



Hunter Lodge Annual Report 2007-08



Department of Adult Services

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Wayne Simms
Barbara Green
Peter Garry
Steven Gallagher
Publicity Group
Horticulture group
I.T Group
Art group
Carers Group

Introduction

I can't believe this is the eighth end of year report we have produced at Hunter Lodge; each year seems to pass quicker than the last, maybe that's just me. They say time flies when you're really busy, well it must be true as everyone at Hunter Lodge has had a very busy year as the contents of the report will show.

With Paveways moving to larger premises, we have moved the office into the room they used. This improves the facilities for clubhouse members who do the admin tasks on a daily basis, as they can now access the office to complete the work.

Our statistics make very good reading: 90% of members have completed all targets set in their own personal plans, with the majority of plans aiming to improve health, taking more exercise, and healthy eating. Five people have left day services to take up both paid and voluntary work opportunities. However I still get a sense of satisfaction just by being involved day to day when the buzz of activity, conversation, banter and sometimes, the silence when everyone is busy in an activity or are out in the community. If I know everyone is involved in something they are enjoying, everything else seems okay.

I am feeling really enthusiastic about the future. We are developing our partnership with One Vision, and members are in the early stages of forming a management committee with a view to being in a better position to bid for extra money to enable them to feel more in control. We are hoping to meet with Wigan and Leigh College to discuss the possibility of Hunter Lodge becoming an outreach base for community courses. We now have access to more transport, which will benefit some with a saving on taxi fares which can get steep if you happen to use a wheelchair, and are unable to transfer.

Finally I would like to thank everyone who has took the time to help with the production of this report, I know more people than ever have contributed to the content. This factor alone makes for enjoyable reading.

Well done everyone.

Christine Voss
Manager – Hunter Lodge

Service Standards

Service standards are in place for Hunter Lodge. We review these annually to ensure we are continuing to work to the government's aims and objectives from the white paper – Our Health, Our Care, Our Say.

Social care services are changing. The intention is to give service users more independence, choice and control, providing people with good quality social care and NHS services in the communities where they live, and being more responsive to people's needs and preventing ill health by the promotion of healthy lifestyles.

We continue to produce customer satisfaction questionnaires annually to monitor our service standards, and identify the areas where we perform well and those for improvement.

STANDARD 1 - SERVICE PHILOSOPHY

March 2008

Review date March 2009

STANDARD	PROCEDURE	MEASURE	Performance levels
<p>People using the service will work in partnership, and contribute to the smooth running and maintenance of the clubhouse.</p> <p>The service will support people's inclusion in society, in line with current legislation and guidance.</p> <p>People will be supported to develop their independence, raise self-esteem and build confidence.</p>	<ul style="list-style-type: none"> • Individual person centred planning. • Key worker system. • Daily briefing / steering group meetings. • Induction period – Internal reviews. • Work skills opportunities: <ul style="list-style-type: none"> - reception induction coaching session - admin. - conference room booking - shopping, and catering evaluation • Disability Advice Line: <ul style="list-style-type: none"> - Embrace Wigan & Leigh - Disability Forum - Further education 	<p>Quality Monitoring</p> <ul style="list-style-type: none"> • Person centred plan produced within 6 months. • Keyworker file within 4 weeks. • Person centred plan and keyworker file monitored at 6 monthly review - induction period 6 weeks. • Reviews completed. • Briefing minutes daily/ steering group minutes within 5 working days • Completed work placement. <ul style="list-style-type: none"> • evaluation • initial booking • off site activity form • initial evaluation • Completed course's certificates gained. 	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>80%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>80%</p>

STANDARD 2 - CARER SUPPORT

March 2008

Review date March 2009

STANDARD	PROCEDURE	MEASURE	Performance levels
To offer support to carers and promote effective access to relevant information.	<ul style="list-style-type: none"> • Produce a newsletter monthly • Carers are informed of contact names and telephone numbers. • Carers will be invited to 3 organised events at Hunter Lodge throughout the year. • Carer's questionnaire will be distributed on an annual basis looking at how Hunter Lodge can support you (variable numbers) 	<ul style="list-style-type: none"> • 180 newsletters distributed 2007 – 2008. 2008 – 2009 plan for 180 to be distributed. • Introductory visits logged in diary • Hunter Lodge information pack given at introductory visit. • Records kept in visitors book. • Event logged in office diary. • Numbers attended. • Proxy returned and support identified Within appropriate resources. Analyse returns and produce report 	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>

STANDARD 3 – MEALS AND REFRESHMENTS

March 2008

Review date March 2009

STANDARD	PROCEDURE	MEASURE	Performance levels
<p>To enable service users to choose (and help prepare) food and offer assistance in order that they are as self-managing as possible.</p>	<ul style="list-style-type: none"> • Support with the preparation of food and drinks. • Support with purchases of food items. • Advice on healthy eating, from staff team and other agencies (Primary Care Trust). • Support with special dietary requirements. • Adapted kitchen - specialist equipment. • Staff training – food hygiene. • On site training: food hygiene service users. 	<p>Meals and drinks prepared –</p> <p>Off site activity</p> <p>Reviews/ activities</p> <p>Reviews, self assessment, progress plans</p> <p>Decrease in dependency</p> <p>Training completed.</p>	<p>100%</p> <p>100%</p> <p>100%</p> <p>50%</p> <p>100%</p> <p>80%</p>

