

# Queensferry Care

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

## Annual Report

For year ended 31st March 2020



Company Limited by Guarantee SC210822  
Registered Scottish Charity no SC021833

# OUR SERVICES

## Daycare

Providing care and support to older people. This includes people who are socially isolated, those with reduced mobility, long term health conditions, or a diagnosis of dementia.

## 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).

## 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.

## Volunteer Services

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

## Befriending

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

## 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.

## QCCC 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.*

The Haven, 25b Burgess Road, South Queensferry EH30 9JA  
Tel: 0131 331 5570  
Webpage: [www.qccc.org.uk](http://www.qccc.org.uk)  
Email: [mail@qccc.org.uk](mailto:mail@qccc.org.uk)  
Facebook: [www.facebook.com/WelcomeQCCC](https://www.facebook.com/WelcomeQCCC)

# Queensferry Churches' Care in the Community

Honorary President:  
Lady Stewart-Clark

Honorary Vice-Presidents:  
Dr Alison Macartney (South Queensferry Health Centre)  
Rev Ian Wells (Ratho Parish Church)

As another year ends, I take this opportunity to give my thanks to the Board of Directors, the staff team and, our volunteers, for the tremendous work done to provide 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.



It continues to be a great honour to be your Honorary President and, to see at first hand, the amazing work that Queensferry Care continues to achieve in the delivery of vital services during these increasingly difficult times. The coming months are likely to be the most challenging and difficult that the Charity has faced. However, I am confident that with prudence, effective governance and the continued support of our communities, the difficulties will be overcome.

Stay safe, best wishes and warmest regards

Lady Stewart-Clark  
Honorary President

“

*I look forward to a Tuesday.  
Everyone is friendly, I feel  
safe and looked after. I really  
enjoy it, I can't fault it.*

”

# CHAIRMAN'S REVIEW

In the past year we have continued to build on our presence in the communities we serve and to strengthen relationships, both new and old. The work the team does in delivering front line services truly makes a difference and we continue to look at ways to expand and improve these. Backed up by the Services Committee, led by Dan Blake and Dr Alison Macartney, we show real strength in this operation.

This year sees the departure of our much-loved fundraiser, Carol Findlay. Since joining us in 2016, Carol has raised more than £300,000, which has been vital in keeping our doors open. In addition, Carol successfully delivered the Tri-Shaw project for Queensferry in collaboration with the Rotary Club. Carol will be sincerely missed at QCCC and we wish her all the best in her future role.

During this year we achieved our full complement of Board Members, the first time this has happened since I became a Board member. I have been delighted to welcome Angie Alexander, Lynsay McGill and Graham Hunter to the group. They will bring real strength to an already excellent group of people, whom I am proud to lead.

As I finish my report, it would be remiss of me not to mention the challenges the Covid-19 pandemic present. This will test our resolve as a charitable organisation both now and in the coming months. At a time like this, it highlights the importance of what our charity provides to the most vulnerable in our society and, now more than ever, your support is vital and hugely valued.

In closing, I would like to wish each one of you well and, I sincerely hope that this finds you and your loved ones safe (and sane!!) during these very uncertain times. Rest assured, it is the aim of the charity to continue to support the most vulnerable in our society both now and in the future.

Stay safe!

Andrew Burton  
Chairman to the Board of Directors, QCCC







“

*It gets me out of the house. I really enjoy the company and everyone gets along. I enjoy everything that goes on in my day, I have old and new friends now.*

Day Care attendee

”





Liz McIntosh



Gillian Smith

# MANAGERS' REPORT

Each year our annual report provides a snapshot of our year. Here are some of Liz and Gillian's highs and lows over the last year; and potential challenges for the coming year.

## Highs...

Queensferry Care further developed the Lunch Clubs during 2019/20. The Lunch Club at Kirkliston has really taken off with a maximum of 22 people attending. The Lunch Club in Ratho has consistently had between 6-11 people attending. One lady who came to the Lunch Club in Ratho with her son and daughter-in-law had not been out of her house for 10 years. This must highlight that having a local club / group / support is important for people. It must be said, of course, that Susan, our Lunch Club Coordinator's soup, sandwiches, and home bakes are proving a big hit with everyone.

The Day Care team worked hard over the year to provide a varied programme for our members. This has been achieved due to funding brought in by our PR and Fundraising Coordinator for specific activities such as musical entertainment or outings for afternoon teas.

