Some of the communal areas will be redecorated this year.



MILLAR HOUSE MELROSE

Very Sheltered Housing for Older People



Annual Report

1 April 2010 –
31 March 2011

OVERVIEW

Named after Jimmy Millar and opened on the 4th April 1997, Millar House continues to offer a unique facility within the Scottish Borders.

As a very sheltered housing development within the Eildon Group, varying degrees of support are offered to the 16 current tenants. The accommodation comprises of six flat-lets within the main house and a further 9 cottages within the grounds.

The main house also has communal facilities consisting of a lounge/conservatory with dining area, a laundry, assisted bathroom and single guest room. Afternoon tea in the lounge is a lovely social time open to all tenants and their visitors and many tenants find it is a valuable part of the overall service.

TENANTS

We presently have 6 tenants living in the main house and 10 tenants in the cottages including one couple, tenants range in age from 60 to 91 yrs. Over the past year two of our tenants have sadly passed away, two have moved on to residential care and one has moved within the development to a wheel chair adapted cottage.

We have welcomed two new tenants to Millar House in the past year who have settled in well and are enjoying living in very sheltered accommodation.

CARE AND SUPPORT SERVICES

Staff provide varying levels of housing support according to the needs of each tenant. In addition, extra care and assistance needed to maintain independence is provided formally by external agencies and informally by relatives.

At the moment external agencies (ILS, Scottish Borders Council and two private Carer /domestic) provide 52 hrs per week of personal care. 7hrs per week approximately are provided for shopping and laundry services. Five of our tenants do not require homecare support at the moment. Other specialised health services provide approx 5 hours

weekly support to some tenants. We currently have one volunteer who offers 1-1 befriending for a tenant.

We continue to maintain good communication with external care providers which helps to ensure tenants are receiving a high overall quality service.

The invaluable help and support given by families added to that given by the staff team enable us to achieve our primary aim of maintaining the tenants' independence within the community here in Melrose.

We have continued to offer two meals daily, prepared in our kitchen, for tenants living within the main house. This service is also open to our tenants in the cottages and continued to be very popular. Our catering staff along with the Co-ordinator continually seeks feedback on the meals service and views on the menus. Our catering team will continue to review the menus regularly and include tenants' requests where possible.

We provide a lighter evening meal with tea and cakes which our tenants enjoy. Our tenants find that meal times give them opportunity to have a 'blether' and catch up about the day's events.

HEALTH AND SAFETY

We carry out regular Health & Safety checks which include fire safety, risk assessments, maintenance of equipment, Legionella precautions and staff training.

There were 6 recorded accidents/incidents in 2010/2011 none of which were serious.

SOCIAL ACTIVITIES

We continue to offer activities for our tenants and gauge their wishes by holding regular discussions alongside distributing short questionnaires which enable us to have a full and varied social calendar which meets the needs of tenants.

Activities during the year included dominoes, fish supper and musical evenings, outings and clothes parties.

Over the past year Millar House has been visited by pupils from Melrose primary school. At Christmas time they sang carols and chatted with tenants which everyone really enjoyed. The pupils returned in January to read Robert Burns poetry and some of our tenants were invited to a Burns afternoon at the school. Our tenants all commented on how they had really enjoyed the company of the children and are keen for them to visit again. We plan to organise for some of the children to come along and play games and chat with our tenants.

We continue to explore ways of increasing our tenant's social fund including raffle draws, jam /marmalade sales, domino draw and donations. The garden to the rear of the main house lends itself to hanging baskets and a variety of pots, which tenants enjoy; the majority of our social funds are used up at this time of year to pay for this.

STAFFING

We continue to work together with Oakwood Park staff across both developments.

Due to financial cuts to our budget by SBC and a part-time position being vacant, there was a staffing review. Millar House & Oakwood Park initially trialled two part-time temporary contracts for a short period, before advertising for a permanent shared part-time Assistant. Our new Assistant took up her 20hr shared post in October.