STANDARD 4 – PERSON CENTRED PLANNING

March 2008

Review date March 2009

STANDARD	PROCEDURE	MEASURE	Performance levels
<p>All services will have a person centred plan, which is responsive to their individual needs and choices.</p>	<ul style="list-style-type: none"> • Induction period 6 weeks, questionnaire. • Keyworker allocation on commencement of placement. • Care Plan (commissioners). • Self-assessment with in 3 months. • Quarterly internal reviewing system. • Essential Lifestyle Plan with in 6 months. • Monthly progress recording. • Diary notes. 	<ul style="list-style-type: none"> • Induction questionnaires. • Keyworker files. • Care Plan • Recording systems. • Monitoring of systems. • Completed E.L.P.s • Progress reports. • Service user files. 	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>95%</p> <p>100%</p> <p>100%</p>

STANDARD 5 – FINANCIAL PRACTICE

March 2008

Review date March 2009

STANDARD	PROCEDURE	MEASURE	Performance levels
Service users are supported with finances to promote independence/functioning levels will be respected when dealing with finances.	<ul style="list-style-type: none">• Support with cash handling for payment of food and drinks at the clubhouse. For individuals identified on risk assessment.• Self-assessment.	<ul style="list-style-type: none">• Audit of risk assessment every 6 months or change of circumstance.	100%
		<ul style="list-style-type: none">• Annual self-assessment completed.	100%

STANDARD 6 – HEALTH AND SAFETY

March 2008

Review date March 2009

STANDARD	PROCEDURE	MEASURE	Performance levels
<p>The service will ensure a safe working environment.</p>	<ul style="list-style-type: none"> • Quarterly building inspection. • Health & Safety training all staff within twelve months of commencement of service. • Fire Procedure. Induction procedure within first week. • Weekly fire test, annual evacuations. • Fire Risk Assessments • Hazard reporting. • Accident / Incident recording • • Risk Assessment/ service users • • Job role risk assessment. • Central Safety Section inspection. • Environmental Health Inspection. 	<ul style="list-style-type: none"> • Record of inspection reports. • Staff training log. • Fire safety and risk procedure read and understood signed/dated. • Record in logbook. • Annual review dated. • Log of all hazards completed. • Monitoring systems accident / incidents. Monthly. • Risk Assessment in place for all service users within 6 weeks. Reviewed every 6 months after. • In place annual review, dated. • Building inspection report. As and when undertaken corporately • As and when undertaken corporately. 	<p>100%</p> <p>100%</p> <p>100%</p> <p>98%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>

STANDARD 7 – STAFF DEVELOPMENT

March 2008

Review date March 2009

STANDARD	PROCEDURE	MEASURE	Performance levels
<ul style="list-style-type: none"> • To develop and support staff. 	<ul style="list-style-type: none"> • Skills for care internal induction. Within 6 weeks. • Nominations for health & safety, Manual Handling, Fire awareness and food hygiene. • N.V.Q • Developing and Supporting Staff. • Hunter lodge Staff development meeting (minimum 4 per year). 	<p>Induction process completed and recorded.</p> <p>Nominations made within induction period.</p> <p>N.V.Q Nominations within 6 months of commencement of service.</p> <p>Personal Development plan (PDP)</p> <p>Annual Appraisal</p> <p>Record of supervision in line with divisional standard.</p> <p>Minutes of meetings.</p>	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>

STANDARD 8 – MOBILITY

March 2008

Review date March 2009

STANDARD	PROCEDURE	MEASURE	Performance levels
To ensure that people with mobility problems have full access to the services in accordance with the Disability discrimination Act.	<ul style="list-style-type: none">• Building accessible – Automatically operating front door. All internal doors wheelchair accessible.• Internal reviewing system• Risk Assessments.• Identification of moving and transfer aides...	<ul style="list-style-type: none">• Continual monitoring of access. Use of Health & Safety audit quarterly.• Suitability of use audits. External audit 3 yearly.• Review record...• Recorded on risk assessments, care plans.	100% 100% 100%

STANDARD 9 – COMMUNICATION

March 2008

Review date March 2009

STANDARD	PROCEDURE	MEASURE	Performance levels
To support and promote effective communication	<ul style="list-style-type: none"> • Allocation of keyworker on commencement of placement. • Daily briefing allocation of task, exchange of information. • Monthly steering group. • Quarterly reviews in first year 6 monthly after. • Monthly service user summaries. • Free Newsletter monthly, • Quarterly magazine. • Individual off site activity. • Loop System in operation. • Headsets / telephone. • Internet access 	<ul style="list-style-type: none"> • Records on file. Keyworker file. • Record of briefing. • Minutes of meeting • Review report on key worker files. • Summaries on file in office • 20 newsletters printed. • 25 magazines printed. • Recording system in place. • Monthly test. • Logging system in operation. 	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>

