



Queensferry Care

Supporting older people and their carers in
South Queensferry, Ratho, Ratho Station,
Dalmeny, Newbridge and Kirkliston

Annual Report

For the year ended 31 March 2021



Queensferry Churches' Care in the Community
Registered Scottish Charity No SC021833
Company Limited by Guarantee SC210822

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we provide high quality support services

Queensferry Care Se

We talk about everything and anything and we always have a good time, thank you for coming to see me.

Queensferry Care supports older people and their carers in South Queensferry, Ratho, Ratho Station, Dalmeny, Newbridge and Kirkliston, enabling them to maintain an active independent lifestyle within their own communities.

We are able to do this by offering Day Opportunities, Supper Club, Befriending, Telephone Befriending, Information and Advice and a Volunteer Hub.

Despite a global pandemic we have helped support 300 older people and their carers throughout 2020 - 2021 and here's how we've done it...



we take time to share memories

“ You help me do things for myself and you never rush me. You never make me feel like a burden.

”

Day Opportunities

Day Opportunities is a service for older people and is especially beneficial to those who have a diagnosis of dementia or who are isolated due to stroke, other illnesses, or long-term health conditions. This service provides an opportunity for older people to meet with others at The Haven or to have one-to-one support in their home/community.



Befriending

Trained volunteers will visit older people who are living alone to offer companionship, a friendly ear and contact with the wider community.

“They have been my lifeline”

Supper Club

Supper Club is for older people with a diagnosis of dementia and their carer/family member. This is unique in that we support both the carer and cared for person. It provides an opportunity to meet with others to enjoy an evening meal.

Telephone Befriending

Trained volunteers will phone an older person at an arranged time each week to provide friendly conversation and reduce isolation.

“I look forward to the calls”

Volunteer Hub

Working with other volunteer led groups and organisations that provide social activities for older people.

“Today was a bad day and now it isn't”

Information and Advice

We are a community resource for older people and carers, to access general information particular to their situation as well as having contact details for a wide range of other organisations and services, both locally and nationally.



we ask our service users 'what's important to you?'

A message from Lady Lydia Stewart-Clark

We will all agree that the past fifteen months have been challenging.

Older people, and particularly those living on their own, have suffered as much and often more than anyone. Our staff and volunteers have contributed greatly to helping those who are isolated and lonely during these difficult times. We are really proud of them.

Indeed, the wonderful work that Queensferry Care does to bring light into the lives of those who are vulnerable and lonely has been amplified as never before. I want to express my heartfelt thanks to all of you who have done so much in such unsatisfactory times.

So often in life it is surmounting difficulties that makes an organisation stronger. I am sure this is the case with Queensferry Care. I am enormously privileged to be your Honorary President.

I would like to take this opportunity to thank each and every one of you, who are contributing to our success in *what are very challenging* unfortunate times.

Lady Lydia Stewart-Clark
Honorary President



“ Queensferry Care really care ”



we build meaningful connections

Chairman's Review



Since I wrote my last Chair's report 12 months ago, we have witnessed the biggest pandemic many of us will see in our lifetimes. It has had catastrophic consequences and a lasting impact on our friends, families, and our communities. This pandemic has highlighted just how vulnerable our communities and the people who serve them are.

I speak from personal experience seeing, first-hand, what social isolation and lack of social contact can have on an individual. It has been one of the hardest things my family has ever faced.

These experiences only strengthen my personal belief in the work that our charity does and the positive impact our team of hard-working staff and volunteers has in our community. It was no surprise to me or the Board of Directors that many of those people involved in our charity were at the forefront of this positive movement and I hope that the legacy this pandemic leaves us is that care, compassion & community spirit is central to our needs as individuals and as a collective 'we'.

The support we have had this year from our communities and supporters has been nothing less than incredible. This support has energised and spurred our team on to continue to push our charity forward, finding new opportunities and ways that we can support everyone who benefits from our work.