The hours on-site continue to be: 9am – 6pm Mon - Fri.
12.15pm – 6pm Sat & Sun

The staff team consists of:

- 1 Co-ordinator (37hrs)
- 1 Assistant Coordinator (22hrs)
- 1 Assistant Coordinator (10hrs)
- 1 Cook (20hrs)
- 1 Catering/Domestic Assistant (16hrs)

Staff training continues to be encouraged and our staff strive to maintain a good level of skill and knowledge. Training included:

- Emergency First Aid
- Elementary Food Hygiene
- Adult Support and Protection
- Basic IT training
- Moving and Handling
- Customer Care

Staff also enjoyed the Eildon Away Day this year.

FUTURE PLANS

We will continue to provide a quality service where residents can feel safe and supported to maintain independence. We hope to embrace any changes and look to develop the service in a manner that will be of value to our tenants and fit in with the Scottish Borders Council plans for the future of services for older people.

We are looking forward to the new stair and hall carpet being fitted and planning to upgrade the on site call system better meet the needs of the service.



OAKWOOK PARK GALASHIELS

Very Sheltered Housing for Older People



Annual Report

1 April 2010 –
31 March 2011

OVERVIEW

Oakwood Park has now entered its eleventh year since opening in 2000. There are nineteen self contained flats, accommodating up to thirty two people. Communal facilities include a large lounge & dining room, laundry, two guest rooms, a communal bathroom & attractive courtyard garden.

Oakwood Park is situated in a very green & pleasant area of Galashiels bordering on Scott Park yet within walking distance to the town centre.

TENANTS

The nineteen flats at Oakwood are currently home to twenty two tenants, including three couples. There is one remaining original tenant at Oakwood.

Ages range between 52 & 91; the average age is 79 years.

Sadly over the year there were three deaths & three tenants moved into residential care.

One tenant moved within Oakwood.

CARE AND SUPPORT

Staff at Oakwood provide Housing Support to tenants at varying levels dependent on individuals circumstances. , External agencies provide any additional support/care that a tenant is assessed to require to maintain an independent lifestyle.

Personal care has decreased by 60% compared to last year. External agencies (SBC Homecare & ILS) now provide 53 hours per week to 6 tenants. SBC Night Support Service attend twice every night. Health care professionals provide ongoing/as required services within the development.

30% of tenants are assisted in some way by family.

There is an optional week day lunch service with meals prepared at Borders General Hospital. An average of five tenants use the service daily & one non-tenant attends twice weekly.

Weekly services: One tenant uses the SBC Shopping Service, one tenant uses an external laundry service, one tenant uses Gala Wheels, one tenant uses WRVS volunteer transport & no tenants use the SBC food delivery service.

Six tenants attend local day centres a total of eight days per week.

HEALTH AND SAFETY

Co-ordinating staff carry out weekly, monthly checks, as required, testing fire alarms, emergency lighting, alarm systems etc throughout the development. The Community Care Co-ordinator carries out quarterly Health & Safety audits.

There were twenty one reported accidents/incidents at Oakwood last year. Twelve of these were falls, four of the falls resulted in hospital admissions, & one of these remain ongoing.

SOCIAL ACTIVITIES

Tenants are consulted at meetings, in newsletters, questionnaires, surveys & discussions, to determine activities they would like to engage in. Over the year there are regular visits by the Red Cross to provide therapeutic massage, communion, Harmony concerts & Pets as Therapy. Weekly events include dominoes, scrabble & there are always cuppas!

There were outings to Peebles, Teviot Smokery, The Dryburgh Hotel, Caldwell's and The Gyle, Edinburgh. Outside caterers supplied the fare for a Burns Supper, St Andrews Day, Gala Day and the Christmas Party.

Tenants enjoyed our first 'Christmas Fayre' which was well supported by tenants, family & Eildon staff.

Over the year there were two tenants meetings, two committee meetings, and an AGM. The committee decided to suspend its activities for the present due to lack of office bearers.

The Braw Lad & Lass visited, the District Nurses held a Flu Jag Clinic.

The neighbouring SBC Day Centre & ourselves extend invitations to each other to some events.

Currently the Tenants Social Fund is very healthy and in the enviable position that there is no requirement for fundraising for the year ahead, instead spending is the issue!

