



West House

People, Progress, Together



Annual Report 2017 / 2018



Welcome to the West House Annual Report



This report tells you about all the work that West House has been doing in the last year.



It is about looking at what has gone well and what we can do to make things even better in the future.

Good things that have happened this year

Listening to people



We have been listening to the ideas of the people and their families who use our services.



Peoples ideas helped us to make a new set of values that all our services follow.

These are some of our values:



Person Centred. We want people to have a fulfilling life, doing what they want with the support they choose.



- **Inclusive.** We want people to be part of their communities. Having the same choices as everybody else.



- **Positive.** We believe in what people can achieve and supporting them to reach their goals.

Managing all the money



This year, **£8,637,405** came into West House to pay for our services. This amount is about the same as last year's income.



Our report on how we manage our money show that we had a loss of **£240,650**. This is because we have to think about how much staff pensions will cost in the future.



When we take out the money for pensions West House services we had **£365,350** left. This year we had more money left than last year.

How services have developed this year

Housing



We know that different people want to live in different ways. West House supports people to live in the best way to support their needs.



We have five residential homes that are full. We are making sure they still meet the needs of the residents.



We are still developing other ways of people living more independently in the community. This is called Supported Living.



We are working with ten people with a learning disability and their families to look at the best type of Supported Living for people.



It is the job of the Care Quality Commission to check how well services are doing.





They said four of our Residential Care Homes were 'good'.



They said one of our homes 'requires improvement'. These were changes needed around the quality of the building.

Short Breaks Service



The Short Breaks Service at the Elms Children's Care Home in Workington has gone from strength to strength.



Ofsted, who inspect our Children's services, said The Elms was 'Outstanding'. This is **the highest mark they can give**. It is a fantastic achievement for all involved.

Community Activities and Enterprises



We know that we will have enough money to run community activities and services for the next four years.



We have a project to support people move towards getting a job. This has been very popular with people.



We have received money to support our pottery project to become a small business. People will learn pottery skills and be able to sell the things they make.



We have decided to keep our activity centre at Workington. We are looking at how to develop the centre further.

Quality



The West House management team continue to look at the best ways we can to manage the West House organisation.

These are the awards we have won



- Award for the way we manage West House services to get the best for the people who use our services



- Award for the way we make sure we don't waste the energy we use for running our services



- Award for the way we support our staff. This is called the Investors in People award

We check our services are working well and that they are:



- Safe



- Effective



- Well led



- Caring



- Responsive



Sometimes people can get angry and upset. This might be because people with communication issues can find it difficult to say what they want.



A new type of training called Positive Behavioural Support helps staff to support people who might be angry or upset. We have agreed to start training our staff in Positive Behavioural Support.



Cumbria People First support our Service User Forum to speak up and share their ideas.

Governance and risk management



Governance is about making sure that West House is run properly so that people get really good services.



There is a Management Board with twelve volunteers that makes sure this happens.



West House managers must report how things are going to the Management Board.



- Ellis Chadwick, a family carer, has joined the board this year
- Fraser Clark and Mark Sykes are the Co-Chairs of the Management Board
- James Cox is the Secretary

This year the Management Board and West House managers have been sharing their ideas on:



- The things West house believes in

- The big plan to develop West House services



- Issues around staff pay

The Future

West House is very excited about the future. Making sure that people have the lives they want is at the heart of what we do.



We always need to be careful about how much we spend and about how well we save money.

We need to be prepared just in case we receive less money to pay for our services and need to make changes.



We will continue to work with the people we support and their families to have the great lives that they want.



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26 Stanley Street, Workington,

Cumbria CA14 2JD

www.westhouse.org.uk