This year we strengthened our Senior Management Team with the appointment of Sue Hope as our Fundraising Manager to support Gillian and Liz in pushing us forward. We are also committed to improving our communications with all our supporters & service users so in late 2020 we appointed Lisa Houston of Red House Designs to assist us with this journey.

The past 12 months has also offered us the opportunity to reflect, not only on recent times, but our entire history as an organisation. This has enabled us to take stock of how far we have come and what we have achieved. How far we can go in the future will be a primary focus for the Board & our Management Team in the coming months.

In closing, I would like to thank each one of you for your dedication & support to the organisation in what has been a very challenging period. Whilst we are not out of the woods yet, I remain ever optimistic that in the not-so-distant future we will once again be able to share each other's company.

To the QCCC team, our volunteers & the Board of Directors – your work, support & guidance continue to have an impact on many of our communities. Never ever lose the energy, drive & sheer will you have in delivering real impact every single day. The success of the charity is indebted to you all and your legacy will be strong.

A handwritten signature in blue ink, appearing to read 'Andrew Burton'.

Andrew Burton
Chair to the Board of Directors, QCCC

Our Day Care



From day care operating as normal until mid-March 2020 to having to announce the closure of our services the very next day was a heart-breaking moment for everyone involved in Queensferry Care.

This resulted in the team working from home, we very quickly set up telephone support for all day care members as well as assisting with shopping and prescription collection. The day care team were delighted to be able to continue to provide support to all day care members early in the pandemic when restrictions were at their height.

The Day Care Coordinator began a regular newsletter to help day care members, carers and volunteers keep in touch with what was happening at Queensferry Care. There were also contact numbers included for other support services. As lockdown progressed, we also created and sent out activity packs with quizzes, crosswords and puzzles. One of the team members set up a private you tube channel, where various videos of staff on their daily walks around the area highlighting local landmarks were posted. Another member of staff showed off her British Sign Language skills in some lovely music videos. These were very much appreciated by our day care members and carers.



“ The newsletter was fantastic, me and Mum really enjoyed it and we're looking forward to the next edition already, Superb! Well Done. ”





Thank you so much for visiting Dad for the window chats, it was very good of the young volunteer



In June, the team were able to surprise our day care members with an afternoon tea supplied by Shonagh Brown at the Crannog Café. These were hand delivered by day care staff and went down a treat. The staff and day care members enjoyed seeing each other in person, albeit at a distance.

“Just had my afternoon tea. Thoroughly enjoyed it”

By August, the restrictions had eased and following a change to our existing registration with the Care Inspectorate we started our “Day Care at Home service”. As key workers this meant we were permitted to visit people in their own homes, as well as being able to go for walks or have a coffee at a local café or garden centre. The day care team adapted seamlessly, as did the members, to this new way of working.

Taking a day care member out for a walk around Kirkliston. They said “I really enjoyed that. I wouldn’t be out at all if it wasn’t for Queensferry Care”

Christmas was different this year, but we celebrated by delivering presents and afternoon teas to our day care members. Continuing our support of local businesses, the personalised baubles were made by Katie’s Creations in South Queensferry. The staff team also assisted with delivery of free Christmas lunches to some of our day care members provided by Karen and the team at the Newliston Arms.

“Thank you for everything you’ve done for Dad, it’s been much appreciated”





I enjoy your company, it's lovely having someone cheerful visiting. I really appreciate it. I appreciate everything that Queensferry Care do.



"I look forward to you coming, we have a good laugh!"

A tightening of restrictions from Boxing Day meant we had to curtail some of our visits to essential visits only. However, we were still able to support our day care members with regular telephone calls, shopping and prescription collection as required. Whilst we could not have our usual Burns' day celebration at the Haven, we delivered soup and sandwiches from the team at Ferry Tasty to our day care members to mark the occasion.

Delivering homemade shortbread hearts to everyone to celebrate Valentine's day brought a smile to staff and day care members' faces alike.