STANDARD 10 – INVOLVEMENT

March 2008

Review date March 2009

STANDARD	PROCEDURE	MEASURE	Performance levels
<p>Service users will be involved in all meetings to plan and develop the service.</p> <p>Service users will be involved in the recruitment of staff that supports them.</p> <p>Service user will be kept fully informed of any new developments and changes</p>	<ul style="list-style-type: none"> • Daily morning briefing. • Monthly steering group meetings • Internal reviews, key worker input. • Free monthly newsletter. 20 printed. • Quarterly magazine. • Recruitment and selection training. • Task groups (public information) • Annual questionnaire • Informal discussion, • use of interpreter service • Loop system 	<ul style="list-style-type: none"> • Briefing notes. Minutes from steering groups. • Review reports. • Number of newsletters taken. • Number of magazines sold. • Induction/evaluation • Results from questionnaires. • Logged in diary • Monthly test recorded. 	<p>100%</p> <p>100%</p> <p>75%</p> <p>50%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>

Occupancy

Another year has passed and Hunter Lodge continues to promote itself at borough events to welcome new members.

At the end of April 2007, we had 47 people on our register for Hunter Lodge. At the end of April 2008 we had 41 people on the register. This figure has increased and decreased throughout the year.

This year we have said goodbye to three members, who left us to work for Paveways on a voluntary basis. One clubhouse member has left as she has set up her own business - Alternative Formats. One clubhouse member has cancelled one of his allocated days at Hunter Lodge to work with One Vision.



Staff Qualifications (gained or working towards 2008-2009)

To promote best practice, staff at Hunter Lodge are trained to the required standards for their post and continued personal development. Below is the training qualifications the current team hold.

Staff role	Qualifications gained / working towards
3 Development Workers	NVQ 2
1 Development Worker	NVQ 2
1 Development Officer	NVQ 3 B.S.L level 1
1 Kitchen support worker	Skills For Care
Manager (part-time)	NVQ 4 Registered Managers
Manager (part-time)	NVQ 3 B.S.L level 1
Centre Supervisor	NVQ 3 B.S.L level 1 Professional Development Award

Communication

Hunter Lodge runs alongside the clubhouse model, where members and staff work together and contribute equally to the daily running of the clubhouse, to develop skills and build confidence.

Communication at Hunter Lodge continues to be a key aspect, in the daily briefing – each person has their say on the day to day aspect of the clubhouse and the opportunity to volunteer for tasks.

Hunter Lodge holds a steering group meeting on two consecutive days each month to discuss the members' feelings on:

- the day to day running of the clubhouse
- any changes within the clubhouse
- suggestions for improvements
- spending
- staffing, and
- any changes that may occur within Department Of Adult Services.

Members have the opportunity to volunteer to read out minutes, take minutes or be the chair for the meeting. The suggestion box it still successfully used for devising the agenda.



Conference Room

This year, we have continued to hire out the conference room.

It is a small room, suitable for small groups to hold meetings. We provide a package that can be tailored to suit everyone's needs.

Over the year we have generated a small income of £342.55 for the Hunter Lodge amenities. This has risen slightly since last year as we have been recommended to one of our member's external support agencies, who now hire the room for training sessions.

As the income we make is low, we are looking at how we could increase hire of the facility and suggestions have been made to upgrade the room, to make the best use of the space and equipment. This will be discussed at the steering group and costings done for new furniture, decoration and equipment. We will also look at better promotion of the room to ensure staff across the department know it is available.



Fund Raising

Throughout the year, we have continued to raise money for Hunter Lodge amenities, with various different fundraisers and the continued weekly donation.

In steering group, it was suggested that the weekly donation be increased from 50p. A ballot was held and the amount was increased with everyone's agreement to £1.00 per week.

In April we held a carers day, offering a tombola, a bookstall, a plant stall and a raffle. This raised £129.77 for Hunter Lodge amenities.



In April we held an Easter raffle – this raised £58.45 for amenities.

In December we held a christmas raffle – this raised £106.00 for amenities.



In February we held a valentines raffle this raised £21.45 for amenities.

The Hunter Lodge amenities balance is currently **£6705.01**.

Over the year we have again supported other organisations and charities.

In November we supported children in need again – we had a ‘loose change’ jar, scratch posters and a sponsored walk. This raised £258.00

At Christmas we again decided to make a donation instead of sending christmas cards, and this raised £76.00. We then chose items from the Oxfam magazine and purchased a share in a well for clean water and a toilet.

In November we supported the British Legion for Remembrance Day with Hunter Lodge members selling poppies in Wigan town centre. Everyone was pleased to offer their time to such a worth cause. We raised £408.75 in the two weeks we collected.

Spending

For the Financial year 2007-2008 we again devised a wish list of items we would like, in order provide a high quality service for everyone at Hunter Lodge.

This year we decided that the kitchen was main the priority as it was originally fitted in 2001 and is used frequently throughout the day. It is a large part of independent living sessions – health eating and home skills. We decided that we needed more storage space and the oven would be better at work height, thus preventing people from having to bend to reach it.

