



## EMPLOYEE ENGAGEMENT PROGRAMME

### SERVICE LEARNING VISIT: FEEDBACK FORM

**Cedarwood**  
**Tuesday 17<sup>th</sup> April 2018**

**CMT Rep:** Roddy Burns, Chief Executive

**Councillor Rep:** Councillor John Divers

**HR Rep:** Kara Morrison, HR Adviser

#### FEEDBACK

On arrival, we were met by Vicki Pyper (Care Assistant) who welcomed us to Cedarwood and provided us with some background information on the service they provide. There are 45 clients in total, with them all attending on different days with varying needs.

Initially we met with Vicki and her colleague Anne Stewart (Day Care Assistant), as they had some questions and suggestions which they had obtained from their colleagues and wished to share with us. These queries are set out in the table below with action points where appropriate.

Thereafter we were provided with a tour of the facilities, the main areas included:

**Jade room** – Typically used for music, singing and dancing. It is also used for the sensory group, although in the spring/summer they will go outside for outdoor learning which will include gardening, painting etc.

**Ballpool room** – A physio group was being held at the time of the visit. Equipment included a standing frame, hoist, treadmill, specialist bike and other gym equipment. Service users also attend the facilities at Moray Leisure Centre to engage them in the local community.

**Kitchen** – There are 2 x kitchen staff employed specifically for Cedarwood. The menu consists of various options including baked potatoes, sandwiches, toasties, salads, soup. There are various aids within the kitchen area to assist service users for example non slip mats, cutlery, chairs.

**Changing room** – Provides facilities for changing service users where required (bed, toilet, shower)

**Rebound room** – Holds a large trampoline, it was currently being used by a group of service users with 2 x staff members on the trampoline with a service user. This room is also hired out to local schools/groups.

**Outdoor garden** – A safe enclosed area where outdoor learning can take place, it includes a picnic table, bug garden etc.

**Communications** – The manager and DCO meet once a week, where the minutes are available to all employees. Care Assistant meetings are held periodically, supervisions are regular and handovers are effective taking place in the morning and at the end of the day. On

occasion, NHS/3<sup>rd</sup> parties are invited to attend meetings to assist in collaborative working and identify better ways of working together.

It was noted that there were a number of visuals throughout celebrating social events, birthdays and Christmas fun for example. The attention to detail for each service user was incredible, from fire evacuation procedures being demonstrated in pictorial format to a specific communication strip for a service user. It was acknowledged that the building had a positive environment, with staff demonstrating a great sense of pride and passion about the role they carry out.

In summary, the visit provided a valuable insight into the role and responsibilities of employees at Cedarwood and provided them with an opportunity to discuss the challenges they face. These are set out below with action points where appropriate.

#### Summary of Points from Visit

Issue	Points Raised/Noted	Feedback
<b>Admissions</b>	What are the criteria for admissions to Cedarwood and who is responsible for obtaining funding/extra staff?	Social Workers/Community Care Officers apply the agreed criteria to determine admissions. Initially a specialist assessment will commence when they come to the service, this assessment would also include the consideration of extra staff if required. As this assessment period comes to an end, a meeting with Social Workers/Community Care Officers takes place and it is their responsibility to request funding for extra staff if required.
<b>Casual use</b>	We have various rooms which we rent out offering our services, for example the rebound room to local schools (£5 per use) and Avenue to carry out child contact sessions.  What is the criteria for its use and the associated charges?	There are various rooms within the building which are booked out during the day/evening/weekends by a number of groups for example Red Cross, WRI, Avenue, Schools. There is no charge for this. The only room which attracts a charge is the rebound room which is £5 per individual per 30mins which is used towards the servicing of the bed itself. All external service users using the rebound must have a rebound assessment done by a rebound trained physiotherapist.
<b>Engagement</b>	What happened to iMatter? We discussed it and developed an action plan but we have not heard anything recently.	iMatter is a staff engagement improvement tool designed to improve staff experience. As part of the integration with the joint board, it was agreed that we would participate in iMatter to enable a

		level of consistency across the board and strive towards improving our services. This is a continuous rolling programme. Recent work has been undertaken at management level to reflect on previous action and identify progress. Over the next month or two there will be further engagement with frontline employees.
<b>Our future</b>	There has been a lot of news in the media recently highlighting the savings which Moray Council need to make, what does this mean for us and will our jobs be affected?	There is no doubt that we will need to make financial savings, meaning that times ahead may be challenging. There will be areas which we will need to stop or change, but there are also areas for growth. The Early Years project is a great example of this, it is an £8 million project which we are investing in resulting in the creation of a number of jobs. The core client group here at Cedarwood are the type of people we need to focus on to close the inequality gap. In the future your service may be affected by change, however we need to put it in context as we are still investing in services and spending millions of pounds year on year.
<b>Transport</b>	Transport to the majority of our service users is free, however these costs come out of our budget. What are the criteria for receiving transport? Due to financial restraints, is there scope to charge for transport?	At present the need for transport is determined by Social Workers as part of their overall assessment for the service user. If there is a requirement, PTU are notified and arrangements are put in place.
<b>Acknowledgements</b> The Chief Executive advised that there was a positive level of engagement between staff and summarised his visit as a valuable insight into Cedarwood. He thanked everyone for their time and participation in the service meeting.		