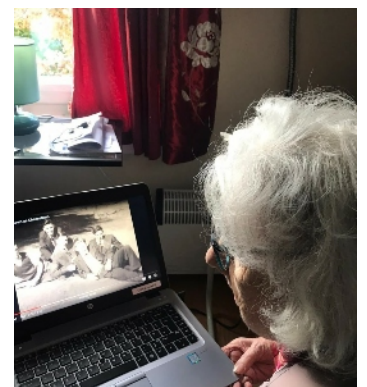
Whilst our usual programme of Music and entertainment was curtailed, we still managed to commission online concerts for our day care members from Music in Hospitals & Care Scotland and local musician Graeme E Pearson. It was identified that laptops would be really helpful for staff and we were delighted to be awarded funding to support. Laptops allow staff to share music, film clips or search for photos relevant to the person they



are visiting as part of the at home day care session.

As we head into spring 2021, we still do not have a date from Health & Social Care for re-opening the Haven. However, suffice to say we are all eagerly anticipating that date. Also due to the day care at home being such a success we are hoping to develop this service further.

Following a trip to the Gyle shopping centre for lunch and to look for an outfit the member said, "that was the best day ever, I really enjoyed that!"



"I've really enjoyed your visit, you've cheered me up"

Supper Club



During 2020 the Supper Club like all the services had to adapt.

Initially the Supper Club Coordinator kept in contact with the supper club members by phone, provided garden / driveway chats, delivered afternoon teas, visited people at home as restrictions eased, and provided zoom sessions. The zoom sessions were accompanied with a fish supper delivered by Graziano's. For those who are not able to access Zoom, we are visiting people with a cake to have with their afternoon tea.

Feedback from a carer following delivery of the afternoon tea - *"A massive thank you for the lovely box of goodies which I shared with my neighbour in the walled garden next door to us. Delicious. And a real treat. Cheered us both up considerably."*

The zoom sessions have been interesting, and at times challenging. "You're on mute" or "we can't hear you" are two phrases used often! The zoom sessions allowed one of our volunteers to engage with supper club members again. This group have enjoyed activities such as 'Play Your Cards Right', The Ministers Cat, quizzes, and the opportunity for a good old blether. Although not what people may choose, zoom has kept us connected, and hopefully feeling a little less isolated.

Getting back to having meals out and at the Haven is the aim, and as restrictions ease hopefully this will become a reality.

“ We were lucky enough to have a space in the Supper club. This includes a partner, transport provided if needed. The staff and volunteers give you a huge welcome, a lovely supper, and entertainment provided. A welcome social chat time for the carers and lots of support given. If given the offer I would recommend it. It was so good for my husband and kept him active and sociable. **Post on Facebook from carer 30 April 2020** ”

“

Adapting the way we delivered our services enabled us to stay connected during the pandemic

”



Managers Report

What a year! Given the challenges of this last year, the staff team have adapted and responded to the ever changing situation remarkably well. Here is a snapshot of how we have adapted during this last year.



During the first lockdown the day care team, Supper Club Coordinator and Volunteer Coordinator commenced weekly phone calls to all our service users. This enabled them to establish our service users' networks of support. The day care team were then able to provide a range of tailored support suited to individual needs.

The Volunteer Coordinator kept in contact with volunteers as well as Hub members, with specific support to those older people involved with the Friendship Club. The befriending service adapted quickly to become a telephone befriending service with those hard of hearing enjoying card and letter writing. The Supper Club transferred to phone calls and some driveway visits to those carers', particularly in need.

In November 2020, the Supper Club commenced visits to their supper club members for an afternoon tea visit which was going well. Unfortunately following the Boxing day restrictions, the home visits had to stop. However, they then decided to try and meet on zoom.

Since January 2021 Supper Club A have been meeting twice per month on zoom followed by a fish tea delivery, and Supper Club B have been getting a visit with a sticky bun to have with their afternoon cuppa.

Figures illustrated are the day care intervention figures from 23 March 2020 - 14 August 2020.





225 meals



565 other

The Managers applied for a variation to our Care Inspectorate registration, to allow the day care and supper club teams to visit people in their own homes. Day Care at Home commenced on 17th August 2020 until the second lockdown on 26th December 2020. We then had to revert to essential visits only, phone calls, garden chats, shopping, and prescription collection until we were able to fully resume day care at home again at the beginning of April 2021.