After a number of expensive quotes from ‘specialist’ companies who could make the kitchen accessible, we contacted NPS and the plan was drawn up by Howdens. Everyone at Hunter Lodge agreed the plan was suitable and would make the kitchen more accessible.

We ordered the kitchen at a cost of £5400.00. This was eventually fitted in November 2007. The kitchen looks better and is easier for people to access.



In accordance with manual handling, we purchased 2 pieces of equipment that had been required by the manual handling coordinator, this was at a cost of £630.00.

We then went back to the steering group to look at our next items on the wish list for the remainder of the furniture and equipment budget. The items that were decided on were new lounge chairs and a new carpet and we would get the handyman service to paint the lounge. We selected the items we wanted and got quotes. The cost was around £4000.00. We planned to order these at the end of the year. In October we again received an e-mail to freeze all non-essential spending, putting our plans on hold. Everyone agreed we would order these in the new financial year.

To continue to promote Hunter Lodge at borough events throughout the year, members have worked alongside One Vision Media Productions to produce a Promotional DVD which cost £500.00. Members paid for this from the Hunter Lodge amenities fund.

Paveways

In November, we said goodbye to Paveways Disability Helpline, who moved to larger premises at Sunshine House in Scholes. The move of Paveways enabled us to see the development and confidence growth of 3 previous clubhouse members who had been working on a voluntary basis for Paveways.

We remain in close contact with Paveways and plan to hold a clinic at Hunter Lodge once a month, giving people the opportunity to speak to an advisor. We have got members who would like to support them in the work they do and we are supporting them to make links for people to get involved.



Hunter Lodge webpage

In June 2007, the web team for Wigan Council offered the opportunity for council staff to attend training sessions to enable them to create and maintain webpages for their service. Jennifer attended.

It was asked in steering group for volunteers to be involved in the update of the pages for Hunter Lodge. The group sat together and revised all the information we currently have published on our web pages. The information was then published on the 'live' system giving a clearer picture of the service Hunter Lodge offers and what is expected.

The group plan to meet annually to monitor if any information needs updating. This year we are hoping to add a link to the Hunter Lodge promotional DVD.

<http://www.wigan.gov.uk/Services/HealthSocialCare/DayServices/HunterLodge/>

Physical Well-being

The Active Living Team runs a physical activity programme to encourage people to improve their health.

The aim is to:

- Keep your heart strong and healthy.
- Improve strength and energy levels
- Control weight and muscle tone.
- Help relax, sleep well and cope with stress.
- Help you look and feel better.
- Meet new friends

The logo for 'activeLife' features the word 'active' in a bold, black, sans-serif font. The word 'Life' is in a larger, orange, rounded font with a slight 3D effect, where the letters appear to have a textured, slightly irregular surface.

This can be done in various ways activities are:

- Walking groups
- Chair based exercises
- Health and fitness suites
- Water based exercise classes
- Gentle exercise to music
- Gentle circuit sessions
- Swimming
- Tai chi
- Pilates
- Cycling

The logo for 'activeLiving' features the word 'active' in a bold, black, sans-serif font. The word 'Living' is in a larger, green, rounded font with a slight 3D effect, where the letters appear to have a textured, slightly irregular surface.

All activities are at a low cost. Activities run at various venues within the borough – parks and open spaces, leisure centres, community centres and local pools.

At Hunter Lodge we have supported members to access the Health and Fitness Suite at Robin Park to complete Steps to Health Programmes. This has been a 12 week programme. We currently offer a group session to attend the health and Fitness suite on Fridays each week.



On a Monday the Health and Fitness Suite at Robin park offer an activity afternoon, where people get the opportunity to join in various sports activities we are planning to attend the session.

A couple of members at Hunter Lodge have shown an interest in swimming. We are currently looking at the access in the local pools.

Health and Well-being

In October 2007, we started healthy eating. Wigan and Leigh Primary Care Trust came in on Thursday mornings for a six week taster session to cook a three course meal for all clubhouse members who attended on that day.

All members took turns in assisting in the preparation of food.

A lady called Wendy from the Primary Care trust stayed with us for six weeks; she talked about healthy foods and gave us all a folder to take home with recipes in. All clubhouse members enjoyed assisting and eating the meals that they cooked.



Health Walk

On 4 October 2007, we did a health walk around Mesnes Park.

It was a lovely day. A park ranger showed us around and told us about the history of Mesnes Park and plans for the future. The park has applied for lottery funding and has plans to re install the fountain. The walk is open to anyone and everyone who attended enjoyed the walk.



Cycling Project

Jennifer and Lynne had been down to Robin Park to see what goes on at 'Wheels For All', a charity run group that provide cycling for everyone, and to arrange for them to visit Hunter Lodge with their equipment.

Although it wasn't the nicest of days, members were able to try out the equipment. We have since been down to Robin Park to attend the session as we are planning for this to be a regular event.