The Supper Club, due to funding from the Edinburgh Integrated Joint Board (EIJB), increased to four times monthly sessions. A second Supper Club was created providing support to another seven couples. It is lovely to see relationships being formed as group members get to know each other.



Carol had another successful year fundraising and applying for grant funding. Carol, with support from the Rotary Club of South Queensferry, reached the financial target to secure a Cycling Without Age Trishaw for South Queensferry. Carol's success each year is truly outstanding and, would be so much harder, if she did not have the support of the people in our local communities.

Queensferry Care had a few staff changes over the year, with Jen, Joanne and Stephanie moving on. We welcomed Linda to the Day Care Team from the Relief Team, and Allison joined the Relief Team. Liz and Gillian are extremely grateful to the whole Staff Team and all our Volunteers, for their dedication and commitment to providing quality support.

## Lows...

On the 23 March 2020 Queensferry Care had to close the Haven due to the outbreak of Coronavirus. This hit everyone hard. The Staff Team had to adapt very quickly. We went from seeing people face-to-face, to providing mostly phone support. However, over the weeks we were able to provide support with shopping, prescription delivery, lunch preparation and delivery and, some social distancing driveway or garden chats. Certainly not ideal, but everyone had to come to terms with this new way of living.

## Challenges...

The City of Edinburgh Council's Health and Social Care Department put Day Opportunities for Older People out to tender at the beginning of 2020. Queensferry Care submitted a bid to continue to provide Day Care to older people living in Rural North West Edinburgh. However, the outcome of our tender will remain unknown well into 2020 due to the Coronavirus outbreak. This is a truly unprecedented and unsettling time for everyone, but one we will hopefully get through – eventually! It feels like this coming year will be the most challenging yet...

Liz & Gillian, Registered Managers, May 2020



# FINANCE SUMMARY

Queensferry Care is delighted to report a surplus of £33,974 for the past year. As you will recall 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, had decided to exit the scheme. We now have extinguished our liability to them having paid the last instalment of £3,000 in this financial year of 2019/2020.

Our charity is in a much better financial position as a result and we continue to provide services to the community. The Lunch Clubs we have introduced in Ratho and Kirkliston are a great example of this. We now also provide a gardening service to various clients and, are looking at other new services we could introduce. As stated in our previous annual report, we had wished to move to a purpose-built facility at Ferrymuir providing we could raise the necessary funds. As part of our commitment to this Project we had set aside £50,000 as designated funds. However, due to some legal issues which could not be resolved, together with the outbreak of the Coronavirus, we are unable to secure the level of funding required from the various Trusts. We have, therefore, made the painful decision to step back from this proposal for the present and, have returned the designated funds to the general reserves.

In terms of fundraising our team has had a great year achieving another fabulous figure of £77,000. Many thanks are due to the team led by Iain Macdonald, with particular thanks to Carol Findlay, our PR and Fundraising Co-ordinator. Due to Carol's hard work we applied for, and obtained, many day-to-day funding grants from various providers. Specifically, the Robertson Trust has committed to provide us with a total of £51,000 spread over three years, for which we are extremely grateful. We have just had the whole internal building repainted thanks to a grant of £5,000 from Screwfix and continue to replace and upgrade our computer equipment as required. We also received significant donations from the local community. Without this marvellous level of fundraising from both the community and our grant providers, we would not be able to carry out many of the things we have achieved this past year in providing services to our clients.

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 5 years. In addition, we have ensured that staff salaries, for those who earn above the base level, rise by inflation.



