

STOURBRIDGE HOUSE NEWSLETTER

A word from the MD

Welcome to our second newsletter for Progress' newest project, Stourbridge House.

Since the last newsletter we held our Fun Day which took place on the 31st August at the Mercure Goldthorn Hotel. The day was a massive success and it was lovely to see so many families come along with their children. I don't know who had more fun, us or the kids???

It was great to see local professionals from the Local Authority and the CCG come along to find out about the project too. On the day we gave presentations about the service and we were able to chat to families about their personal circumstances.

We would like to thank everyone for their feedback on the day. Talking to families and professionals always gives further ideas on how to shape our services, to really work for the people we support.

As a direct result of your feedback we now hope to include some vestibular play equipment in the garden and sensory rooms. We will also be doing a full audit of who is likely to use the service so that we can make sure we get the right specialist beds in place, this will help us to meet the needs of as many children as possible.

I would like to say a big thank you to the Business Development team for planning a brilliant day and the Hub team for providing support to the families.

The Big Build

I recently donned a hard hat and have been for my first visit to the site since the construction has started. The first thing you notice is how big it is!

The roof is nearly completed and the building is getting close to being watertight. It is so interesting to see a build at this stage particularly the infrastructure that goes into it, there is a fascinating state of the art ventilation system that allows fresh air to be



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circulated throughout the building. This will ensure that the young people have a fresh clean air supply without having to open windows when it's cold out. We have found that this really helps children that have complex health needs and breathing difficulties.

Each part of the service has underfloor heating which the young people love and this reduces the risk of scalding on hot surfaces.

The building is a solid concrete structure which reduces the fire risks and helps to minimise noise disruption. The ceiling track hoisting systems have been installed and will sit flush with the ceilings, ensuring that the rooms do not feel clinical, this is really important to us.

What you notice when you go into the building is the amount of natural light, which will make it a lovely place to visit and relax. Bal and Raj are tirelessly working on the project and keeping the whole thing under close supervision. The furnishings and décor are being designed by Mood Interiors, who specialise in designing interiors for care homes and were a finalist for the 'Changing Lives' award at Naidex this year. Mood undertakes substantial research and analysis into the needs of disabled people at the start of each project and takes into account the sensory needs and impact that the use of colour has on young people.

We look forward to seeing the end result. I won't be allowed back in now until I get the keys, so I am very excited for when I get to see it next!



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Our People

Many of you already know our Service Development Manager Phil McDonald. Phil will be leading the new short breaks and transition to independence service at Stourbridge House.

Phil started out in his working life as a tax man. Unfulfilled, on the recommendation of his sister already working within care, he took the leap to do the same and never looked back. He began in children's services working alongside young people with autism and behavioural support needs. Wanting to make more of a difference, he took a progressive step towards a senior role and transitioned into adult services. This shift helped him discover his passion is helping young people because being able to assist development early on, meant for a greater positive impact later in their lives.



Having made the decision that this was his ideal career, he found Progress 9 years ago and has been an outstanding addition to our well-oiled machine ever since. He started in our residential team before moving over to the Hub where he has spent the last two years as Service Development Manager.

Phil's team introduce themselves

My name is Kimberley Williams. I will soon begin my new role as a Team Leader in our new Children's service at Stourbridge House. I have been with Progress for 3 years, starting as a volunteer and gaining lots of experience, which allowed me to advance to Support Worker. I was then made Senior within the Hub where I have enhanced my skills even further. This allowed me to work across the different services that Progress provides and find my passion for respite and the fantastic opportunities it provides to young people and their families. I am excited to develop myself professionally with new challenges and experiences, but most of all I am excited to be a part of such an amazing new development.

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My name is Kirsty Somers. I will be the Deputy Manager of the Children's service at Stourbridge House. I have been with Progress for almost four years, starting my journey as a Residential Support Worker at Regis House. Progress has helped me to identify my skills and develop in a supportive and nurturing environment. Following maternity leave I became Senior Flexible Support Worker for our Wolverhampton Activity Groups and went on to become a Hub Co-ordinator. I have always enjoyed working alongside children and families and share the passion to help them achieve and fulfil their potential.

My name is Laura Spencer. I will be a Team leader in the new Children's service at Stourbridge house. I started my journey with Progress as a Flexible Support Worker, moving onto Regis House as a Core Flexible Support Worker. I enjoyed the work with the young people and felt the company values and ethics were in line with my own. I gained valuable experience at Regis House and also working throughout the company in different areas to improve my skills and knowledge. The nurturing, supportive ethos Progress have in relation to developing their staff, has enabled me to progress and provide this new challenge and chapter to my career.

Registration

Our registration is finally in process with Ofsted - that was a challenge! We are keeping in regular contact with our Ofsted inspector to make sure that the registration process keeps moving along.

Highlights

The latest blog by Progress | Ingenuitive Technology; Helping Residents Sleep Soundly

The development of our new residential short breaks and transitions to independence service in Wolverhampton, has provided an excellent opportunity for us to integrate systems to improve the level of care we offer. One of the features we are excited to unveil is the acoustic monitoring technology we are installing. This equipment is only currently



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being utilised in adult services but we are proud to be the first business in the UK to include this innovative and life changing technology in our offer for young people.

The equipment listens out for concerning sounds and triggers an alert to the relevant bodies, replacing the standard practice of periodic manual observations; where staff hourly visit resident's bedrooms. This manual process is not only disruptive but also impractical. If an incident were to take place in-between hourly checks, staff may be unaware.

By measuring a baseline noise level in the individual rooms, the technology can detect when a sound exceeds the tailored threshold. This could be an excessive cough or a seizure that would otherwise go undetected. Knowing in real-time when there is a problem as well as pre-emptive alerts allows us to work pro-actively. With the reliability of the discrete monitoring system, residents will have a better quality of life with the dignity and respect they deserve - with staff notified when assistance is necessary- the residents are left in peace for an uninterrupted night's sleep.



To integrate this revolutionary technology, we partnered with **Adaptive IT**, CLB's 2017 reseller of the year and below is a statement from them.

"Working with Progress has been a fantastic experience. They were easy to talk to and had a clear vision of what they wanted to achieve. They challenged us (in a good way) by questioning each aspect of our solution, they really had their residents at the heart of all their decisions.

We have been working within the public health sector (NHS) for many years mainly dealing with estates and IT departments. The move into private care has brought us closer to the front lines of care and we really appreciate the work these organisations do. It is a pleasure to be able to provide a level of support to those who are directly influencing these young people's lives in such a positive way.

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Progress has taken a leap forward for young people's services in the UK by implementing acoustic monitoring. It is crucial for these young people to feel supported but independent at the same time. Using the acoustic monitoring technology allows them to gain confidence in themselves and their independence in a safe and supported way, by reducing unnecessary care interventions which could potentially undermine feelings of individual achievement."

Want to know more about any of our support services in the Black Country or beyond? Contact us today via email, web or telephone - our contact details can be found below!

Keep it in Wolverhampton

We would like to say a big thank you to our builders **BS Property Services**, and all the Black Country tradesmen that have worked so hard to get this project off the ground. We would be a lot further behind if it wasn't for their tireless work ethic and commitment to the project.

News

Keep an eye on our social media for all the latest news and events. One lucky student from a local school will get to officially open the children's short breaks service with the Mayor. We will be engaging directly with the schools very soon in this regard.

If anyone wants to chat further, please get in touch with Phil McDonald - Service Development Manager for the Black Country or Angeline Westley - Marketing & Development Manager on 01902 561066.

[Missed our first newsletter? Read it here!](#)