Meal preparation

Leanne spoke to Wendy about healthy living from the NHS and they arranged for her to come and cook three meals. We chose from a menu what we would like her to show us how to prepare. Clubhouse members took it in turns to cook.

All members tasted the food and we had a variety of different foods to taste. We were given folders to take home which gave us ideas of healthy meal options so we could then use these at home. Everyone enjoyed the sessions.



Taster Session

We began by looking through the healthy living recipes in order to decide what we were going to prepare for the taster session. We bought the ingredients on the Tuesday morning ready for the taster session in the afternoon.

We always begin taster sessions by everyone washing their hands and then putting relevant protective clothing on, such as aprons and gloves.

We have lots of fun in taster session and we get a lot of our ideas from the primary care trust.



Hunter Lodge Artists

The planned art exhibition took place at Wigan Library in September 2007, where much of our art work was displayed. The Exhibition was opened by Rodney Hill – Chief Executive of Wigan Leisure and Culture Trust.

It was a big success and an honour for Hunter Lodge to be able to display all the hard work we do here at Hunter Lodge. Our artists work in many different styles using a wide variety of materials. Through the exploration of art, members have developed their talents and ideas in an environment of encouragement and constructive criticism of each others work. Members at Hunter Lodge state that they feel art is more than painting and drawing.



Healthy Eating – The Art Way

After a big success in Wigan library in September with the Hunter Lodge Art Exhibition, we were invited to submit some art work to become part of the Healthy Living Exhibition.

A member of staff from the library asked if Hunter Lodge members would express their knowledge of healthy living through art. The exhibition would be in Wigan library for 1 week for the public to see. Everyone at Hunter Lodge thought this was a good idea and were willing to take part.

Lots of discussions, thoughts and ideas were thrown in and with a final decision work began with a dated deadline to work to. Everyone worked hard and the work was creative, together we made the deadline. All the work was taken to Wigan library on 4th January 2008 and on the 7th January 2008 the Art Exhibition opened for 1 week. A small group of people from Hunter Lodge visited Wigan Library to see our work on display.

Another success for Hunter Lodge.



Reception

The Hunter Lodge reception is run independently by clubhouse members on a rota-based system; we hold a job interview for the post of senior receptionist at 6 monthly intervals, after which time the successful candidate is responsible for and to over-see all areas of reception.

It is every receptionists responsibility to answer the phone, log and pass on messages, photocopy, fax, help the public and any other duties that are requested. The reception is a good means of building a person's confidence and learning about responsibility.

I would highly recommend that both present and future members of Hunter Lodge undertake the role of receptionist in the future to enable us to continue to run a highly successful reception area.

by Wayne Simms
Senior Receptionist



NVQ

The reason I started an NVQ level 1 course on customer service was to develop my skills and confidence levels whilst attending Hunter Lodge.

The course was challenging and I found the coursework hard – researching, writing notes and answering questions.

I spoke with Leanne my key worker and Anne my college tutor about this problem as I felt I could not continue with the course. We came to an arrangement that I would do the research and Anne would ask the questions and tape my answers.

The arrangement turned out to be successful and I am glad I found a way to complete my NVQ which I passed in July 2007.

The course took 10 months to complete and has given me more confidence in dealing with the public and answering the phone.

It was a great achievement for me as I also celebrated my 60th birthday the same year.

by Barbara Green

N.V.Q

NVQ is an assessment-based qualification, completed within a 12 month time frame.

The course is divided into units, the first of which I am undertaking whilst submitting this piece of work towards the end of year report.

As members at Hunter Lodge work on reception, it was offered to people to get a qualification for the job they do. Wigan Council's Adult Services Department's training section offered people the opportunity to complete NVQ level 1 Customer Care.

The work I need to complete for my first unit is listed below:

- A copy of Hunter Lodge protocols
- A photocopy of the reception rota
- A photocopy of my reception contract
- A photocopy of the stock cupboard check list
- A copy of a page from the reception message book

The reason why I need to obtain more of the paper work on the list shown is because I have just undertaken a 6 month stewardship as senior receptionists.

by Wayne Simms



Publicity Group

The publicity group continues to produce monthly newsletters and a quarterly magazine.

All articles in the magazine are produced and typed by members. The magazine is sold for 50p, the money raised goes into Hunter Lodge amenities. There was a suggestion at steering group to change the magazine front cover. Members worked on new covers and these were displayed for people to select their chosen one.

The monthly newsletter is distributed freely for everyone to take. As consultation is essential within the clubhouse, we monitor the amount of newsletters produced and taken.

In 2007 we produced a calendar for 2008. this was successful and everyone has requested we produce one for 2009.

The publicity group worked to update the Hunter Lodge leaflet, we will review this annually.



I.T Developments

E-learning proved a popular choice for people at Hunter Lodge, with members completing courses and 5 people volunteering to share their skills with others, offering support with developing our status as an E-learning Centre.

Members got the opportunity to help to set up and support Hunter Lodge E-learning Centre. This was initially aimed at Wigan Council staff members, who would come to Hunter Lodge to complete online courses.