During the first lockdown Liz and Gillian started planning how to reopen the Haven safely. Our Health and Safety representative carried out a Covid Risk Assessment in June 2020. Throughout the year we have been in regular contact with our Health and Social Care Partners and the Care Inspectorate. As of writing we are still awaiting the green light from our Health and Social Care Partners, and Public Health Scotland to reopen our centre-based service. Queensferry Care is ready to welcome people back to The Haven and very much look forward to this happening.



Liz and Gillian (Registered Managers)

“ “ When this is over may we never again take for granted a handshake with a stranger, full shelves at the store, conversations with neighbours, a crowded theatre, Friday night out, the taste of communion, a routine check-up, a school rush each morning, coffee with a friend, the stadium roaring, each deep breath, a boring Tuesday, life itself. When this ends, may we find that we have become more like the people we wanted to become, we were called to be, we hoped to be. And may we stay that way – better for each other. Because of the worst.

(Laura Kelly Fanucci)



Fundraising & Communications

I was thrilled to be appointed to the new role of Fundraising Manager in September 2020, with Lisa Houston joining the team in the role of Communications Manager at the end of October 2020.

Despite the challenges of the pandemic, I am delighted to advise that during the last year, against a target of £65,000, **we have raised over £83,500.**



As for all charities, 2020 proved a difficult time for fundraising with most events being cancelled. However, on a sunny Monday in September, working in partnership with the Rotary Club of South Queensferry, we welcomed 15 teams to our annual Golf Tournament at Dundas Parks. Everybody was delighted to be able to get out and take part in the event which was very successful – raising over £2,500.

We launched our Magical Gift of Friendship Christmas Appeal at the end of November and were overwhelmed with the support shown across all our local communities with the appeal raising over £6,500.

Throughout the year we have continued to apply for funding to support our

day care services. Our sincere thanks goes to The Community Response, Recovery and Resilience Fund, Groundworks UK, The William Syson Foundation, Life Care Edinburgh, The Robertson Trust, The Hope Trust, Life Changes Trust, Befriending Networks and Independent Age for their support during this challenging year.

We created a Winter Newsletter, updating supporters about developments during the pandemic and we have been working with the rest of the team designing regular newsletters and activity packs which have been given out to all those using our services.

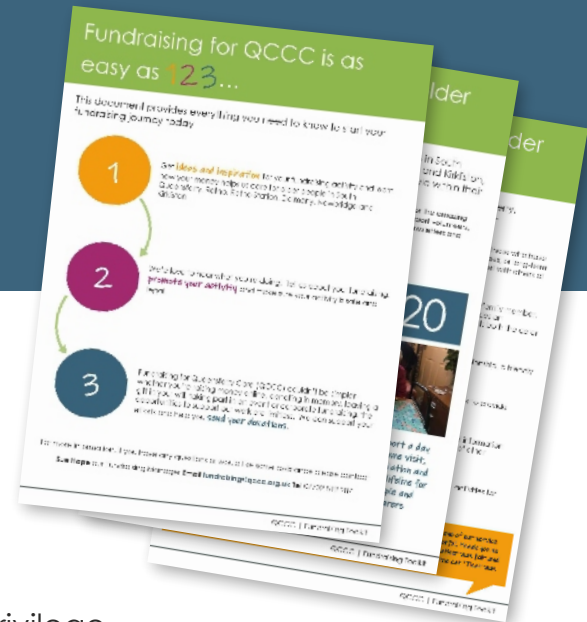




More than £83k raised

We have produced a new Fundraising Toolbox with an A – Z of fundraising ideas, charity information and handy hints, to support anybody looking to organise their own fundraising event in aid of QCCC and we are now promoting this across our social media platforms and on the website. Finally, I would like to extend a special thank you to everybody who has chosen to make donations in memory of loved ones, many of whom we have had the privilege to care for. Your support, during difficult times, really has made a world of difference.

