

Annual review 2016-17

Living well



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Welcome



Welcome to our 2016-17 annual review

This year, we renewed our values to strengthen our commitment to promoting wellbeing, striving for excellence, treating people with respect and keeping everyone safe in all that we do. Our values hold us to account, ensuring that we never forget the people who use our services – even in these challenging times for the care sector.

I have had the pleasure of meeting with many of our service users, their friends and family throughout the last 12 months. It is these encounters that reiterate time and again the value of our work and the impact it has on people's lives.

To ensure our values are at the centre of everything we do, we need to invest in bringing the right people into the right roles at the right time. To do this better, we have been exploring new ways to recruit and retain staff. We have strengthened our commitment to train, supervise and support personal and professional development and we are beginning to see the impact of this work. On my visits to our homes and services I have been delighted to hear the wonderful things people have to say about our dedicated team.

Our volunteers are instrumental in providing friendship to older people who have become lonely and isolated and their commitment is life changing. Our supporters continue to astound us with their generosity and our funders help us deliver our vital free services. I would like to take this opportunity to thank everyone who has been involved this year in helping us work towards our vision of a society where everyone can live a fulfilled life.

Steve Allen

Steve Allen,
Chief Executive

Introduction

A caring organisation with a rich history

Friends of the Elderly has been supporting and caring for people since 1905. We aspire to a society where older people are treated with respect and given the opportunity to live fulfilled lives. We deliver services that are personalised to individual needs and integrated with local communities. We will always:

- Promote **wellbeing**
- Strive for **excellence**
- Treat people with **respect**
- Keep everyone **safe**

What we do

We support people to live well. We do this through our care homes, community services, befriending programmes and grants. We work with partners to increase our impact and to raise awareness about the issues that affect us as we get older.

The Friends of the Elderly Group includes Friends of the Elderly and its subsidiaries Triangle Community Services and the Retired Nurses National Home.

At a glance

12*



Grants

374 people received grants

£143,000 was distributed through one-off grants and regular allowances

Day Care



12,136 places provided

Home Care

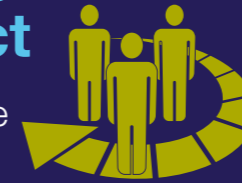


1,003 people supported with

304,258 hours of care

Stroke Project

173 people supported



363 groups delivered

Campaigns and profile raising



15,300 older people attended
624 Christmas Day activities

Visiting Friends



307 people supported
2,563 befriending hours delivered by 52 volunteers
163 events and outings

Football Friends



36 people joined the programme

Fundraising

More than £430,000 received in donations and legacies (£433,193)



Almost three quarters reported that they had learnt new digital skills

* During the year, three care homes on one site were registered with the CQC as a single home, taking our official number of homes from 14 to 12, but not reducing the number of rooms.

Lives without loneliness

Bringing new friends together through football

Any Old Irons, part of our Football Friends programme and run in partnership with the West Ham Foundation, is bringing individuals together through their shared love of football and teaching them how to stay connected online.

We organise a range of events and activities centred around a series of five-week programmes, including stadium tours, digital learning and story sharing – all of which are free to attend.

Eddie*, 71, joined Any Old Irons shortly after he lost his wife of 51 years. The programme has given Eddie the confidence to become more active in his community – playing darts and volunteering at his local centre. Eddie told us:

“ I was under a lot of stress; I'd just lost my wife in June. I had been looking after her for seven years as she had dementia, so I was really in a bad place. The programme gave me a new interest; a diversion. I met new people, had new things to talk about, getting their experience they had with their life and with football. ”

This year, Any Old Irons wouldn't be possible without the support of The Band Trust, The Headley Trust, The Patron's Fund, the Premier League, the Professional Footballer's Association, The W. G. Edwards Charitable Foundation and The Frances Winham Foundation.

**Some names have been changed to protect identity. Thanks to everyone who shared their story with us.*



Lives without loneliness

Simple acts of friendship combat loneliness

We are more likely to experience loneliness as we get older and it can have a devastating impact on our lives. We're providing friendship to older people through our befriending service, Visiting Friends.

During her working life, Ute had a very successful career and enjoyed socialising. So when her medical condition, which restricts her mobility, caused her to become quite housebound it was very difficult for her.