Hunter Lodge offered support to One Vision Media Productions to develop their I.T skills using our E-learning centre. With the help and support of responsible volunteers, it flows smoothly.

With the continued personal development in mind, members at Hunter Lodge have enrolled on courses with Learn Direct. This has seen members go to Abraham Guest High School to enrol and then work to complete the course by distance learning at home or at Hunter Lodge, working from CD's and work books with the tutor support on hand if needed. The number of people enrolled has grown.

Hunter Lodge will continue to provide services to clubhouse members and the community at large.

by Peter Garry



Recruitment and Selection

With the continued participation from everyone at the clubhouse, this year members have continued to develop skills and put into practice the recruitment and selection training.

We have recruited for 2 Development Workers over the last 12 months.

Recruitment and selection has again proved popular, we decided that we would run additional training sessions. We offered all members the opportunity to be involved, four members volunteered and the sessions were set up.

Again the sessions were successful and the group are eagerly awaiting the opportunity to put the learning into practice.

We plan to hold some short sessions at the steering group, giving the opportunity to all members to develop their skills. With the changes in services and direct payments, it will be a good opportunity for when people are employing their own staff.



People tell us Direct Payments have "given them greater independence".

Horticulture

First there was Ground Force, then came Monty Don, now equal to none, is the Horticulture group of Hunter Lodge. What a group!

With a love for the outdoors, whatever the weather, (it's usually pouring down, drowned rats come to mind).

The feeling of earth running through your fingers (usually the heaving of compost bags – if you can open them) gives pure delight.

April has just arrived, so it will be a very busy time for all concerned. Just stepping into the greenhouse, your eyes wander to see the plants and seedlings come to life. From sunflowers to radishes, the variety is spot on. The gardening groups, both Monday's group and Thursday's group, really enjoy the challenges. The sight of flower buds opening, the transplanting of cuttings and the planting of bushes and shrubs make it all worth while.



Green Gym

Hannah and Roger came on Monday mornings to help the gardening group.

We started the morning by doing some simple exercises to warm our bodies up. We then started work planting up various other vegetables, namely cabbages, potatoes, broad peas etc., it was a very productive time, which always ended with a much deserved tea or coffee!



The group have also been very fortunate with the potting, growing and selling of both Hyacinth and daffodils, which besides looking lovely, sold at a small profit, so well done to all concerned.

Sadly as things change the Green Gym group no longer receive funding to work a Hunter Lodge. We are still closely working with the project at Haigh Hall, were we plan to start work very soon on our allotment.

Many thanks

Both the members of the gardening group and all the members of the clubhouse would like to say a 'blooming' great **thank you** to both Amanda and Hannah for being kind enough to collect a water butt, to be more environmentally friendly along with our compost patch, and to Amanda's husband John for taking the time out to secure the pipe to the container. Works like a dream. Thank you

Plans

We are now the proud gardening group of an allotment at Haigh Hall and will be starting the transformation of the plot on Monday 29th April. Let's hope the weather is kind. It will be a very exciting time for everyone.

Promotional D.V.D

At Hunter Lodge we hold a lot of promotional events throughout the year. At these events we take information about Hunter Lodge and our notice board, which contains pictures of members taking part in various activities. We thought that having a D.V.D produced about what we do here at Hunter Lodge would give carers a better idea of how Hunter Lodge operates.

The D.V.D was produced by One Vision. We decided in steering group that we would have the D.V.D running at carers day, to publicise the event. We discussed having the D.V.D running at the Town Hall, also having subtitles put on to the D.V.D.

The web team also plan to add a link to feature the D.V.D on the Hunter Lodge webpage.



Literacy and Numeracy

When viewing the college prospectus, we discovered that a literacy and numeracy course was running at Norley Hall Community Centre on a Tuesday afternoon.

We discussed this with members and 3 members decided they would enrol on the course. Last year was the first of the exams members sat, this was successful and members have moved on to the next level.

A new member started at Hunter Lodge and was interested in the course to develop her skills, she recently enrolled on the course and will be sitting her exam along with the others in summer.

As this was successful we spoke to the tutor and the college and the course also runs at Hunter Lodge on a Wednesday morning. This has 4 people in the group who will be sitting the exam in summer.



My Day at College

On Tuesdays I attend Wigan and Leigh College on Parsons Walk, Wigan.

I am studying Numeracy and Literacy.

Hunter Lodge suggested I attend College. Myself, Amanda my key worker, and my parents went to college to enrol. We met a lady called Kath the head of department. Then we went to meet my tutors and in ILO Joanne.

I am doing level 1 at the moment but I am hoping to move up a year in September, if I pass my exams at the end of the academic year. I would like to do some more college courses in the near future. I am thinking of enrolling on basic computer skills course in September of this year.

by Steven Gallagher



First Aid

A member at Hunter Lodge got information regarding a training course that was available from the voluntary service.

Ed came to Hunter Lodge to discuss a First Aid course he could offer. This is an accredited course and can be delivered and assessed in various ways with an recognised qualification at the end.