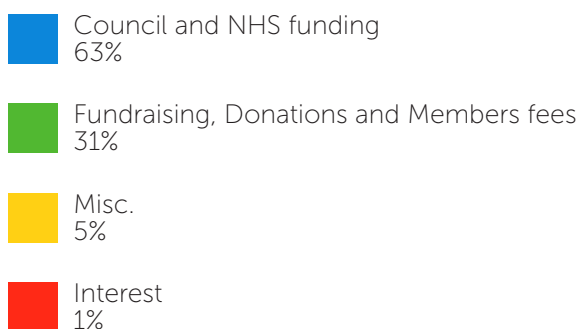
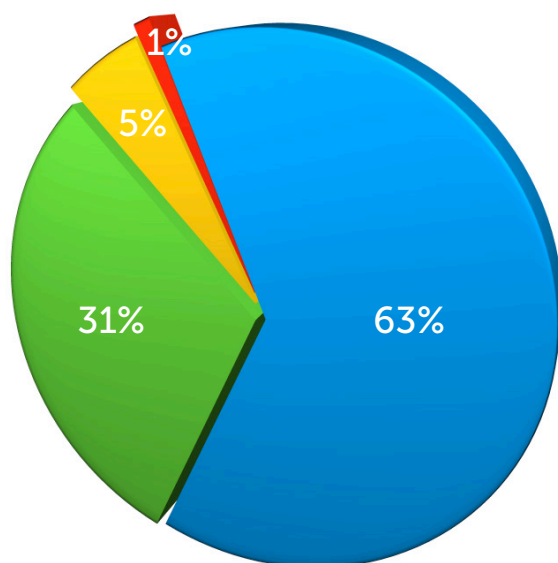
The level of funding from Edinburgh Council has not kept pace with costs over the period since we launched some 26 years ago and the challenge is only likely to continue with Councils struggling to fund all facilities. We are so grateful to the grant providers and all the communities we serve for their 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 me, Iain Macdonald, Harun Rashid, Eric Proven and Graham Hunter monitoring matters on a regular basis to ensure we meet our targets and objectives.

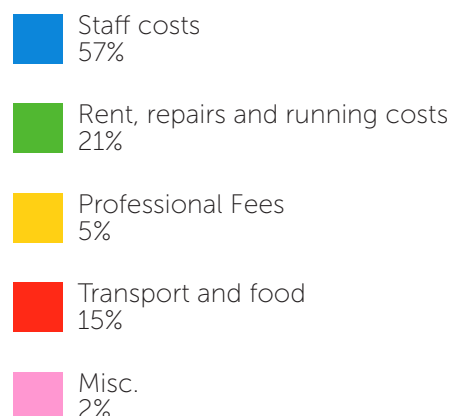
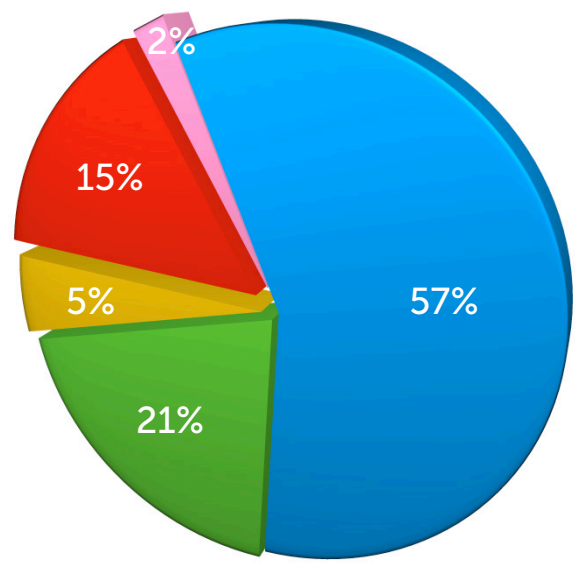
Finally, I must state, as we are still very much in the midst of this pandemic, the next financial year is set to be an extremely challenging one for our organisation. We are fortunate to have reasonable reserves to, hopefully, see us through this period.

Iain Laing  
Finance Director

### Income



### Expenditure



“

Coming to the Haven has done me the world of good, It has made a huge difference, I really look forward to coming. I also really enjoy doing the exercises.

Day Care attendee

”

# DAY CARE

A huge “Thank you” to all who have contributed financially to Day Care as, without your help, we could not offer the various types of entertainment or physical activities available.

In the past year, we received funding to help provide entertainment. Music in Hospitals supplied various artists throughout the year and were our favoured Christmas entertainers. From harps to accordions, penny whistles to guitars, all tastes were catered for! Music brings people of all ages and abilities together and lifts one's spirits.

Instead of pantomimes, we invited Rovin Productions along to perform their cabaret shows. The Day Care groups enjoyed 'Holiday Rock' (and yes, we did sing 'Hi Di Hi'!) as well as 'Cliff and Friends.' As usual, the costumes and jokes were up to scratch! They even brought Alvin Stardust along!

Continuing the musical theme, local man Graeme Pearson brought his own individual style of music and ukulele-playing to the groups. The Scottish songs were popular, getting people on their feet, as well as singing along!