Sue Hope (Fundraising Manager)



**Independent
Age**



**Befriending
Networks**



**THE
WILLIAM SYSON
FOUNDATION**

Financial Report for year to 31st March 2021

At the end of the last financial report I stated “we were very much in the midst of the pandemic” and we were not sure how this would impact on our finances.

Bearing that in mind, QCCC are really pleased to report a surplus of £42,022 for the financial year to 31st March 2021.

Under normal circumstances the grants provided by The City of Edinburgh Council do not cover the day to day costs of providing our services and as such we bridge this gap by additional fundraising and grant applications.

The surplus reflects the fact that The City of Edinburgh Council have continued to provide funding despite our day care centre being closed for the majority of the last financial year due to the pandemic. The closure of the day care centre resulted in a reduction in our fixed overheads such as transport, cleaning and catering costs reducing the funding gap noted above.

Given the uncertainty around Covid-19 and our funding gap the fundraising team led by Iain Macdonald continued in their efforts managing to achieve their targets this year. We also welcomed Sue Hope as our Fundraising Manager and she was instrumental in organising a very successful Christmas Appeal coupled with generous donations from our local community assisted us hugely in achieving a surplus.

Whilst the day care centre has been closed, we have tried to ensure that we are still able to stay in contact and help our clients through an outreach service. We have received positive feedback from the outreach service and as we return to the “new normal” we anticipate this may become part of our normal offering.

We are hopeful that we will start to welcome clients back to the Haven in the next financial year and we anticipate costs will increase above previous levels which will utilise the surpluses we have built up. There is therefore a need for us to continue to seek grant funding as well as fund raise within our community.

As we have stated before we are members of the Living Wage Scotland and this ensures all our staff receive at least this recommended level of income. We have ensured that staff salaries for those above the base level rise by at least inflation.

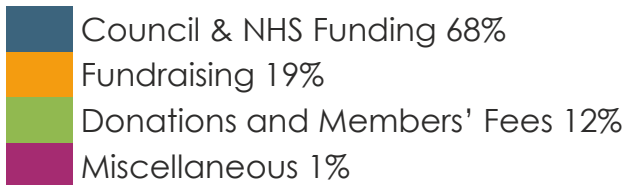
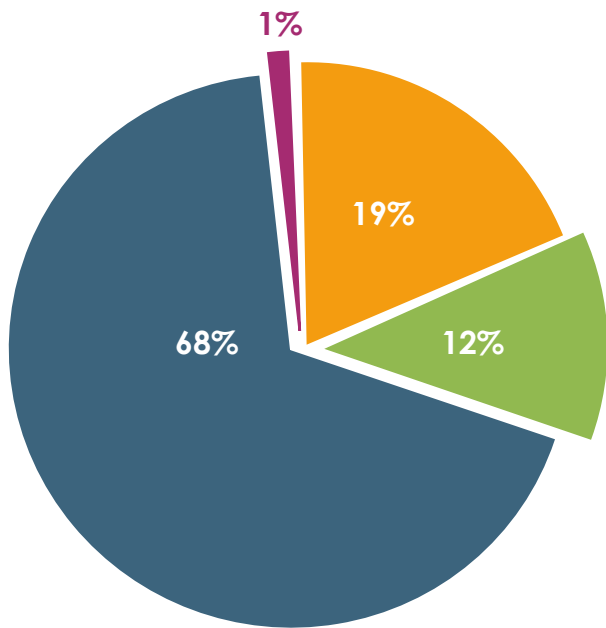
We are fortunate we continue to have a strong Finance team with Stephen Harris our Finance Administrator carrying out the day to day work and with myself, Iain Macdonald, Harun Rashid, Eric Proven and Graham Hunter monitoring matters on a regular basis to ensure we continue to meet our targets and objectives.

Thank you to everyone who has contributed to our organisation over the past 12 months.