STAFFING

Staffing

Due to financial constraints and a part-time position being vacant, there was a staffing review. Oakwood Park and Millar House initially trialled two part-time temporary staff for a short period, before advertising for a permanent shared part-time Assistant.

There have also been changes to the Relief Staff register. The Association now requires relief staff to have all mandatory training before employment commences.

Permanent and Relief staff have undertaken the following training as required and appropriate to maintaining & developing skills:

- Adult Protection
- Equal Opportunities
- Infection Control
- Dementia Training
- Supervision
- First Aid
- Eildon Customer Services
- Moving & Handling
- Fire Marshal
- Fire Extinguisher Training
- Eildon Intranet
- Conflict Issues
- Lone Working
- Mental Health Awareness
- Eildon Away day



RIVERSIDE HOUSE PEEBLES

Sheltered Housing for Older People



Annual Report

1 April 2010 –
31 March 2011

OVERVIEW

Riverside is an established sheltered housing service, spanning 23 years, with two of the original tenants continuing to enjoy living here. Riverside House comprises of 33 flats, 4 of which are one person flatlets. There are also communal facilities which include lounge, dining room, laundry, walk in shower room and various areas throughout the building offering additional seating.

Two guest rooms are available and are well used by friends and relatives of tenants.

TENANTS

Riverside tenants range in age between 62 years and 94years. We currently have 34 tenants including 2 couples.

Sadly over the last year we have seen 9 changes of tenancies, 7 deaths and 2 tenants moving on into long term residential care.

CARE AND SUPPORT

The support required by tenants varies, dependent on general health and well being. Support is provided from SBC Social Work Homecare, ILS, Hawick Care Company, Borders Caring services and family members.

The break down is as follows:

- 13 people have personal care
- 25 have domestic (12 people having both)
- 8 have no care provided

Four tenants use SBC shopping service and 2 the laundry service.

Two tenants attend the local day centre on various days.

Social Work Rapid Response team continue to offer support as and when required in the form of the Short Term Assessment Re-ablement Team (START)

A lunch service, which continues to be well attended, is available Monday to Friday. Meals are provided by Borders Health Board and are cooked daily at Haylodge Hospital.

HEALTH AND SAFETY

Risk assessments are reviewed and updated as required, including relevant health and safety documentation logged every quarter.

This year has seen a slight increase in minor accidents, mostly trips and falls within tenants own flats.

SOCIAL EVENTS

Tenants have enjoyed various outings in either the Eildon mini bus, or with the Community Transport mini bus from the Volunteer Resource Centre, Tweed Wheels over the past year. Outings have been to The Gyle, Edinburgh's Botanical Gardens, Caddy Man restaurant and Jedburgh Abbey, Moffat and the Woollen Mill, Eyemouth, Traquair House and the Steading restaurant.

We have plans to go back to Eyemouth, the Gyle and to visit the new Walkerburn coffee shop soon.

Concerts continue to be provided by the Harmony Group and are always looked forward to with enthusiasm. Monthly concerts are always well attended with around 18 tenants attending and joining in. These have become firm favourites on the social calendar. However, we were concerned to hear the Harmony group may have problems securing funding to enable them to continue with this valuable source of entertainment.

The lounge is also used regularly for afternoon tea, DVD evenings and armchair exercises.

Various companies have visited to showcase their goods for sale. These include KT Clothing, Occasion Gifts, Silver Raindrop jewellery by Lesley Kerr, Body shop, Lloyds chemist and Joy by Design Jewellery. Pets as Therapy visit us with George the spaniel, about once a month and the tenants have a lot of fun with him on his visits.

Some tenants have registered with WRVS to go shopping to Tesco on a weekly basis.

The Resident's Fund has been contributed to by tenants, friends, relatives and visitors in the form of raffles, sale of cards and bric a brac stall. The fund has been used to provide an afternoon tea catered for by the staff at Riverside, to buy plants for the garden pots/hanging baskets and to subsidise bus trips.

The Christmas party, always a firm favourite, was also subsidised from the fund; local entertainers performed and it was well attended.

