

optalis

choices for living

Quarterly Update Report

August 2020



Headlines

Optalis continues to perform well against all key measures, with many positive comments from local residents who use the services and their families.

Plans are being developed to create additional front-line capacity in the organisation. This will facilitate continued measured growth. Opportunities for growth and transformation are being developed in partnership with the Directors of Adult Social Services for Wokingham and Windsor & Maidenhead.

Transformation Update

Work continues to create a seamless experience for local residents accessing RBWM adult social care services, involving local charitable and voluntary organisations in a new way, which supports better outcomes delivered more efficiently.

The new Optalis website has been co-developed with input from both Boroughs to create an improved experience for local people, launching in September.

Optalis has joined the new RBWM Place committee and is working hard to establish relationships across the wider local health, charity, volunteer and private sector networks as a foundation for driving further transformation.

Financial Performance

The redeployment of day service staff has provided extra capacity in our supported living and extra care services, which has reduced the impact of vacancies previously held in these services.

Our services are performing well financially, despite the need for some members of staff to shield and self-isolate. Both councils agreed to enhance pay rates for care staff during the 1st wave of Covid-19. This decisive action has significantly improved morale, with existing staff taking on additional shifts, thereby reducing agency usage and saving money for both councils. Enhancements to pay rates have therefore been implemented.



"Over the last four months, we have been adapting and changing to ensure that we can continue to support all of our customers." Donna Morgans - SES Service

Sharing Our Story

Positive local media coverage has included stories about the work of our award-winning Wokingham-based Supported Employment service and our creative 'ice cream van' lockdown experience for customers with learning disabilities from a residential home in Maidenhead. Coverage also included our Staff Appreciation event to recognise the outstanding work performed in the two Boroughs by our people through the first wave of the pandemic.

Quality News

The Care Quality Commission has not been carrying out inspections during the pandemic. However, it is performing desk reviews under the Covid-19 Emergency Support Framework. The reviews of Optalis have been consistently positive about the way that we have managed services through the first wave of the pandemic, with one service (Respite services in Maidenhead) being singled out as a case study in best practice.



Covid Readiness



Central 'buffer' stocks of all key PPE items have been sourced to provide a minimum of five weeks' cover in the event of a second Covid spike occurring locally.



Infection control training has been refreshed to ensure we are as strongly-positioned as possible to maintain the excellent track record of providing safe services.



Growth & Efficiency Agenda

Optalis continues its preparations to take on new services in both Boroughs later this year. We are also discussing a variety of other opportunities with both Directors of Adult Social Services.

Optalis is also exploring plans for new revenue streams to generate additional income for its shareholders.

Optalis LTD prepare and present a Board Report to our shareholders, Wokingham Borough Council and Royal Borough of Windsor & Maidenhead Council, on a quarterly basis to monitor the organisation's services, finances and achievements.

The Quarterly Performance Report shows a summary of our activities and plans for development. We are sharing this report, in line with our values of transparency and integrity and effective communication, to allow our key stakeholders to gain an understanding and insight into the strategic aims of Optalis and how it is performing against these.

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2020 Board of Directors

David Cook (Chairman)

David Birch (Chief Executive Officer)

Tim Bishop (Non-Executive Director)



Mission

To be a resilient, efficient and growing Social Care Company capable of delivering high quality, innovative services to more customers, delivered by passionate and skilled staff.

Vision

To fulfil the potential of every customer, colleague and community we work with.

Core Values

- Customer Service
- Respect
- Transparency and Integrity
- Communication
- Continuous Development
- Enjoyable and Rewarding