We matched Justine, one of our volunteers, with Ute. She visits Ute every week and they have become firm friends.

Ute told us:

“ Justine is just wonderful, she is like the daughter I never had.
I don't know what I'd do without her. ”

Visiting Friends is one of our free services and wouldn't be possible without the generous funding provided by companies, charitable trusts and local authorities.



Living well on a low income

Our grants programme provides one-off grants and regular allowances to help alleviate the stress and worry often experienced by older people on a very low income.

Following a review of our grants programme, this year we introduced a new grants stream, Digital Connection, to help older people get online and stay connected with their friends, family and community.

We also introduced a new database and application process so grants are distributed more quickly, significantly helping to reduce the anxiety for our clients.

Maria*, 71, received a grant to help with an unpaid utility bill.

Afterwards she told us that this was the first winter her flat had been warm, and the first time the damp patches had dried.

Maria told us that the cold winters were lonely and she used to stay in bed to keep warm; she now feels real joy at coming home to a warm flat.

We wouldn't be able to support people like Maria without the generosity of our Trust funders. We would like to say a special thank you to The Clothworkers' Foundation, which has supported our grants programme for over 20 years. Visit our website to find out more about our grants.

**Some names have been changed to protect identity. Thanks to everyone who shared their story with us.*



Care home residents live life to the full

We want to ensure that our homes are full of life, love and laughter and that each of our residents has control over how they spend their time.

To achieve this, our activity coordinators work with residents to create individual activity plans. As well as information about the kinds of things residents do and don't enjoy, these plans also highlight when they might prefer to spend time on their own.

To support staff and help us provide an excellent service, we have introduced a learning and development programme for our activity coordinators.

Working with the National Activity Provider Association (NAPA), we bring coordinators together to share experiences and ideas.

Ann Essam, activities coordinator at our Redcot care home in Surrey, told us:

“ My role is to support our residents to be able to enjoy the things that makes life meaningful for them. This includes understanding how they want to spend their days and supporting them to do this, whether that's group activities or one to one time within the home and the wider community. ”

Activity coordinators can have a profound impact. A resident at our Oxfordshire care home hadn't joined in any activities for a long time. During a one to one session, the activity coordinator discovered that he played the mouth organ. He now goes to lunch club, concerts and a variety of other activities. Being reconnected to his musical instrument has given him a new lease of life.



Coffee and friendship in Essex

Triangle Community Services provides care and support so people can stay living in their own homes for as long as possible.

This support goes beyond their care package. Our home care in Thurrock, Essex, brings people together through fortnightly coffee mornings. The activities on offer are chosen by guests and include indoor bowls and exercise classes. The group also goes on summer outings, their latest being to Southend-on-Sea.

Amelia*, 90, is widowed and living with dementia.

She receives daily support from the service and attends the coffee mornings, where she meets up with old friends and new ones she has made there. She enjoys the familiar environment and her family say that without the event she would be sitting in her flat alone.

Joyce, 84, recently lost her husband of 64 years, she said:

“ This club is very important as it encourages me to get out and meet other people in similar situations. Places like this are a lifeline to people like me. ”

Triangle Community Services is a wholly owned subsidiary of Friends of the Elderly.

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Residents remain part of the community

We once again opened our doors for National Care Home Open Day in June 2016.

Days like this provide an opportunity to welcome people in from the community and are just one of the ways we help residents to stay connected.

Our Redcot care home in Surrey celebrated by inviting community members to join residents, relatives and staff for a glass of Pimm's and strawberries and cream.

The local gardening club popped in for a tour of the home and to take a look at the stunning and extensive gardens. A musician played the home's grand piano and many residents joined in by singing along.

One resident, Barbara, said:

“ I enjoy this so much. I didn't think I could sing, but it's a wonderful feeling. It's a marvellous place. ”

Janice Knight, Registered Manager at Redcot, said:

“ We open our doors to the community as often as possible. Our residents love it and it helps to create the 'home from home' atmosphere we pride ourselves on. ”

We welcome visitors to our care homes all year round. Visit our website to see our programme of events or to book an appointment.



We launched a new day care service in September 2016 to meet the need for dementia support in Woking. The service now has around 100 monthly users.

James*, 72, had become withdrawn and had high levels of anxiety about leaving the house and socialising. After only a few months, he was able to get back out into the community and no longer felt the need to visit the centre.

