


Sheffcare
enriching lives



Annual Review
2019/2020

A Warm Welcome to Sheffcare's Annual Review

I think it would be true to say that this year has been an extraordinary year. The COVID-19 pandemic has without doubt challenged us all. We have, as a society, a country and indeed a world lived through uncharted times. Even our oldest resident will not remember, or have lived through a pandemic the like of this. As we begin to emerge from what is being described as the first wave, I would like to use this annual review to reflect on how Sheffcare has coped during this unprecedented time.

We, as a Board, of course reflect on how the organisation functions. We question and challenge our leadership and staff teams to ensure the quality of the care that we give to our residents is exceptional. As all organisations have, we faced some storm clouds along the way, we have grappled with a lack of clarity around funding



and policy and we still wait for the green paper that we anticipate will help set our direction for the future. Yet all of the challenges we have faced pale into insignificance when compared to the potential impact of the pandemic on the lives of our residents and the lives of our staff members this year. We have also had to consider how the pandemic could affect the viability of our organisation.

Sheffcare imposed restrictions on visiting residents and on how we operate very early in the pandemic. This has saved lives. The sector experienced shortages of PPE equipment but thanks to the extraordinary efforts of our procurement team we always had the equipment that we needed.

This has saved lives. The staff teams' resilience and commitment to the people that they care for and our HR team's efforts meant that our use of agency workers was minimised. The latest research suggests again, that this has saved lives. Our finance teams worked with our purchasers and providers to ensure we had sufficient cash flow, this meant our home managers could access whatever they needed to deal with the challenges they faced, and this saved lives.

The virus did find its way into some of our homes, and sadly we experienced 40 more deaths across our organisation than we would have normally expected during the period of the lockdown. We pay tribute to each resident that died and to the enormous dignity of their families as the pain and grief they experienced was compounded by the restrictions that were in place.

Financially we have been affected; our occupancy levels are lower than planned and we are re-looking at our budget for

the year, yet we are still in a strong position and our viability as an organisation is not threatened.

The people that live and work in our organisation have demonstrated enormous resilience. I want to thank our residents and their relatives for their patience and good humour during a very testing time. I also want to thank our staff team and recognise that throughout this period they have selflessly attended work and cared for our residents. Care support workers have been highlighted as a group of people who are particularly at risk, yet they still attend work and care for our residents. It is hard to find the words to express the Board's admiration and respect for our staff teams.

There is a well-known saying "you don't count your friends when the sun is shining, it is through the storms of life that you learn who truly cares". The pandemic has tested the country, it has tested Sheffcare; we believed we had a great staff team, great residents and a great leadership team but as we emerge from this pandemic we now truly know their value.



Summer

Cycling Without Age

This year we have worked with Cycling without Age who advocate that everyone has the right to feel the wind in their hair. This exciting intergenerational partnership means our residents can take a ride out to enjoy their local parks and feel the wind on their faces. This has proven to be very popular and we plan to extend it to all our homes.



Relatives Survey

Every year we engage with our relatives so they have an opportunity to inform and shape our care delivery. This year our results were very positive with 100% of relatives surveyed saying they would recommend Sheffcare. This is a testament to the outstanding care delivered across our services.



Intergenerational Activities

This year we have continued to focus upon intergenerational engagement. This has significant benefits for our residents and for the young people involved. It is very important that people of all ages old and young mix together, have fun together and learn from each other. As you can see we have had a lot of fun!!



Autumn



Adopt A Care Home

We have embraced a new way of working to support our residents who are living with dementia by partnering with local schools as part of the Adopt a Care Home Scheme. People living with dementia need to actively participate in the community in which they live, this improves wellbeing and reduces stigma surrounding dementia. This scheme contributes to this by teaching schoolchildren about dementia and the needs of older people more generally by coming into our care homes and joining in activities and developing relationships with our residents.

Lab4Living

Lab4Living is a trans-disciplinary research group, working with Sheffield Hallam University, based on a collaborative community of researchers in design, social care and creative practices. We work together to address real world issues that impact on health and wellbeing, developing products, services and interventions that promote dignity and enhance quality of life.

Electronic Care Planning

We have continued our partnership with Person Centred Software implementing electronic care plans across the charity with a plan now to roll out to all homes. This exciting new system allows everyone involved in a resident's care instant access to real time information and measures residents' well-being, driving forward excellence in care. This means our care staff spend less time on paperwork and more time with our residents, carrying around all the information they need literally in the palm of their hands.

As the system develops we plan to support relatives in being able to access the system through the Relatives Gateway. This will help relatives wherever they are in the world stay engaged and connected with the care of their loved ones.





Winter

Residents Survey

Just as relatives help shape our services we are eager to learn from and develop our services in line with the needs and expectations of our residents. We want to know what we do well and areas where we can improve. It is important to us that our residents live a full and enriched life. We work with Your Care Rating, an independent charity who rate us in four areas and give us an annual rating.