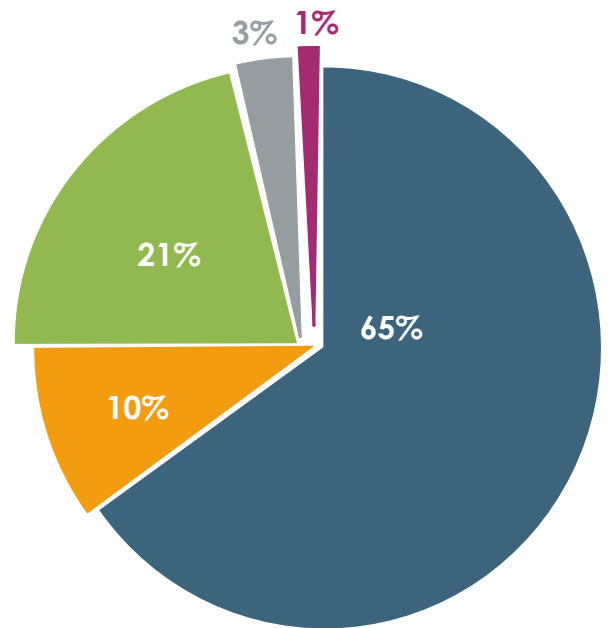
Ian Laing
Finance Director

Income vs Expenditure

Income



Expenditure



I just wanted to say a heartfelt thank you for everything that you are doing for my Mum and Dad just now. As my sister and I live so far away it is a huge weight off our shoulders to know that you are there supporting them and doing their shopping. We really appreciate everything that you are doing and can't thank you enough.



Our Volunteers

551 hours
of friendship given
over the year

2020 a year like no other!

Our 85 volunteers who regularly give friendship and support, along with the rest of the nation suddenly needed to restrict contact.

When asked to help in various ways e.g. food delivery and driving, the response as always was generous, however as the pandemic spiralled much of the offered support could not be utilised. Our volunteers followed the advice of **Stay Local, Think Local** and offered support where they could.

The volunteer befrienders, joined by volunteers from day care and supper club, quickly adapted, and in place of a home visit provided much needed social contact through phone calls and letters. When restrictions allowed and the weather was kind, many befrienders provided a garden or through the window visit.

The opportunity to attend training was impacted however 18 volunteers attended dementia awareness and communication training via Zoom.

Communication was maintained through regular emails and phone calls and the sharing of activity packs, links to YouTube and newsletters.

Father Christmas engaged the help of all the staff to ensure that everyone received a Christmas gift.

Thanks to funding from Befriending Networks we launched Connecting Communities, our dedicated volunteer led telephone befriending service.

QCCC have missed seeing the smiling faces of all our volunteers and their individual personalities and cannot wait to welcome everyone back.



*"Was a nice surprise many thanks
2 u all. Hope it won't be too long
till we see you all. x"*

"I was feeling down today but you've cheered me up"

A member of staff regularly contacted people, living on their own.

417
calls



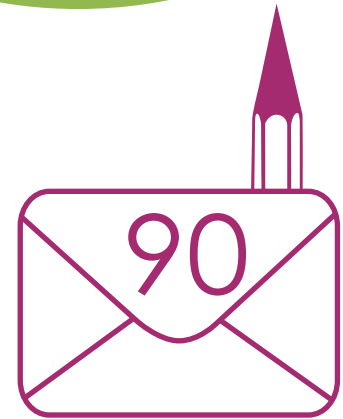
10400
minutes

30

Older people benefitted from regular social contact

I've really enjoyed your visit; you've cheered me up. Can you come to the hospital to do that?

The letters are so thoughtful and beautifully written



Letters written

“

The phone calls to Mum from Queensferry Care are fantastic and make a real difference. Even if Mum can't remember who called or what the conversation was. She always says she has had a phone call from The Haven and she's always really positive about it, saying she had a nice chat and laugh. I'm grateful for the contact and it definitely benefits Mum.