Several schools and nurseries visited the haven, including Queensferry Nursery and Rosebery Hall Playgroup. Both sets of children had practised their songs before they came to entertain and were a big hit. The Rosebery Hall Nursery children also brought lovely gifts which were gratefully received. Queensferry Nursery children, staff and mums continue to provide an annual Strawberry Tea for the Tuesday group and this met all expectations as usual.



Young volunteers from Queensferry High School visit across the week and, each bring something different to Day Care. The groups enjoy having young people with whom to share their thoughts, or battle against at scrabble or dominoes! A proportion of our students go into Health Care and the experience gained at the Haven is invaluable.

A strong team of volunteers (25 approx.) supports Day Care throughout the week. They help to set up breakfast, serve lunches, get involved with activities, accompany the groups on outings and, spend time with clients one-to-one.

Pamper sessions were provided by local Beauty Therapist Sharon Adams. These were very popular, the most requested treatments being hand massages and fingernail painting. A few of our service-users take part in Communion offered by Queensferry Parish Church. Getting to church is difficult for many people, so this enables them to continue to take part several times a year.

The groups across the week have



been on several outings. The Thursday group likes to shop, so it visited the Gyle, followed by refreshments at the Haven. Some of the other groups made the trip over the Queen's Crossing to another favourite eatery, Sands Café, at Aberdour. The weather varied from hail to sunshine! We also enjoyed several lunches at our local Brewers' Fayre.

Last summer we were able to make good use of the Haven garden and take in the sunshine with the help of an ice cream cone or two.



“

*This is really fantastic.  
This makes me feel special.  
It makes me feel like I'm  
someone that matters!*

Supper Club Member

”

# SUPPER CLUB

In 2018/19 The Supper Club was successful in applying to The Edinburgh Integration Joint Board (EIJB), and secured funding for the next 3 years. This funding enabled the establishment of a second Supper Club which now meets on the first and third Thursday of each month. This second Club started on 2nd May 2019.

Over the last year, and since the introduction of the second Supper Club, the two Clubs have had a total of 29 different people using the service.

Each Supper Club has the capacity to support up to 14 people (7 couples).

Supper Club A (the original club) meets on the second and forth Thursdays of each month. It has two members of paid staff (John and Susan), who are very grateful to be assisted each evening by two volunteers Alison and Margaret.

Supper Club B meets on the first and third Thursdays of the month. It is staffed by John and Jemma who are very ably assisted by volunteers Heather and Brenda.

Transport for both clubs is available from the Pilton Equalities Project.



We also have had the pleasure of having Lillias volunteering for us and covering for absences. Lillias has shown herself to be highly adaptable and has covered for both Clubs.

It has been interesting watching the two Clubs in parallel. One – firmly established and the other developing and evolving (and some of the characters emerging!).

One older lady in particular, who is usually supported by her son, springs to mind. Prior to attending the Supper Club she had not left her house in 10 years. Her son had taken her to attend one of the 'Lunch-Clubs' organised by the Haven. A conversation with one of the workers there led them to be referred to the Supper Club. Since joining us, she has become a joy to work with. The first time she attended an evening at the Haven, she commented on the presentation, layout and entertainment she said 'this is really fantastic – this makes me feel special – it makes me feel like I'm someone that matters!' Whenever we have musical entertainment, she is among the most enthusiastic participants.

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

On a sadder note, around the end of last year and the beginning of this one, we lost several people who had been long-time attendees of the Supper Club. As is usual in these circumstances we have offered the surviving partner a continued period of attendance at the Supper Club whilst they adjust to this period of change in their lives.

Hopefully, we can be of help to them.





# OUR SUPPORTERS

With a target of £65,000 Queensferry Care is delighted to advise that by the end of the year £77,000 was raised.

Full funding was also achieved for the Trishaw Project and it is hoped to launch the Queensferry Chapter with the support of Cycling Without Age Scotland later in 2020.

## Annual Fundraising

We continued our programme of traditional annual fundraisers, including a Coffee Morning at Queensferry Parish Church, Can Collection at Tesco and the Golf Tournament at Dundas Parks, kindly organised by the Rotary Club of South Queensferry.

Eight people took part in the Rotary Abseil from the Forth Rail Bridge. This raised just under £5,000, including £500 match funding from the Bank of Scotland Foundation.