As the group could accommodate around 14 people, we offered some places to Chatham Partnership, Fourways and One Vision. Due to the travel time it was unsuitable for members of Fourways to attend, but members of Chatham partnership and One vision attended. The group started in January 2008 and will finish in April, with everyone gaining the qualification.



Drama Group

Clubhouse members at Hunter Lodge recently took part in a drama workshop which ran in conjunction with One Vision.

The workshop began at around 10.00am. We started off by doing a 'getting to know you' which as the name suggests was a great way to break the ice and get to know everyone. Following that we spilt up into groups and did a role play type exercise in which we were given a short play to perform. Each group had the choice to do the beginning, middle or end of the play. It was very interesting and great fun to be part of.

I think the while exercise was a valuable and worth wile experience for everyone involved.

by Wayne Simms



Chatham Street Presentation

Members and staff from Chatham Street came down to Hunter Lodge to give a talk about their imminent move to Leigh Sports Village and their plans for the future.

They showed us pictures and literature of the sports village and gave us a brief as to where they will be situated within the complex.

It was a good exercise for Hunter Lodge to be part of as we are to take ideas on board with regard to our own plans for the future.

by **Wayne Simms**



Personal Assistant Support Service (PASS) Workshop

On 31st March I attended the personal assistant support service workshop which was held in a Douglas valley. I met Leanne Dobson and Beth Bannister at around 9.45am.

Upon arrival we were shown to our table. The event started at 10.00am at which time everyone in the room gave a brief outline as to why they wanted to attend the event. Each person gave different reasons for their attendance, but the majority of people (myself included), just wanted to gain more in-depth analysis and knowledge of the concept/aims provided by the direct payments scheme.

It was really a useful and interesting learning curve and very knowledgeable enjoyable experience for me to be a part of.

by Wayne Simms



Carers Questionnaire

Each year Hunter Lodge works together, to gather information about local services available to carers. Questionnaires are then produced and sent out to each member's carer to see if they would like and information on local support services.

From the 41 questionnaires distributed, 6 carers requested more information on support services available. The carers group at Hunter Lodge produced information packs with the relevant information and distributed them to carers.

A copy of the questionnaire is attached.



Department of Adult Services

Director: Bernard Walker



Dear

The carers group at Hunter Lodge have worked together to gather information about local services available to you the carer, in the borough. These services are listed below, please select which you would like more information on, and return to Hunter Lodge.

- **Direct payments**
Direct payments means that the council provides you with cash to buy the care you need, rather than have them arranged by a social worker. Direct payments mean that you get help when you want it, and from the person you have chosen.
- **Assistive Technology**
Assistive technology service can help you to live independently at home, by providing reassurance and peace of mind whenever you need it. Assistive technology is equipment that may increase the range of activities, independence or well being of vulnerable people, the aim is to help people to live more safely at home by providing early warning of when they are at risk, and to make sure they receive help quickly.
- **Fourways**
Fourways is an assessment and rehabilitation service for adults with physical disabilities and/ or head injuries. It caters for people between the ages of 18 – 50 years. It is time spent away from home, within a residential setting, with staff support.
- **Paveways**
Paveways provides a service for disabled people and their carers, they provide help and advice with issues that affect daily living.
- **Embrace**
Embrace is a voluntary organisation and registered charity working for all ages with all disabilities who live, work or use services within the borough. The organisation provides advice, support and a personal advocacy service for all disabled people and their families and promotes opportunity, choice and inclusion for all.

- **Crossroads**
Crossroads provides practical support where it is most needed - in the home. Trained carer support workers go into the carers home to take over the caring tasks, giving the carer an essential break.
- **Carers Centre**
The Carers Centre works with and for the benefit of carers, throughout the borough of Wigan, they offer help, advice, information and support on any issue relating to carers.
- **Starting point (Age Concern)**
Starting point is a preventative service which provides helpful, reliable staff who are here to advise and help with your everyday needs. Wigan borough has contracted Starting point to provide a helpline for those people who are no longer eligible for help from Adult Services.
- **Carers Grant**
Each year, local authorities are given money to spend on helping carers take a break from their caring role. A break service is one that gives the carer a break from direct responsibility of caring for a dependent person by allowing them some time to themselves
- I do not wish to receive any information

Regards.

Yours sincerely

Leanne Dobson
Development Officer.

Customer satisfaction

Once again we produced the customer satisfaction questionnaire to monitor the service provided by Hunter Lodge in relation to individuals' specific needs and requests.

The questionnaire was given to all clubhouse members to complete, to encourage people to come forward if they were experiencing any issues, and offer support with ideas for the development of the service.

The results were positive. People commented on the changes to the kitchen at Hunter Lodge and the key worker system.

A copy of the results are attached.



Hunter Lodge Customer Satisfaction Results

Thank you to everyone who took the time to complete the annual customer satisfaction questionnaire for 2007.

The following result have been compiled from the answers you gave.

All comments have been addressed with individuals on a 1-1 basis

Customer satisfaction results 2007

SECTION 1

1a. Do you feel involved in the day to day running of the clubhouse?

Yes 100%

No

1b. Do you feel you're kept up to date with all events at the clubhouse?