His wife told us:

“ You and your team have done a brilliant job drawing James out of himself and improving his self-confidence. He now mixes with other people, goes into shops and even holds conversations with people he does not know very well. ”

Mark Wilson, Director of Community Integration at Triangle Community Services, said:

“ When people think of day care, they sometimes think of people sat around watching TV; that is exactly the opposite of what we offer here. People tell us about their interests and what they enjoy – we then organise activities based on the things they love. ”

As well as Woking, Triangle Community Services runs day care in Malvern, Kidderminster and Wallington.

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Making home life great

My Home Life is a UK-wide movement for quality of life in care homes and community based services. It supports the sector, celebrates positive practice and communicates the vital role of care providers.

A team of our managers spent a year learning and developing with the programme to ensure our care homes are great places to live, visit and work.

Carol Bourne, General Manager at our Oxfordshire care home, The Old Vicarage, said:

“ Different management techniques were explored and put into practice with some astonishing results. The bond and trust we experienced with each other and our mentor was uplifting and sometimes quite emotional.”

Following on from the programme, our managers now meet at least once a quarter to share good practice and offer peer support.

To find out how we're continuing to invest in our staff, go to page 41 and read about our plans for the coming year.



Growing self-confidence and wellbeing

The older people who attend our Triangle day care service in Wallington, London, got back to nature last year as part of the London Wildlife Trust's Potted History project.

The gardening and reminiscence project improves self-confidence and wellbeing. Everyone enjoyed the project immensely and participants continue to look after and enjoy their garden today.

Beatrice* 88, is living with Parkinson's Disease. She told us:

“ I thought that because I'm not very mobile, I might not be able to get involved, but the staff have brought the plants to me. Doing this project has made me realise I haven't been in my own garden for nearly two years! ”

Anne* is in her 80s and has dementia, she said:

“ I've always liked gardening. When I was a child, my parents had a huge garden with vegetables and flowers and I used to help them. It makes me feel happy seeing a garden grow. ”

Triangle Day Care Wallington was established in 1999 and provides a place where older people can socialise and try new activities.

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Our supporters

Celebrating our wonderful supporters

We're always looking for ways to say thank you to our supporters, so we invited some of them to The Mall to join in our patron The Queen's 90th birthday celebrations.

We were delighted to hear that it was a day that none of them will ever forget. They were shining ambassadors and enjoyed getting to know the older people who went along too.

Daniel ran the London marathon for us in 2016 and told us:

“ It was wonderful to meet so many people involved with Friends of the Elderly and all the other charities that the Queen is patron of. It really was the best of British, with everyone in high spirits and having a great day, despite a little rain. It was obvious to everyone that the Queen and the rest of the royal family were really happy to be there and proud of the work being done by all the charities represented. ”

See how our homes and services celebrated in our Patron's Lunch gallery on the inside front cover.



Our supporters

Businesses have been busy supporting older people

Our corporate supporters are invaluable to the difference we can make and it's great to have them on board.

Devonshires Solicitors has been supporting us throughout the year, when staff have helped homes with events and competed in a triathlon to raise funds.

In December, they invited our clients to attend a pantomime matinee. Ten older people and staff went to see Sinbad the Sailor and were treated to pre-show afternoon tea, tickets to the show, programmes and interval ice creams.

Joan is a participant of our Football Friends programme and told us:

“ My son was amazed that at 86 I was enjoying my first panto for many years and even joining in! It's events like this that have helped me become less isolated since getting involved with Friends of the Elderly, they really have changed my life. ”

Nick Billingham, Corporate Social Responsibility Partner at Devonshires Solicitors, said:

“ Supporting the local community and being socially responsible is part of our ethos, and all staff members are encouraged to get involved. We had a fantastic year of fundraising in 2016 and we're excited to continue our support in 2017. ”



Our supporters

Local groups help older people live fulfilled lives

Groups around the country fundraise and volunteer locally to support the work of Friends of the Elderly in their community.

The Lawn Support Group has supported our care home in Alton, Hampshire, for many years. They held a bridge and lunch event in October 2016, raising a record £4,000 to go towards activities for home's residents.