A Sparkling Movie Night was held in December where we viewed "Singalong Calamity Jane" at the Hippodrome in Bo'ness, including pre-film entertainment from The Bo'ness Belles. It was a very enjoyable event with a profit of over £1,900 - an amazing result.



# OUR PARTNERS

Throughout the year, we received Grant Funding of over £38,000. This helped to cover Day Care expenses, transport, and volunteer expenses. The Funding enabled us to make improvements to the facilities at The Haven. Here are the Logos of those organisations providing the funding. Without their excellent support, Queensferry Care would not be able to continue to provide all its vital services.

 **BANK OF SCOTLAND**  
Foundation

 **THE SCREWFIX**  
FOUNDATION

  
**Garfield Weston**  
FOUNDATION

**Edinburgh Airport**  
*Where Scotland meets the world*

**Scotmid** 

 **COMMUNITY**  
FUND

 **The ROBERTSON**  
Trust

The **Percy Bilton** Charity

Gordon Fraser  
Charitable Trust



The Edward Gostling Foundation

James & Jessie Shaw  
Charitable Trust

**SKIPTON**  
BUILDING SOCIETY 

Hope  
Trust

**itis**  **us**

The Rotary Club of South Queensferry for its part in raising funds for the Queensferry Chapter of Cycling Without Age Scotland and our very own Trishaw. Sandy and Bob for being Quiz Masters extraordinaire in January at the Newliston Arms. 31st Edinburgh Boys' Brigade and Sambalistic for their support at our Sponsored Walk

And finally...

I would like to thank all the families who have made donations in memory of their loved ones whom we, as an organisation, were privileged to care for. We use this money to continue our dedicated work within the local community. I would also like to thank everyone for their messages of good luck as I move on to a new role in the Falkirk Area within Dementia Services. I have had an amazing time supporting all the older people in the local area and meeting so many wonderful people through the charity events.

Carol Findlay  
Fundraiser and PR Co-ordinator

4,850  
Volunteer hours donated

# OUR VOLUNTEERS

Over 4850 voluntary hours were provided by our Fabulous Volunteers. Queensferry Care is incredibly grateful to have over 85 volunteers providing support to our various services.

Queensferry Care has many volunteer opportunities, including befriending, day care, driving, fundraising, gardening, lunch club, memory café and reception.

Everyone who volunteers has a comprehensive induction and access to appropriate training. During the year, volunteers have given additional time to attend training in Food Hygiene and Infection Control, First Aid, Excellence in Dementia, Dementia Awareness and Boundaries. 40 certificates were achieved during the year.

Our Befriending service remains popular and, during the year, 1,062 hours of friendship were provided by 27 volunteers. This allowed 34 older people to enjoy a regular visit.

Our 24 regular Day Care volunteers have provided an amazing 3,394 hours of support and have promoted fun and friendship to our service users.

1,062  
hours of friendship

over  
85  
volunteers

3,394  
hours of support



# VOLUNTEER HUB

Our area is fortunate to have many varied, volunteer-led clubs and services. The Hub aims to support all local groups by sharing information, organising training, encourage communication, and promoting services. Demand for the Directory of Services continues and this has allowed effective direction to the many local activities e.g. craft and singing groups, social and lunch clubs etc.

*'Mum is really enjoying the lunch club and is always happy afterwards'*

*'We enjoyed looking at what was available and choosing'*

*'The group is friendly and welcoming'*

*'My daughter got me a directory, very good and, I got one for my neighbour'*

Queensferry Care is very grateful for the fantastic response for volunteers to support new services that include an additional Supper Club, Gardening Service, Driving Service, and Lunch Clubs in Ratho and Kirkliston. The additional services attracted 18 new volunteers.

To support their new roles, gardening and driving volunteers attended First Aid training. Supper Club and Lunch Club volunteers, along with some day care volunteers, attended Food Hygiene and Infection Control training. During 2019, our gardening volunteers provided 62 hours of attention to 11 gardens and, all recipients have been delighted with the work and the company.

*'It has made a big difference to Dad'*

*'Mum enjoyed the company, garden looks great'*

*'Thank you; garden looks lovely; neighbours will be talking about all the men in my garden!'*

There is no charge for the gardening and driving service; however, people can give a donation to Queensferry Care; last year we received over £310 in donations.

