



QUEENSFERRY CARE

Supporting older people in Queensferry, Dalmeny, Kirkliston, Ratho Station, Ratho & Newbridge.



ANNUAL REPORT

Year Ending
31st March 2019





MISSION STATEMENT

Our mission is to provide quality support services to older people and their carers within the communities of North West rural Edinburgh, enabling them to maintain an active independent lifestyle within their own communities.

QUEENSFERRY CHURCHES' CARE IN THE COMMUNITY

HONORARY PRESIDENT:

Lady Stewart-Clark

HONORARY VICE-PRESIDENTS:

Dr. Alison Macartney (South Queensferry Medical Practice)
Rev. Ian Wells (Ratho Parish Church of Scotland)

WHAT WE DO

Daycare

For older people with a diagnosis of dementia or who are otherwise confined to their homes due to stroke or other long term illnesses and conditions.

Volunteer Services

We actively support volunteering and provide volunteering opportunities within the communities we work.

Carer Support

Providing support and information to the carers of our service users. Wider carer support is available through our partnership with Voice Of Carers Across Lothian (Vocal).

Befriending

Providing trained volunteers to visit older people at home to offer companionship, a friendly ear and contact with the wider community.

Almond Supper Club

Offering a service to people with dementia and their carers to come along and have a meal together. Trained staff and volunteers are on hand to ensure both the carer and the person with dementia have a chance to relax in a supported environment.

Lunch Club

Monthly lunch clubs are for older people to meet, eat and chat – 'Live, Laugh, Lunch ...'. Services are provided at both Kirkliston and Ratho Community Centres.

INTRODUCTION

Lady Stewart-Clark

Honorary President

Our 25th year was another really positive year for Queensferry Care and a number of celebratory events were held. This included our Jubilee service which we were delighted to host at Dundas Castle in September. We were honoured to be joined by many familiar faces who have supported the organisation over the last quarter of a century.

It has always been a great honour to be your Honorary President and to see at first hand the fantastic work that Queensferry Care continues to achieve delivering vital services in these increasingly difficult times.

I would like to take this opportunity to give my thanks to the Board of Directors, the staff team and our volunteers for the tremendous work you do providing such a valuable service to members of our communities. Your hard work is always appreciated by all who enjoy your company and the fruits of your labours.

I look forward to another challenging yet successful year with Queensferry Care and to being with you on several occasions through the year.

Best wishes and warmest regards
Lady Stewart-Clark



"I look forward to the visits and company, I wasn't expecting the time to go by so fast and I enjoy talking about 'the good old days!'"

Service User

"We are so grateful for the visits and you will not know how much you helped"

Family Member

CHAIRMAN'S REVIEW 2018/2019

At the end of our Jubilee year I personally celebrated my first year in the role of permanent Chair to the Board. It is a great honour to be leading Queensferry Care as we continually evolve adding new services which are improving the quality of life for all of our service users.

We would be unable to do this without a fantastic team, so on behalf of the Board I would like to take this opportunity to say thank you to all the staff, our fantastic volunteers and our wider supporters. Simply put, you are all the heartbeat of Queensferry Care and epitomise what is defined by 'Community Spirit'. Your contribution to improving the lives of others can't be measured and we are eternally grateful for the difference you make every single day. Thank you!

Over the past 12 months we have built on our community presence and strengthened our ties in Ratho and Kirkliston. All new services have been well received and we look forward to expanding on these in the coming year.

The Board has seen a small reshuffle as Pamela McLauchlan now heads up a new Project Committee as we continue to investigate the opportunities around a new facility to safeguard our future. Dan Blake became head of our Services Committee and Iain Macdonald has taken the reins of the Fundraising Team.

Each year Queensferry Care strives to further develop our services and our work with community partners. This opportunity is what drives us on and seeing the difference we can make is truly something the community can be proud of and something we will continue to build on.