Scores on the door

Staff and Care

899 OUT OF **1000**

Home Comforts

892 OUT OF **1000**

Choice and Having A Say

901 OUT OF **1000**

Quality of Life

945 OUT OF **1000**

Christmas

Christmas is a very important time of year for us as we all celebrate as one big family and community. For some residents this is their first Christmas away from their family home so we put a lot of energy into creating an extra special Christmas. We have many events from Christmas Markets in our homes to schoolchildren visiting to sing carols. This year we partnered with Sheffield Hallam FM as part of The Cash for Kids appeal. The sleigh came to our huge Christmas Party at the Colley Club and our residents gifted Christmas presents. A good time was had by all!





Spring

Staying In Touch

Our staff and volunteers got creative as our homes went in to lockdown to help our residents stay in touch with their loved ones, from good old fashioned letter writing and photographs to using up to the minute technology.

March 2020

In March COVID-19 arrived in our care homes and with its arrival we lost many of our precious residents. It was a time of confusion and information overload with advice changing daily as the world struggled to manage the impact of the virus. Our frontline staff experienced challenges that they could never have imagined when they came to work for the charity.

The warmth of the community was overwhelming, people raised money for our charity, clapped for us on Thursdays, sent letters of support and donated gifts. It had the desired effect it kept us going and brought tears to our eyes.

This year's annual review is dedicated to the residents we lost to COVID-19.

Dedication

This poem by our GP Helen Jarvis who provided care for our residents at the height of the pandemic is a tribute to our care staff, the residents we lost and their families.

FAMILY FLOWERS ONLY

The hearse drives past the care home,
Stops briefly at a safe distance
So we can pay our last respects
Gathered round the magnolia by the front door
Struck by the wrongness of the small cortege.

She wrote her own funeral plan:
Abba's "Dancing Queen." No black. Family flowers only.
There should have been a parade
For such as her.

Military metaphors are the thing these days
So here goes:
This was not her first campaign
But we had her back
As she led the final charge,
Fighting,
Sometimes failing,
To remember who she once was.
Her courage and her kindness never left her
And neither did we
As the virus invaded,
Made an old lady into a weapon
Every breath
A cloud of tiny little time bombs.
Yet we gladly shared her air
Held her hand
As the clock ticked down.
We didn't sign up for this.
No decorated career soldiers here
Just conscripts in plastic aprons.

The roses from her family mean more than medals
But don't forget when all this is over
That we were heroes too.



How we spend each £10



£0.64 Building - Energy and Maintenance



£0.66 Managing the business - Office costs



£7.09 Staff



£0.57 Food



£0.81 Depreciation



£0.20 Residents costs



£0.03 Loan Interest



Income and expenditure 2019/20

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2020	2020	2020	2019
	£	£	£	£
Income from:				
Donations and legacies	-	8,759	8,759	16,558
Charitable activities	12,138,998	9,306	12,148,304	11,373,007
Investments	4,126	-	4,126	-
Total income	12,143,124	18,065	12,161,189	11,389,565
Expenditure on:				
Raising funds	18,172	-	18,172	20,708
Charitable activities	12,382,061	74,333	12,456,394	11,154,869
Total expenditure	12,400,233	74,333	12,474,566	11,175,577
Net income before other recognised gains and losses	(257,109)	(56,268)	(313,377)	213,988
Actuarial gains/(losses) on defined benefit pension schemes	639,000	-	639,000	(566,000)
Net movement in funds	381,891	(56,268)	325,623	(352,012)
Reconciliation of funds:				
Total funds brought forward	2,097,496	90,744	2,188,240	2,540,252
Total funds carried forward	2,479,387	34,476	2,513,863	2,188,240

Our Residential Home and Day Care Centres

1 Burnt Tree Croft
190 St Phillips Rd
S3 7JY
0114 275 7873

2 Castelayn
2 Leighton Drive
S14 1ST
0114 239 8429

3 Cotleigh
31 Four Wells Drive
S12 4JB
0114 263 3800

4 Deerlands
48 Margetson Road
S5 9LS
0114 221 3258

5 Grange Crescent
47 Grange Crescent
S11 8AY
0114 255 5539

6 Housteads
1 Richmond Park Grove
S13 8HX
0114 269 2469

7 Knowle Hill
High Street
S20 1HE
0114 221 3249

8 Midhurst Road
21 Midhurst Road
S6 1EY
0114 285 5345



-  Residential Home
-  Residential Home and Day Care Provider
-  Dementia Care



 **9** Paddock Hill
625 Gleadless Road
S2 2BT
0114 239 1449

 **10** Springwood
611 Herries Road
S5 8TN
0114 232 5472

Sheffcare values

Care will be delivered with compassion, dignity and respect, putting the person at the very heart of care delivery.

We ensure our care is safe, effective, individualised and is continually monitored and improved to meet new standards.

We actively value the contribution of all our staff and volunteers through recognition, training and development.

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 Sheffcare Ltd  @sheffcare

Sheffcare Ltd is a registered Charity No. 1054227 Company No. 02538734


Sheffcare
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A leading Sheffield Based Charity