We are grateful to people volunteering to share their talents with local groups. During the year, Forth Spirit has provided a fabulous afternoon of singing; David McGuinness has entertained with several quizzes; and, the Bikers' Cove has provided raffle prizes.

Thank you to all volunteers who give their time, skills and personal qualities to benefit the community.

# A BIG THANK YOU TO OUR VOLUNTEERS

Lynn McIntosh was a very worthy recipient of an Inspiring Volunteer Award at the ceremony held at the City Chambers. Lynn has volunteered as a Befriender since 2005 and during that time has provided regular visits and friendship to 5 older people. Her current Befriendee describes Lynn as "being part of the family."

Catriona Reading, who has befriended 4 older people since 2012 and, Liz Wright, who has given her time and skill to Day Care since 2006, also received an Inspiring Award certificate for their contribution to volunteering.

A special mention to Anne Reilly (Befriender), Day Care volunteers, Diane Spence and Campbell Ridge, for volunteering for Queensferry Care for 10 years.

Currently we have 11 of our volunteers who have given their support for over 10 years and, Queensferry Care has had the privilege of celebrating 23 long service volunteers.

A massive "Thank You" to all our volunteers for their support, dedication and friendship.



# 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, Pamela McLauchlan, Harun Rashid, Iain Macdonald, Dr Alison Macartney, Matt Purdie, Dan Blake. Lynsay McGill (Joined Jan 2020), Angela Seggins (Joined Jan 2020), Graham Hunter (Joined Jan 2020).

Supporting member to the Board: Jan Wemyss, Company Secretary.

The Board operates four specialist committees:-

**Finance** – Ian Laing, Harun Rashid, Iain Macdonald, Eric Proven, Graham Hunter.

**PR & Fundraising** – Iain Macdonald, Matt Purdie, Sue Hodges, Jan Wemyss, Alistair Rarity, Ann Denholm, Jeanette McIvor and Irene Brownless.

**Service Development** – Dan Blake, Alison Macartney, Gareth Wilkinson, Gwen Hunter, and Eileen Case.

**Project** - Pamela McLauchlan, Ian Laing, Matt Purdie and Jan Wemyss

## OUR TEAM

Manager (Job Share) – Liz McIntosh and Gillian Smith

Day Care Co-ordinator - Aileen Morton

Volunteer Co-ordinator - Lorna Russell

Almond Supper Club Co-ordinator - John Robson

Administrator - Stephen Harris

PR and Fundraising Co-ordinator - Carol Findlay

Staff

Jemma Falconer, Susan Norton, Natasha McDonald, Linda Drysdale, Jennifer Craig, Johann Cook.

Relief

Sharon Adams, Anita Roberts, Stephanie Wilson, Allison Hobbs.

# Volunteers 2019-2020

Lynn Alexander  
Sally Anderson  
Margaret Bargh  
Sheila Boyes  
Fiona Chandler  
Barbara Cheong  
Betsy Clarke  
Janet Dall  
Carol Davidson  
Irene Davidson  
Ann Denholm  
Jackie Derrick  
Jira Edwards  
Anne Forsyth  
Moira Gaynor  
Helen Gibson  
Lynn Gillespie  
Robin Goldie  
Sue Hodges  
Kate Hunt  
Pat Jones  
Ed Kelly  
Liz King  
Anne Lee  
Julie Little  
Heather Low  
Brenda Mackie  
Lillias Manson  
Helen McCartney  
Joan McConnachie  
Mary McCraw

Dorothy McEwan  
Neil McKinley  
Fiona McLeod  
Lesley McGregor  
David McGuinness  
Lynn McIntosh  
June McMillan  
Helen Mair  
Alison Mirtle  
David Mirtle  
Sandy Munro  
Hazel Murdie  
Gillian Newlands  
Margaret O'Donnell  
Lesley Paxton  
Joanne Peat  
Cara Peebles  
Louise Pert  
Matt Purdie  
Carrie Ramsay  
Kirsten Rance  
Catriona Reading  
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

## Students

Luke Cumming-McMillan  
Kirsty Gove  
Lucy Grant  
Lena Kant  
Jonathan Riley  
Amy Robinson  
Katie Russell  
Catherine Vaughan  
Michael Wallace  
Wang Pok Lo

## Leavers

Audrey Greenfield  
Ros Hopkins  
Barbara McGuire  
Deidre MacLeod  
Ann MacPherson



WelcomeQCCC



@QueensferryCare



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