Andrew Burton
Chairman to the Board of Directors, QCCC







MANAGERS' REPORT

In 2018, Queensferry Care celebrated 25 years since its humble beginnings with 8 older people meeting once a week in the St Andrew's Hall of Queensferry Parish Church. Our silver anniversary was marked with a full calendar of activities and events. One of the highlights was a lovely afternoon tea at Dundas Castle, where the Rev David Cameron led a service of thanks, reflection and a vision for the future. It was lovely to see so many 'weel kent faces' from over the years, especially some of the people who were involved at the very beginning.

What's new in 2018/19 ...

Queensferry Care launched a new volunteering service at the end of 2018, providing a garden tidying service for local older people. We are about to launch a new volunteer driving service.

We are delighted that two new lunch clubs started in March 2019: one in Kirkliston, the other in Ratho. The lunch clubs are for older people to meet, eat and chat – 'Live, Laugh, Lunch ...'. It is lovely to be back providing services at both Kirkliston and Ratho Community Centres.

Queensferry and District Community Council (QDCC) are trustees for a piece of land and £400,000 gifted by Evans Property Trust. Bids were invited to build a community facility on the Ferrymuir site and we are pleased to say we were successful with our bid. Our proposal is to build a two-storey building which will house our existing daycare facility, together the addition of a 10-bed residential respite facility. The fundraising team and a newly appointed Project Committee have a significant amount of work to do prior to starting the build.



One of the biggest challenges, which they are facing head-on, is raising an additional £1.1 million.

Queensferry Care has had a relatively stable staff team during the year, and as always, we are both extremely grateful to the whole team, including our relief staff and volunteers, for their dedication and commitment to providing quality support.

Carol and the Fundraising Team had another very successful year, both fundraising and applying for grant funding. Carol's success each year is truly amazing and we are sure she will agree that without the support of people in our local communities her job would be so much harder.

Courtesy of some funding from Percy Bilton we replaced the flooring in our dining area. Queensferry Care also self-funded replacement windows, making The Haven a much warmer, less draughty building for service users and staff to enjoy.

As ever, the next year will bring its own challenges, not least negotiating a new day care contract with City of Edinburgh Council's Department of Health and Social Care. With Council and Health funding as stretched as ever this contract might be quite different from previously, but we are preparing to meet this challenge head-on.

Liz McIntosh & Gillian Smith,
Registered Managers

FINANCE SUMMARY

We are delighted to report a surplus of £7,099 for the past year.

Over the last few years we have reported the risk to the charity of being part of the Lothian Pension Defined Benefit Scheme and as a result of this risk we had decided to exit the scheme. We now only have one remaining payment of £3,000 which will be made in March 2020 and we will have extinguished this risk completely.

This reduction in our actual liability has put the charity in a much better financial position to continue to provide services to the community. A great example of this is the new lunch clubs we have introduced in Ratho and Kirkliston and of course our desire to move to a purpose-built facility at Ferrymuir providing we can raise the necessary funds. As part of our commitment to this project, we have set aside £50,000 as designated funds, which will enable us to move things forward.

In terms of fundraising our team has had a great year achieving another fabulous figure of £72,710. Many thanks are due to them (led by David Pomfret and now Iain Macdonald) with particular thanks to Carol Findlay who is our Fundraiser and Public Relations employee. We applied for and obtained a large number of grants from various providers, and these, together with many events, including a great Abseil which raised £7,545, enabled us to achieve this figure. Without this level of fundraising we would not be able to carry out many of the things we have achieved this past year.

We have installed new flooring in the dining room during the past year and continue to ensure that our equipment is replaced as required.

As a member of Living Wage Scotland we ensure all our staff receive this recommended level of income and have done so for the past 4 years. In addition, we have ensured that those staff salaries for those who earn above the base level rise by inflation. The level of funding from Edinburgh Council has not kept pace with costs over the many years since we launched some 25 years ago and the challenge is only likely to continue with Councils struggling to fund all facilities. We are so grateful to all the communities we serve for their support over the past years.