”

Board of Directors



Andrew Burton
Chairman



John Ferguson
Depute Chairman



Dan Blake
Chair of Services Committee Company Secretary



Jan Wemyss
Company Secretary



Pamela MacLauchlan
Board Member



Iain Macdonald
Chair of PR & Fundraising



Ian Laing
Finance Director



Harun Rashid
Board Member



Matt Purdie
Board Member



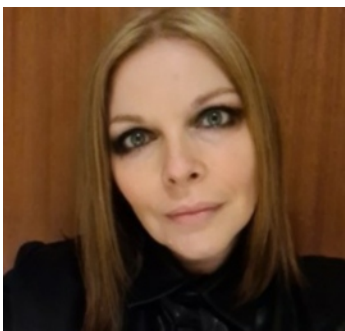
Lady Lydia
Honorary President



Dr Alison MacCartney
Honorary Vice President



Rev Ian Wells
Honorary Vice President



Lynsay McGill
Board Member



Graham Hunter
Board Member



Angie Alexander
Board Member

Our Team



Aileen Morton
Day Opportunities
Co-ordinator



Allison Hobbs
Day Opportunities
Support Worker



April Robertson
Day Opportunities
Relief Worker



Carol Shaw
Supper Club Support Worker
Day Opportunities Relief Worker



Gillian Smith
Joint Registered Manager



Jennifer McKenna
Day Opportunities
Support Worker



Joanne Peat
Day Opportunities
Relief Worker



John Robson
Supper Club Co-ordinator
Day Opportunities Support
Worker



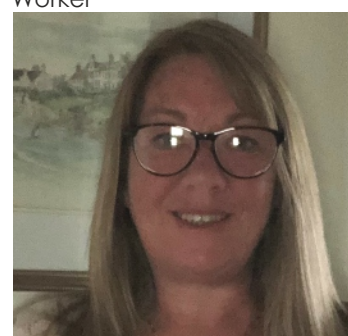
Linda Drysdale
Day Opportunities
Support Worker



Lisa Houston
Communications Manager



Liz McIntosh
Joint Registered Manager



Lorna Russell
Volunteer Co-ordinator



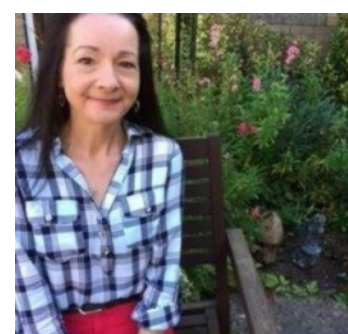
Natasha MacDonald
Day Opportunities
Support Worker



Stephen Harris
Finance Administrator



Sue Hope
Fundraising Manager



Susan Norton
Supper Club
Support Worker

Our Volunteers

Lynn Alexander

Sally Anderson

Margaret Bargh

Sheila Boyes

Fiona Chandler

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

Kirsten Lunn

Brenda Mackie

Deirdre MacLeod

Ann MacPherson

Barbara Maguire

Helen Mair

Lillias Manson

Helen McCartney

Joan McConnachie

Mary McCraw

Jean McGuire

Neil McKinley

Fiona McLeod

Lesley McGregor

Lynn McIntosh

June McMillan

Alison Mirtle

David Mirtle

Sandy Munro

Gillian Newlands

Margaret O'Donnell

Lesley Paxton

Joanne Peat

Matt Purdie

Carrie Ramsay

Kirsten Rance

Catriona Reading

Anne Reilly

Campbell Ridge

Clare Riley

Elaine Robinson

Jimmy Ryan

Carole Shaw

Anne Shearer

Maureen Sills

Mary Smyth

Diane Spence

Claire Stables

Bob Sutherland

Lindy Thain

Susan Weerts

Jan Wemyss

Margaret Whiteford

Liz Wright

Francine Wynne

Students

Luke Cumming-McMillan

Jonathan Riley

Katie Russell

Catherine Vaughan

Wang Pok Lo

Stay in touch



Contact us

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Follow us on social media

Facebook @WelcomeQCCC
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Instagram @queensferrycare



Support us

Volunteer Email lorna.russell@qccc.org.uk
Fundraise Email fundraising@qccc.org.uk

"A million thanks for thinking of me"

We Care



Queensferry Churches' Care in the Community
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