

Meeting Minutes - Kisimul/Glinton Parish Council (GPC)

Attendees: Kisimul: Liz Ambler - Director of Adult Services
Alyssa Fletcher - Manager Taigh Aisling

GPC : Gerry Kirt (chair & author), Bob Randall & Peter Skinner

Date/Time: 14 December 2021/15:00

Meeting objectives

- **To highlight and resolve Glinton Parish Council and neighbour concerns.**
- **Establish a simple procedure to resolve any future concerns before they become issues.**

Background

Liz Ambler has been in post 12 months and has responsibility for Kisimul homes in the south and East Anglia.

Alyssa Fletcher is manager of Taigh Aisling (the Glinton care home). She is the main point of contact.

Kisimul assured GPC that it has a thorough training programme in place for all new carers that includes structured continuous improvement. They do use contract staff who are fully accredited.

Kisimul explained that although many issues highlighted in the supporting data (following these minutes) were legacy problems and had been successfully addressed, a number remain and were either in the process of being sorted or will be resolved directly with the home's immediate neighbours.

Alyssa was aware of many of the issues but thought some of the descriptions were perhaps misleading.

Since joining the company Liz and Alyssa have embarked on a number of procedural changes that will ensure that many of the highlighted issues should not reoccur. Particularly only placing quiet and non disruptive residents in homes such as Glinton's.

Actions arising

Alyssa committed to communicate proactively with Kisimul's immediate neighbours to ensure any issues can be promptly identified and dealt with. This also will involve regular updates on long term issues.

Action: Kisimul

It was agreed that only issues that cannot be addressed between neighbours and Kisimul will be referred to the GPC to act as a mediator.

Action: all

It was agreed that regular quarterly meetings will take place between GPC and Kisimul. Kisimul to come back to Gerry Kirt with a proposal. The first to take place in March 2022.

Action: Kisimul

Should the need arise special meetings will be arranged between GPC, neighbour/s and Kisimul.

Action: all

Kisimul plan to relocate one resident A in mid January 2022. Learning from this the compatibility processes whereby a resident is assessed to ensure their suitability in a new home have been improved to, hopefully, ensure a similar problem does not reoccur.

Action: Kisimul

Kisimul was concerned that carers were apparently looking at phones rather than monitoring residents is a concern and will be addressed.

Action: Kisimul

Trampoline - Alyssa promised to ensure the unit is permanently relocated next to the home rather than along the garden perimeter. The stated issue was caused because gardeners had failed to relocate it after cutting the grass and she had been away for several days.

Action: Kisimul

It was agreed that Kisimul would consider trying to reduce the amount of light emitted from the home and consider frosting windows that invade the privacy of neighbours.

Action: Kisimul

Kisimul agreed to discuss screening measures with neighbours to resolve any issues.

Action: Kisimul

Supporting data

1. Glington Parish Council Concerns

- *Kisimul home is located at the end of a quiet residential lane which is inappropriate to its current use.*
- *The Parish council would have, if a planning application had been made for change of use from C3 to C2, been opposed to the location of Kisimul care home in Rectory lane because of the very problems we see now particularly disturbance to the neighbours and access/parking issues.*
- *Since opening they has been no proactive dialog with neighbours or Glington Parish Council.*
- *We understand that some of the residents can at times require up to 6 Kisimul staff to care for them. We have had reports that the more disruptive residents are regularly seen using the play park with only 1 or 2 carers in attendance. The carers generally sit on benches looking at their mobiles.*

- *The more noisy residents when taken onto the play equipment have the effect of the area of parents and children because they don't know how to react and are often frightened.*
- *Pre six form AMVC students have been seen taunting residents in the play park.*
- *Glinton Parish Council supported the conversion of the garden into car park to resolve on road parking issues. It is now little used. The smaller car park is now used extensively but regularly results in the wooden parking posts along the verge being knocked over.*
- *The Kisimul bus has difficulty turning into the car park. PCC has installed a concrete post to encourage better driving but the vehicle continues to drive over the edge of the road, over the grass into the start of 7 Rectory Lanes drive. It continues to create an even deeper hole in the verge and is causing the edge of the tarmac to tumble away.*
- *Carers often speed along Rectory Lane at shift changes. Possible safety issues - students and residents.*
- *When residents are in the larger car park - passers by are often frightened to walk by (see below).*
- *Assault of a retired lady over the car park gate. The Kisimul resident beckoned her over and hit her in the face - she decided not to take it any further ...didn't want to cause a fuss!*
- *Garden chairs and a table were hurled into the lane by a Kisimul resident just before a group of elderly people walked by. The furniture was swiftly removed by carers.*
- *Environment - the home seems to be lit up like a high security prison 24/7 and is very intrusive to neighbours.*

2. Neighbours concerns

- *Excessive noise from a particular residents - repetitive loud stimming which manifests itself in screaming, shouting and moaning sometimes 24/7. This has and continues to cause anxiety and extreme stress in neighbours. Carers go home - neighbours put up with it constantly!*
- *Disruptive behaviour from a particular resident has caused disruption amongst other residents. Although, Kisimul is seeking to relocate Reece its now into the second month following the 28 day notice to move.*
- *Reece in particular has been observed prowling along the perimeter of the garden like a caged tiger which has caused concern.*
- *The trampoline is a particular issue. Residents bounce up and down screaming, shouting smirking, gesticulating etc towards neighbouring properties often for extensive periods. A number of issues and concerns have been identified: 1. A family has had to move living from the front to rear of the their property. 2. Another family is so concerned about the behaviour that they tend not to use their garden and given they have a 15 year old daughter who wants to hold pool parties in the summer for her friends is unlikely to do so. The trampoline has been moved after a complaint but returned and now is an issue with family 2.*
- *Bath bomb thrown from Kisimul home onto car bonnet causing £500 damage (Leon?).*
- *TV remote controllers being thrown over neighbours gardens onto parked cars.*
- *Despite carers being in attendance a resident climbed over 7ft fence into neighbours garden damaging plants and causing alarm and concern. This event has resulted in ongoing anxiety and extreme stress should there be a reoccurrence - as a result the neighbours have not allowed their grandchildren into the garden throughout the summer.*
- *Two different neighbours are suffering depression and stress as a result of the situation at Kisimul.*
- *A Kisimul resident has used the front garden of 7 Rectory Lane to urinate despite carers being in attendance.*
- *A neighbour observed that the carers seen more concerned about their mobiles than the residents in their charge. A group can often be seen sitting on the gardens picnic bench with their phones while residents are charging around the garden making excessive noise. A resident was seen having a tantrum - the carer disappeared inside the house, locked the French windows and despite him hammering on the doors with his fists he was kept out.*
- *Frequently your agency staff appear at residents doors along Rectory Lane asking where the home is.*
- *Excessive noise at shift changes - music, sounding of horn either to open the gate or to act as signal that a carer has left.*
- *Nudity at windows that overlook neighbours properties.*
- *Clothes and others items being thrown out of windows into neighbours gardens.*