We continue to have a very strong Finance team with Stephen Harris our Finance Administrator carrying out all the day to day work with myself, Iain Macdonald, Harun Rashid and Eric Proven monitoring matters on a regular basis to ensure we meet our targets and objectives.

Ian Laing
Finance Director



QUEENSFERRY CHURCHES' CARE IN THE COMMUNITY

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2019

	2019	2018
		£
Income and endowments from:		
Donations and legacies	220,604	249,285
Other trading activities	48,690	74,834
Investments	838	851
Other income	9,422	2,820
Total income	<u>279,554</u>	<u>327,790</u>
Expenditure on:		
Raising funds	<u>3,076</u>	<u>30,395</u>
Charitable activities	<u>269,379</u>	<u>266,472</u>
Total resources expended	<u>272,455</u>	<u>296,867</u>
Net income for the year/ Net incoming resources	7,099	30,923
Other recognised gains and losses		
Actuarial gain/(loss) on defined benefit pension schemes	<u>-</u>	<u>(2,000)</u>
Net movement in funds	7,099	32,923
Fund balances at 1 April 2018	<u>117,121</u>	<u>84,198</u>
Fund balances at 31 March 2019	<u><u>124,220</u></u>	<u><u>117,121</u></u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

DAYCARE REVIEW OF THE YEAR

Daycare provision continues to thrive at Queensferry Care every Monday to Friday.

Some highlights in the last year are:

We have enjoyed being fed and entertained by Queensferry Primary School. In what was a new venture for the school, a professional chef worked with the children to encourage them to get involved in preparing their own healthy meals. The Wednesday group were then lucky enough to be invited over to sample the children's wares and singing talents. Following this event, the children donated their pennies to Queensferry Care and raised over £200.

Queensferry Nursery have joined us for our seated exercises to music, which greatly entertained the Friday service users. The nursery children, staff and mums continue to provide an annual Strawberry Tea for the Tuesday group and this is always a lovely day at The Haven.

Carole Robertson has provided fun seated-exercise sessions for our groups for a number of years and is as popular as ever on her monthly visits. Carole's sessions have been funded by the Greggs Foundation. The pamper sessions provided by Sharon Adams went down a treat with the groups. Some service users opted for hand massages and others for a nail treatment. These sessions were kindly funded by the 'Bring Joy Foundation'. Greggs also allowed us to bring in some great performers from Music in Hospitals and local singer Graeme Pearson. Music is the one art that brings everyone together no matter, their age, race, gender or ability. Seeing the joy it brings to our clients is very humbling. Rovin' Productions also entertained the groups with their unique rendition of Jack and the Beanstalk before Christmas.

The Yeoman family contributed to the Friday group's trip to Aberdour, in not so spring-like weather for a lovely home cooked lunch. Lunches for other groups to the Queens Crossing were generously funded by the Woodroffe Benton Group. Additional transport costs were met by a substantial contribution from the Corra Foundation.

Queensferry Parish Church continues to offer communion several times a year to service users and allows those who cannot attend the church the opportunity to feel involved.

Students from Queensferry High School volunteer at The Haven on a weekly basis and, as well as providing another dimension to the day, benefit themselves from the experience of intergenerational work.

As well as our small staff team we are ably supported by 25 volunteers each week. The volunteers bring their own special talents and experience to each group at daycare.

Aileen Morton
Daycare Coordinator

"It makes an enormous difference to me, just to get a short break, time on my own. It definitely lessens the strain knowing Jim is well looked after."



"It makes me want to get up and made me want to come out. I never used to want to go out, I would lie in bed most of the day."

"I like the people who help, the volunteers. I salute them."



"I love it! I love getting out and chatting to people!"

"You have made me more confident, I enjoy it."

"I look forward to coming for the company and it gets me out the house."



