

Celebrating a Year of Excellence at Tinkers Hatch

At Tinkers Hatch, this past year has been defined by a commitment to **continuous improvement** and our continuing focus on putting the people we support at the heart of everything we do. We have transitioned from simply meeting standards to innovating in ways that profoundly enhance the quality of life for the people we support.

A Safe and Healthy Environment

Safety remains our foundational priority, and we have made significant strides in fortifying our protective measures:

- **Gold Standard Hygiene:** We were proud to receive a **5-star Hygiene certificate** following an unannounced inspection from the local environmental health inspector.
- **Specialised Training:** Our team has focused on critical areas such as **Mental Capacity Act (MCA)** training and **Positive Behaviour Support (PBS)** to enhance safety and rights for everyone.
- **Infection Control:** We introduced a dedicated **Infection Prevention and Control (IPC) Champion** and a digitally audited IPC system to maintain a rigorous, multi-layered defense against illness.
- **Proactive Risk Management:** Each individual now has a personalised **Infection Risk Assessment** within their support plan to address unique vulnerabilities.

Effective Care Through Partnership

We believe that the best care is collaborative. This year, we have deepened our ties with healthcare professionals to ensure expert-led support:

- **Weekly GP Ward Rounds:** Our partnership with local GP services now includes a formal weekly round, which has directly led to a **reduction in emergency admissions** and improved health outcomes.
- **Specialist Transitions:** We formalized a dedicated discharge pathway with hospital

specialist nurses to ensure safe, stress-free transitions back home.

- **Digital Innovation:** We have fully embedded a digital platform to create detailed, **person-centered support plans** that capture unique preferences beyond just basic needs

A Caring and Compassionate Culture

At the core of our service is an unwavering commitment to dignity and individual voice:

- **Empowering Communication:** By using tools like **WIDGET software** and **Communication Passports**, we ensure that even non-verbal individuals are heard and understood
- **Promoting Inclusion:** Our team actively celebrates diversity through "Love is Love" awareness days and by supporting individuals to practice their faith, including on-site and community church services
- **Upholding Rights:** We successfully advocated for safe, structured family contact for individuals through Best Interest Meetings, ensuring vital relationships are preserved

Responsive to Individual Aspirations

We don't just provide care; we provide opportunities for growth and independence:

- **Independence Milestones:** A major achievement this year was supporting **two of the people we support to move into their own on-site chalets**, empowering their life skills and autonomy.
- **Revitalized Activities:** Our new **Activities Coordinator** has transformed our social calendar, moving toward a diverse, structured program personalised to individual interests¹⁴.
- **Community Connection:** Our allotment project now provides fresh produce for our chef and donates surplus to a local foodbank, deepening our ties to the community

A Well-Led, Resilient Team

The quality of our care is a direct reflection of our dedicated staff. We have focused heavily on workforce stability and wellbeing:

- **Record Staff Satisfaction:** Our most recent staff survey recorded an **all-time high**

score for staff feeling valued, respected, and empowered.

- **Low Turnover:** Our robust recruitment and retention strategies have resulted in a low staff turnover rate, providing essential consistency for those we support
- **Clinical Leadership:** We successfully integrated a **Welfare Clinical Lead** role, which provides a consistent clinical perspective on wellbeing and has contributed to a drop in sick leave.

"Many thanks for taking time to get to know us over the past year and for watching after our son." — *Family Feedback* ¹⁹

As we look toward 2026, we remain dedicated to refining our approach, embracing new technologies, and ensuring that every person at Tinkers Hatch can reach their full potential in a supportive and empowering environment.