Tenants were also invited to attend a talk in the lounge on Energy Saving. Some tenants were able to receive a TV Power Down which saves both money and time.

STAFFING

There have been no changes to staff hours this year.

Riverside House is staffed 9-5, Monday to Friday and from 9-12 Saturday and Sunday.

The staff team consists of 1 Co-ordinator, 1 Assistant Co-ordinator and 1 Domestic assistant, all part time.

Staff are committed to keeping the high standard of training of previous years.

Permanent and relief staff have undertaken the following training :

- Load management
- Customer Care
- Falls in your own home
- Fire Warden Training
- Infection Control

All permanent staff participated in the Eildon Away day.

PROPERTIES

Kitchen upgrades have taken place this year. In total 25 flats have had new kitchens fitted. All 33 flats have been fitted with new consumer units and extractor fans in the kitchens.

The painting in the communal areas is now complete.

NEW SERVICES

Our commercial kitchen is now being leased for 2.5 days per week by a local company – Square Meals, who provide home prepared frozen meals for their clients in the Borders area and in Edinburgh. This arrangement is working extremely well.

A new carpet has been fitted to one of the guest rooms and plans are afoot to refurbish the other guest room in the coming year.

We are looking forward to some of the lounge chairs in the communal lounge being replaced in the coming year.

We have also been working with SBC staff to discuss how we can provide accommodation for use by those assessed as requiring short breaks / respite.



TEVIOT COURT HAWICK

Sheltered Housing for Older People



Annual Report

1 April 2010 –
31 March 2011

OVERVIEW

Teviot Court is a sheltered Housing Development for older people and has been open for 20 years. Teviot Court is very central in Hawick, close to all amenities in the town centre. It is a large development but has a friendly atmosphere and is always busy with relatives and friends popping in to see the tenants.

TENANTS

There are 44 flats and we have 51 tenants at present, ages ranging from 67 – 97yrs.

Sadly over the year there were 2 deaths and 2 tenants moved on to residential care.

CARE AND SUPPORT SERVICES

The staff team provides housing support to all tenants at varying levels dependent on individuals' circumstances. We have 23 tenants who need additional care from external agencies and a number of tenants who receive help from family and friends. Personal and domestic care is provided by carers from Scottish Borders Council, Hawick Care Company and Choices Care. The care provided varies from 2hrs – 21hrs per week per person.

Additional care and support is provided by health care specialists. We have 5 tenants who attend Deanfield day centre.

HEALTH AND SAFETY

Health and safety checks are completed regularly including fire safety and Legionella precautions; risk assessments are reviewed at least annually.

All equipment is maintained and serviced regularly. The fire brigade visit frequently providing tenants with information and reinforcing our fire procedures.

STAFFING

Staff are on duty 9.00am to 5pm Monday to Friday and 9.00am to 11.am at weekends.

The team consists of :

- 1 Co-ordinator working temporarily between Frank Scott Court and Teviot Court
- 1 Assistant Co-ordinator (part time)
- 1 Domestic Assistant (part time)

We have a team of relief workers who provide cover for holidays, sickness, days off etc.

Unfortunately the Co-ordinator was off sick for the latter half of the year so the Co-ordinator from Frank Scott Court has been covering both developments. The ongoing temporary staffing arrangements have proven to be very effective and positive - staff are now familiar with both developments and are able to transfer to either development with ease when required.

Staff are up to date with all mandatory training and enjoyed the Eildon Away Day.

SOCIAL ACTIVITIES

Tenants meetings are held regularly throughout the year to discuss social events which staff help to organise. This year we celebrated our 20th anniversary with an afternoon tea party. One of our tenants, who has lived here at Teviot Court since it opened, cut the cake and was presented with a basket of flowers.

We have had a “fish and chip” tea followed by a concert, and we had a concert and supper organised for the Common Riding.

PROPERTY

The dining room has been altered resulting in a more spacious brighter area, which tenants and staff are enjoying. The front entrances and stairwell have also been painted recently, greatly improving the general appearance.

FUTURE PLANS

This year it is planned to replace the kitchens and communal laundry equipment and upgrade the heating system.



For further information or additional copies of this report contact:

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