Yes 100%

No

1c. What do you find is the best way of giving and receiving information at the clubhouse?

Steering group meetings 63%

Daily briefings 80%

Newsletter 46%

Magazine 40 %

Key worker 1-1 56%

SECTION 2

2a. Do you feel that the clubhouse kitchen is easy to use?

Yes 100%

No

2b. Do you feel supported when preparing your meals?

Yes 100%

No

2c. Are your meal requirements understood and catered for when ordering and preparing lunch?

Yes 96%

NO 4%

SECTION 3

3a. Do you feel that the clubhouse staff take into account your individual needs and choices?

Yes 96%

No 4%

3b. what do you find is the best way of giving and receiving information?

1-1 Keyworker sessions 80%
Induction questionnaire 23%
E.L.P 53%
Internal reviews 53%
Commissioners reviews 6%

3c. Do you find the keyworker system useful?

Yes 100%
No 0%

3d. Do you feel that the time scale on internal reviews is suitable?

Yes 96%
No 9%

SECTION 4

4a. Do you feel that you are able to gain independence with your finances whilst being supported at the clubhouse?

Yes 100%
No

SECTION 5

5a. Do you feel that health and safety is a priority within Hunter Lodge?

Yes 100%
No

5b. Do you feel that staff are appropriately trained?

Yes 100%
No

5c. The fire alarm is tested every Friday morning, do you feel this is acceptable?

Yes 93%
No 8%

5d. All hazards accidents and incidents are recorded and reported. Do you feel these are dealt with and any situations resolved?

Yes 100%
No

5e. All individuals at the clubhouse have a risk assessment, these are reviewed on a 6 monthly basis, any changes in between this time , are noticed by staff or done by you. These are changed immediately to ensure safe practice is consistent. Do you feel this is the best way of monitoring and ensuring individuals safety continues?

Yes 96%

No 4%

SECTION 6

6a. Do you feel staff are trained to a high standard to provide the best service available?

Yes 100%

No

6b. Do you feel that staff are aware of your individual needs and abilities?

Yes 100%

No

SECTION 7

7a. Do you feel that the clubhouse is accessible both in and out doors?

Yes 100%

Customer Satisfaction comments 2007

- Access
No restrictions
Able to move around freely around the building
- Keyworker
Good to talk to
Someone to share information with
Allows me to get things of my chest
Help to solve problems
Look at courses
Staff are always willing to listen
- Kitchen
The new kitchen is good with the oven raised a bonus
Easier to use
- Involvement
Everyone has the opportunity to be involved
- Fire testing
More testing
More drills

Thank you to everyone who completed the questionnaire the results again were positive above are some of the comments people have made.

Achievements

- 2 members achieved NVQ level 1 Customer Care. A presentation was held at Ince community centre, one of the candidates was offer a placement on the reception.
- With the move of Paveways, 3 clubhouse members cancelled their place at Hunter Lodge to work as volunteers for Paveways.
- 1 clubhouse member is working with Supported Employment and 2 other members have made a referral and are currently on the waiting list.
- 1 member has got a voluntary work placement through Wigan Council. This is a successful placement and she hopes to increase this by an additional day. 2 other members have got meetings booked to register as volunteers and find a suitable placement.
- E-learning centre set up. We have supported 10 people from One Vision to access these training courses.
- The Art Exhibition was successful the group were given another opportunity to display work with the healthy eating exhibition.
- Promotional DVD is complete we are currently waiting for One Vision to add subtitles before we add the link to Hunter Lodge webpage.
- 1 member has left Hunter Lodge and is now running her own business – Assessible formats. Her business provides support to companies to provide information they produce in Braille.
- 1 member cancelled one of his days at Hunter Lodge as he also a volunteer for One Vision Media Productions.

Action for 2008-2009

- Horticulture
To work with support from the Green Gym to set up and manage Hunter Lodge allotment at Haigh Hall.
- Community Connecting
Leanne is attending the community connecting course, all clubhouse members are involved in the tools and one member has been to an event held at Mayfield. Leanne is completing the course and working within the community to find group and work opportunities whilst building friendships.
- Voluntary Opportunities
1 member is working towards a voluntary placement for Paveways. He has been to visit Paveways and is waiting for a call back from them.
- Health and Well-being
We are planning more involvement in community centres in people's local area. We have attended a number of groups in the library and community centres. Work is underway to make Hunter Lodge a Community Resource Centre for people in the borough. We are booked on more Health Walks and are working to get GP referral's for the Wheels for all scheme. Plans are underway to attend the local swimming baths.
- Management Committee
Members at Hunter lodge have volunteered themselves to be involved in the Management Committee. To set up the group within the next 12 months, to put people in the position to apply for monies.
- Community Education
We have made contact with Jo Martland at Wigan & Leigh College to request a meeting to discuss the idea of Hunter Lodge becoming a base for community education courses. This would enable us in partnership with them to offer short courses to members of the public with or without disabilities.

This report was produced by Hunter Lodge, Wigan Council, Department of Adult Services,
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www.wigan.gov.uk