QCCC IS SO GRATEFUL FOR ALL THE SUPPORT FROM OVER **70 FABULOUS VOLUNTEERS**

During 2018/19 volunteering opportunities have increased as we have added a number of new services. These include garden tidying, driving, and the Kirkliston and Ratho lunch clubs. These are now running alongside our existing services of daycare, befriending, supper club, reception, fundraising, and memory cafe.

Our befriending service continues to grow from strength to strength. During the year, a total of 25 people were visited regularly. We received a generous award from the Charles Hayward Foundation to launch an advanced befriending service. This means that nine older people with a diagnosis of dementia have been matched with a befriender.

Joan McConnachie was a very worthy recipient of an Inspiring Volunteer Award at a ceremony held at the City Chambers. Joan has volunteered since 2003 and her contribution to befriending and daycare has made a difference to so many.

Congratulations to our young volunteers:

Catherine, Luke, Jonathan and Quaid who have all achieved 100 volunteering hours. This has been recognised through Saltire Awards.

Robyn Ogilvie was recognised for her contribution to the community and was presented with the Ron Ainsworth Award by South Queensferry Rotarians.

A special mention to Richard Reynolds (befriender) & Bob Sutherland (daycare) who have both volunteered with QCCC for 10 years.

Volunteers have the opportunity to attend training to enhance their skills and knowledge. QCCC appreciate the time of 41 volunteers who attended First Aid, Food Hygiene & Dementia Awareness.

I would like to remember Marjory Dewar, who brought her infectious personality to daycare and Margaret Gaved who pioneered escorting befriendees to the Singing Group. Both of them are now missed by their many friends at Queensferry Care.

Lorna Russell
Volunteer Coordinator

VOLUNTEER HUB

Fantastic community work involving local people making the area that much better through the provision of social clubs and activities. The Volunteer Hub Coordinator aims to support local groups with advertising, training, recruitment, applying for grants and donations and encouraging communication. Over the past 12 months, members of the Volunteer Hub have had training opportunities in food hygiene and infection control, emergency first aid and dementia awareness. The Hub has assisted with organising activities through arranging entertainment and guest speakers, and sourcing local business to sponsor special occasions.

As part of my coordinator role I have been updating the directory of Leisure Activities and Services, which was completed in August and has received very positive feedback:



Working as a GP Link Worker in South Queensferry Medical Practice, I have found QCCC's Directory of Leisure Activities and Services absolutely invaluable to my role. This resource has undoubtedly given me the opportunity to enhance my knowledge of the local area and, without it, there's no way I would have been able to carry out my role as effectively.

I spotted the new directory of services on your QCCC website. I am impressed, it looks so eye-catching and really shows how amazing a hub Queensferry is for things to do.

We think they're fantastic! The information is so clear and easy to read.



The production of the directory is testament to great work that can be achieved by working together.

Lorna Russell
Volunteer Coordinator



SUPPER CLUB

The Supper Club is a well-established service, supporting people with a diagnosis of dementia and their carers. All too often when people are diagnosed with dementia they may well find their social lives become more restricted. This can have a 'knock-on' effect on their wider family too, sometimes resulting in feelings of isolation.

The focus of the Supper Club is for people to enjoy a meal together in a social, relaxed and supported environment. A common statement among carers has been that their 'best-hope' from their caring situation is to be able to care for their loved-one, at home, for as long as possible. There is also a desire to develop a better understanding of dementia and what supports are available. It is also important to carers that they and their partner continue to enjoy themselves. The Supper Club delivers a more responsive and needs-led service and provides the opportunity for clients to participate within their own community.

The Supper Club supports up to 14 people (7 couples), and has been operating at capacity, with a small waiting list during the last year. It meets on the 2nd and 4th Thursdays of each month. There are two members of paid staff (John and Susan) who are very grateful to be assisted each evening by two volunteers (usually Alison and Margaret). Transport is provided by the Pilton Equalities Project.

