

Dolphin POD CAST

April - June 2024 Edition

APRIL - JUNE 2024!

A busy few months within Dolphin Homes! The energy and dedication of the team have been truly inspiring. The Dolphin Care awards celebrated the exceptional contributions of staff members who have gone above and beyond in providing compassionate care. In the spirit of community and support, the team also participated in the Race for Life, raising £455 for Cancer Research. The event not only highlighted the physical resilience of participants but also their unwavering commitment to making a difference. A massive well done to everyone!



In January the Care Quality Commission inspected Beach View and awarded the house an overall rating of 'good'. The inspectors noted that the leadership team had worked hard to ensure they provided "safe, effective and person-centered care". After speaking with the residents, they deemed it 'felt like home'. Congratulations!



Dolphin Homes
Dolphin@Home
Dolphin Care



Upcoming Events

1. Sports Day!

Date: 09/08/2024

Staff and residents are invited to join our Sports day this summer!

2. Good Care Month

Date: 01/07 - 31/07

Celebrating and thanking our lovely care workers

3. Talk To Us - Samaritans

Date: 24/07/2024

Talk To Us is an event that urges people to speak out about mental health!

13 to 19 May 2024

Mental Health Awareness Week

The 2024 theme is...

Movement

The 13th to the 19th of May was mental health week so central support showed their support by dressing in green.

Mental Health is an extremely important topic within our community and we'd like to remind you that we do have a range of mental health services.



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Charities we are supporting

At Dolphin Homes we find it crucial to show consistent support with charities. Our race for life supported Cancer Research, to aid the research in preventing, detecting, diagnosing and ultimately curing cancer. Another Charity that we are supporting with donations and events is Motor Neurone Disease Association. Motor Neurone Disease is a progressive disease that attacks the nerves and brain. Unfortunately, not enough funding so far has led to minimal research any donations or support is massively appreciated.

Lightning strikes Beach View

A lightning strike hit our Beach View care home in Bognor Regis on the 2nd of May, leading to the evacuation of residents. The incident caused damage to the building's roof and triggered a fire alarm. The staff dealt with the lightning strikes amazingly, ensuring the safety of all residents. The responding firefighters commended them for following all the necessary steps in a safe manner. There were no reported injuries, and residents were temporarily relocated as a precaution. Beach View has since been fixed and is again hosting residents.



Privacy Notice - Supporting People

A privacy notice about processing personal data for staff, supported people and, in some cases, their family and friends. This DHL privacy notice is very important to read and understand as it contains your rights and who to contact if you need any help or further explanation/clarity.

Voices 4 All meeting

Over the past three months, Voice4All meetings have arranged several activities and charity events. These events do require high turnout in order to run so if you are wanting to get involved, get in touch with the managers. Voice4All is also an opportunity to put any maintenance needs forward or for getting in contact with specific departments for scheduling or meetings.



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Learning and Development Plan

In order to support the staff, a learning and development plan is being put in to place to ensure everyone is heard and up to date with their training. These are the steps being taken to make sure these objectives are met.



1

We aim to provide regular learning and development to our staff teams; this in turn supports them to remain up to date with best practice and to enable them to provide good and outstanding care to the people we support.

2

The Care Quality Commission (CQC) will assess us as an organisation and will want to be assured that we employ staff with the right skills, knowledge and experience to deliver safe and effective care and support.

3

However, whilst compliance is important, we also want to ensure our teams feel confident in their roles, and should they wish to progress further, we support their personal development and goals.

4

Our team regularly network with external professionals to remain up to date with legislation, guidelines, statutory guidance, standards and recommendations.

We have an amazing Learning and Development Team, whilst it continues to evolve with our core team members, we couldn't do what we do without the huge commitment from those in a Dual Role so, a big thank you for their continued support.



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The Response to the Last Survey

We are thrilled to share the results of our recent staff feedback survey. Your insights are invaluable, and we are committed to ensuring that our workplace continues to be supportive, communicative, and effective. Here's what we learned and how we are responding:

Information and skills

- **Feedback:** All staff reported that they have access to the necessary information and possess the skills and knowledge required for their roles.
- **Action:** We will continue to maintain and update our resources to ensure everyone remains well-equipped and informed

Opportunities for Feedback

- **Feedback:** One staff member was unsure if they had opportunities to give feedback.
- **Action:** Managers will remind all staff of the various ways they can provide feedback, whether through supervision, surveys, or our QR code system.