Noni de Zoete has been a member of the group for 20 years and told us:

“ I became involved with Friends of the Elderly when my own parents could no longer live in their own home. My favourite part of belonging to the group is seeing the residents enjoy themselves. We plan outings such as trips to the local supermarket, garden centre or pub for lunch, as well as entertaining them for tea in our own homes. ”

Residents at all of our care homes enjoy a varied programme of activities throughout the year. Visit the news section of our website to read about their most recent trips and events.



Volunteer heads up our Radio 4 appeal

We were delighted to be chosen by the BBC to benefit from a Radio 4 Appeal, which was aired in January 2017.

The appeal was presented by Don Adams, now a volunteer with our Football Friends programme. In the appeal, Don told listeners:

“ When I retired six years ago at the age of 61, never in a million years did I think that within a few months I'd be cut off from the world around me due to a serious knee injury. But that's exactly what happened. That's until I came across the charity Friends of the Elderly. ”

He highlighted our history and the work we do beyond the programme:

“ I know not everyone's a football fan, but what Friends of the Elderly does – and has done for more than a hundred years – stretches far beyond the love of sport. It's not a huge charity, but it does make an amazing difference. ”

The appeal raised around £12,500 to help us support more older people. We would like to thank everyone for their generosity.



Keeping people safe and well

Our priority is to ensure the people we support are kept safe and treated well.

Over the last year, we have worked with the Social Care Institute for Excellence (SCIE) to review our safeguarding policies and procedures. We have met with service users, family carers and staff to find out what we do well and what we could improve.

We were pleased the people we spoke to felt safe in our services and felt staff are caring, enthusiastic and committed. The project highlighted some areas that could be improved, including the need for better communication about the steps that are taken when a concern is raised. As a result, we launched a new independent Concerns Helpline, managed independently by SCIE.

We have shared what we have learnt with the wider care home community through best practice blogs, presentations at conferences and networking events.

Our Chief Executive, Steve Allen, said:

“ Service users feel safe; staff have a good understanding of abuse and what to do if they witness or suspect it; everyone knows how to raise a concern and would be confident to do so; and all departments understand their role in identifying and mitigating risks.”

We're looking forward to continuing to work with SCIE to provide services that go above and beyond the care package.



Staying happy and healthy in older age

Good nutrition and hydration is key to living well in older age. That's why, in March 2017, we were pleased to support national Nutrition and Hydration Week campaign across our care homes and services.

Throughout the week, care teams worked to raise awareness of the importance of good nutrition and hydration and what we can do to stay healthy.

At the Retired Nurses National Home (RNNH) in Bournemouth, members of the public joined staff, residents and families for a global tea party.

Over cups of tea and homemade snacks, the group swapped tips about staying healthy in older age.

Our Director of Care, Rosemary Naylor, said:

“ Providing our residents with nutritious, well presented and tasty food is an integral part of the quality care we provide across our care homes. We were delighted to work with the British Dietetic Association to spread the word about the importance of good nutrition and hydration in older age. ”

Download our *Guide to good nutrition and hydration in older age* from our website.



Bringing communities together at Christmas time

Older people continue to tell us that Christmas is one of the loneliest times of year when you have no family and friends around.

We partnered with the charity Community Christmas for the second year running to ensure more older people around the country had company on Christmas Day and started to reconnect with their communities all year round.

A record number of older people went along to events; an estimated 15,300 attended 624 registered activities.

One of those people was Tony Smith, 61, who has attended a Christmas Day lunch in Nottinghamshire for two years now.

He told us:

“ The lunch was initially a complete shock to the system – having spent all these years on my own. But it was like one big happy family. I am really looking forward to going each year. ”

Caroline Billington, founder of Community Christmas, said:

“ We’re so grateful to everyone who organised an activity or volunteered on Christmas Day to support those like Tony who otherwise would have spent the day alone. ”

With over 200 pieces of coverage in the media, we encouraged communities come together at Christmas and all year round.



Our focus on financial stability continues and our balance sheet remains strong.

The Group has recorded net movement in funds of £3.6m in the year (2015-16: a deficit of £0.2m). The results were improved following the completion of the sale of the Sir Thomas Lipton Memorial Home (a care home closed in 2014) resulting in a gain of £3.5m, and by market gains on investments of £1.1m.

The net expenditure from our operations was £0.9m, compared to £0.1m in 2015-16. The main reasons for the lower operational results are an impairment charge* of £350,000 and income from donations and legacies was £470,000 lower than in 2015-16 when we were fortunate to receive one particularly large legacy.