In 2018/19 The Supper Club was successful in applying to The Edinburgh Integration Joint Board (EIJB), thus securing funding for the next 3 years. In addition, this funding has established a second Supper Club which meets on the 1st and 3rd Thursday of each month.

In the last year we have introduced a bit more variety into our entertainment. We have enjoyed musical entertainment from 'Graeme Pearson' and 'Music in Hospitals and Care'. 'The Caledonian-Kickers' as well as demonstrating, had us participating in line-dancing. They also surprised us by presenting us with £405, which they had raised for the new 'Ferry-muir Development.' All have met with a very positive response and attendees have requested that all return. We have also ventured to different venues within the local communities, enjoying meals at the Newton Arms, Rail Bridge Bistro, Queensferry Crossing and Newliston Arms.

As the Supper Club Coordinator it is extremely pleasing to observe people developing relationships outwith the Supper Club. Susan and I have noticed examples of carers acting independently to arrange social meetings, working collaboratively to share and discuss common issues and finding solutions by themselves.

Getting positive feedback is phenomenal, and demonstrates the difference attending groups like the Supper Club can make to people's lives.

John Robson
Supper Club Coordinator



"I have made good friends via the Supper Club and we support each other. There is a kind of bond there which will continue."

Carer

"It's hard to share what it's like living with someone with dementia. One can describe it, but it's not the same as experiencing it. (At the Supper Club) we can exchange our problems and look at different ways of dealing with them."

Carer

FUNDRAISING THROUGH THE YEAR

With a target of £65,000 I am delighted to advise that by the end of the year over £76,000 was raised.

We continue some traditional annual fundraisers, including a coffee morning at the Queensferry Parish Church, can collections at both Tesco and Scotmid and our golf tournament at Dundas Park Golf Course, kindly organised by the Rotary Club of South Queensferry.

Nineteen people took part in the Rotary abseil from the Forth Bridge. This raised just under £10,000 (some money collected in previous years finance figures), this included £500 match funding from the Bank of Scotland Foundation.

A Sparkling Movie Night was held in December at the Dominion Cinema. This was a joint fundraiser with The Open Door in Morningside.

"We are passionate about our people and community. It is vital we continue to help those who need it"

Board member

"I love hearing the stories, sometimes we even sing."

Befriender



GRANTS

Throughout the year, we received grant funding of over £33,000. This helped to cover daycare expenses, transport, volunteer expenses and enabled us to make improvements to the facilities at The Haven. We have included the logos below of those organisations who have provided Grant funding. Without their support, we would not be able to continue to provide all our vital services at Queensferry Care.



SPECIAL THANKS

Clifford Plester took to the roads again for his annual sponsored walk. Sandy and Bob were quiz masters extraordinaire in January at the Newliston Arms. We also had support from the South Queensferry Army Cadets, 31st Edinburgh Boys Brigade, as well as numerous local businesses.

Our Silver Jubilee celebrations included a commemorative service at Dundas Castle, with afternoon tea. This was attended by some members of daycare, supper club and their carers. We also had staff and volunteers who have contributed to the work of the organisation over the past 25 years.

AND FINALLY...

I would like to thank all the families who have made donations in memory of their loved ones who we, as an organisation, were privileged enough to care for. We use this money to continue our dedicated work within the local community.

I would personally like to recognise and thank David Pomfret for his significant contribution in leading the Fundraising Committee during 2018. He has now taken well-earned retirement to spend more time with his family.