Training Programs

- **Feedback:** All staff reported that they have access to the necessary information and possess the skills and knowledge required for their roles.
- **Action:** We will continue to maintain and update our resources to ensure everyone remains well-equipped and informed

Leadership Training

- **Feedback:** One staff member was unsure about the leadership programs offered by the company.
- **Action:** The new leadership training program will be shared with all staff during an upcoming team meeting once it is published.



April to June 2024

Havant Supported Living



NO.9
EAST
STREET,
HAVANT,
HAMPSHIRE
PO9 1AA



The New Project!

We are working closely with ICB commissioners and Housing partners on the development of a specialist supported housing scheme and are pleased to present to you this new project. This supported living, offers 8 self-contained flats based over 4 floors, all accessible by stairs or a lift. Each flat offers light airy rooms, own bathroom with either a wet room/shower or bath en-suites, spacious lounge and kitchenette (including white goods) and spacious bedrooms. Based in the central location of Havant, this is a prime location to be able to access local amenities and transport routes. On your doorstep there is access to:

- Havant Train Station
- Local supermarkets and shopping centre
- Havant Bus Station
- Local medical centre with access to GP and Dentist.

Our Aims!

- We aim to promote people's independence and rights by enabling a truly person centered approach . Each individual will hold a secure tenancy with a registered housing association and be eligible to apply for Housing Benefit to cover the rental and service charge costs.
- Dolphin will offer 24 hour background support so there is always someone from a registered provider on call and who will proactively offer support and care . Tenants can also receive additional levels of care and support tailored to their personal requirements, which can be discussed with their care managers and Dolphin
- . If someone requires additional hours this would be approved on a case-by-case basis. For example, if someone needed a one to one waking night, this would be in addition to the share of existing waking night support. Additional hours could be provided through Dolphin Homes, the use of a PHB or alternative Provider.
- Each tenant will hold their own assured tenancy.
- Rent and service charge would be fully recoverable through Housing Benefit (if eligible), as the placement would fall under the definition of Specialist Supported Housing (SSH).



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The Green Committee



We are excited to share the latest updates and actions taken towards our commitment to sustainability and environmental responsibility. We also wanted to thank Brendon Lodge for the amazing bird boxes encouraging wildlife in the gardens!

Previous Actions:

- **Food Waste Bins:** Contracts have been signed for all residential services to receive food waste bins with weekly collections.
- **Eco-Friendly Garden Competition:** The competition is ongoing, with enthusiastic participation from various services.
- **Recycling Poster Competition:** Only three services participated in the recycling poster competition, highlighting the need for more engagement.
- **Structural Information:** They are diligently working on gathering and updating structural information.
- **Eco-Friendly Cleaning Products:** Kingfisher is currently trialing economical and environmentally friendly cleaning products.
- **Environmental Meetings:** Managers are reminded to ensure their services have representation in the environmental meetings.

Actions:

- **Solar Panels:** There will be pricing additional solar panels for KFC, with Paul monitoring the meter for the current panels.
- **Automatic Lights:** There is an ongoing review of automatic lights to prevent them from switching on during the day unnecessarily.
- **Energy Efficiency at Kingfisher:** the kettle at Kingfisher will be replaced and monitor cost differences.
- **Reducing Single-Use Plastics:** Efforts are underway to eliminate single-use plastic sandwich containers and cups. Consideration is being given to providing welcome thermal mugs for new Kingfisher inductees.
- **Plastic Medication Pots:** Plans to remove plastic medication pots and educate staff on the impact of single-use plastics in care homes.
- **Rechargeable Batteries:** Transitioning to rechargeable batteries for all homes as current batteries need replacing. Reminder: batteries can be returned to any shop where they are sold.
- **Heating and Water Efficiency:** Investigating air pumps for heating and an additional water cylinder, specifically looking into cascading air source heat pumps.