Carol Findlay
Fundraiser and PR Coordinator

VOLUNTEERS APRIL 2018 – MARCH 2019

A big thank you to all our volunteers. Your importance and contribution continues to be invaluable

Lynn Alexander
Sally Anderson
Margaret Bargh
Sheila Boyes
Fiona Chandler
Betsy Clarke
Janet Dall
Ann Denholm
Marjory Dewar
Jackie Derrick
Nicola Doherty
Anne Forsyth
Margaret Gaved
Lynn Gillespie
Robin Goldie
Emma Gow
Andrey Greenfield
Sue Hodges
Ros Hopkins
Elaine Howes
Kate Hunt
Dorothy Irving
Pat Jones
Ed Kelly
Liz King
Anne Lee
Julie Little
Brenda Mackie
Deirdre MacLeod
Ann MacPherson

Barbara Maguire
Lillias Manson
Helen McCartney
Joan Mcconnachie
Mary McCraw
Dorothy McEwan
Neil McKinley
Fiona McLeod
David McGuinness
Lynn McIntosh
June McMillan
Helen Mair
Francisco Palamino Manan
Alison Mirtle
David Mirtle
Carly Morgan
Sandy Munro
Hazel Murdie
Gillian Newlands
Margaret O'Donnell
Lesley Paxton
Joanne Peat
Cara Peebles
Louise Pert
Matt Purdie
Carrie Ramsay
Kirsten Rance
Neelam Ramsohok
Catriona Reading
Richard Reynolds

Anne Reilly
Campbell Ridge
Clare Riley
Elaine Robinson
Julie Rodman
Jimmy Ryan
Carole Shaw
Anne Shearer
Maureen Sills
Mary Smyth
Diane Spence
Bob Sutherland
Lindy Thain
Quaid Walker
Susan Weerts
Jan Wemyss
Margaret Whiteford
Liz Wright
Francine Wynne

QHS

Luke Cumming-McMillan
Lucy Grant
Robyn Ogilvie
Jonathan Riley
Robbie Smith
Catherine Vaughan
Wang Pok Lo

*"You know me, I love to chat
and we get on so well."*

Service users



BOARD OF DIRECTORS

Queensferry Churches' Care in the Community is a Company limited by guarantee and accordingly has a Board of Directors.

During the year, the Directors were:

Andrew Burton
Chairman

Ian Laing
Finance Director

John Ferguson

Harun Rashid

Iain Macdonald

Pamela McLauchlan

Matt Purdie

Dr. Alison Macartney

Dan Blake
(Appointed July 2018)

Linda Russell
(resigned 24th May 2018)

David Pomfret
(resigned 29th Aug 2018)

Supporting member to the Board: Jan Wemyss, Company Secretary

The Board operates four specialist committees:-

Finance - Ian Laing (chair), Harun Rashid (Vice Chair), Iain Macdonald. Supported by Eric Proven.

PR & Fundraising - David Pomfret (chair until 24th October 2018), Iain Macdonald (Chair Oct 2018), Matt Purdie (Vice Chair Oct 2018). Supported by, Sue Hodges, Jan Wemyss, Alistair Rarity, Ann Denholm, Jeanette McIvor and Irene Brownless.

Service Development – Pamela McLauchlan (chair until 16th Jan 2019), Dan Blake (Chair Jan 2019), Alison Macartney (Vice Chair Jan 2019). Supported by, Gareth Wilkinson, Gwen Hunter, and Eileen Case.

Project - Pamela McLauchlan (Chair), Ian Laing (Vice chair), Matt Purdie and Jan Wemyss (Secy).

OUR TEAM

Senior Team

Registered Manager (Job Share)
Daycare Co-ordinator
Volunteer Co-ordinator
Almond Supper Club Coordinator
Administrator
PR and Fundraising Coordinator

Liz McIntosh and Gillian Smith
Aileen Morton
Lorna Russell
John Robson
Stephen Harris
Carol Findlay

Support Staff

Jennifer Craig, Jemma Falconer, Johann Cook, Susan Norton, Natasha McDonald, Linda Drysdale, Stephanie Wilson, Sharon Adams, Anita Roberts.

CONTACT US

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[@QueensferryCare](https://twitter.com/QueensferryCare)



[queensferrycare](https://www.instagram.com/queensferrycare)



Registered Office:
The Haven, 25B Burgess Road, South Queensferry EH30 9JA
Company limited by guarantee registered in Scotland company No. SC210822
Scottish Charity No SC021833