The Group's balance sheet remains strong, with net assets of £40.3m (2016: £36.3m). Our general reserves are also above their target level.

Excluding the impairment charge, the surplus generated by charitable activities was an improvement on 2015-16 of around £240,000 (9%). Central support costs were £0.5m higher than 2015-16; this was partly the result of a necessary investment in a quality and improvement team to support, measure and drive quality of care.

*The impairment charge recorded related to the Retired Nurses National Home, which is also a separate subsidiary charity. Its carrying value was based on a valuation when we took over the home in 2015. The location and design of the building has been the cause of challenging trading conditions. Current refurbishment works are securing the future of this home until such time as it can be fully redeveloped, the timing of which is dependant on local road improvement plans.

Income and expenditure

Income from:

Donations and legacies
Income from charitable activities
Investment income
Other income

Expenditure from:

Raising funds
Charitable activities
Other expenditure

Net income before gains/(losses) on investments:

Net gains/(losses) on investments
Actuarial losses on defined benefit pension scheme

Net movement in funds

2017 - £'000

2016 - £'000

514
24,321
452
3,514

28,801

983
23,741
499
113

25,336

2,554

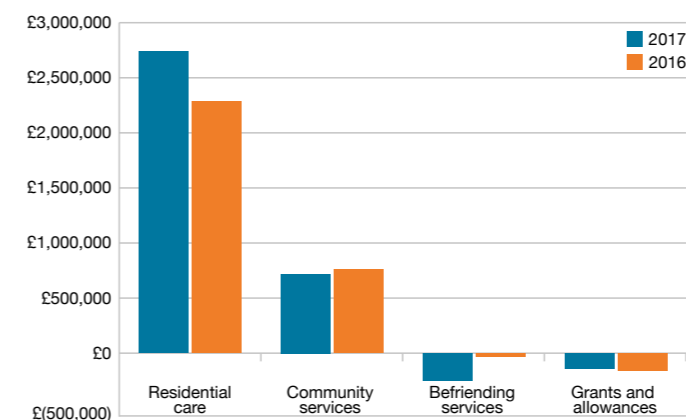
1,086
(41)

3,599

139
(306)
(75)

(242)

Surplus/ (deficit) on charitable activities before allocation of central support costs



The future

Our future plans are focused on developing our services and staff so we can continue to support older people to live well.

Building communities

In 2017-18 we will work towards providing outstanding care by continuing to build communities around our care homes. We recently opened our first pub at our Little Bramingham Farm care home in Luton. Residents can enjoy a drink with their visitors and watch the local community tend the allotments in the home's grounds. We will be supporting our services throughout the year to implement community projects that fit with the needs and wishes of their local community.

Investing in staff

We will continue to enhance career progression for existing staff by offering the new roles of 'Medical Technician' and 'Nursing Support Assistants'. We are growing our learning and development team so that we can offer more continued professional development, over and above mandatory training. We will start to deliver on our updated values with the help of the staff group who created them.

Creating dementia-friendly environments

Our work with SCIE has highlighted the need for more dementia-friendly environments. This work has started at the Retired Nurses National Home in Bournemouth and Orford House in Surrey, where we are creating dementia-friendly homes.



Trustees and patrons

Royal Patron

Her Majesty The Queen

President

HRH Princess Alexandra, the Hon. Lady Ogilvy

Vice Presidents

Robin Aisher OBE

Roderic Bullough

Lady Gingell

Joan Orford

Patrons

The Rt Hon Baroness Boothroyd OM PC

Professor Dawn Brooker

Diana Lady Farnham DCVO

Baroness Sally Greengross OBE

The Hon Mrs McAulay

Sir Michael Perry GBE

Board of Trustees

Chairman

Kerry Rubie

Trustees

Joannie Andrews

Martin Burdes

Sonia Campbell (Triangle Community Services)

Rob Chapman

Rt Hon Viscount Devonport

Rikki Garcia

Susan Hudson (retired July 2016)

James Hussey

Debbie Meech (to March 2017)

Jonathan Passman

James Ross

Jeremy Withers Green



Trusts and foundations

We would like to extend a special thanks to the following trusts and foundations, and those who wish to remain anonymous, for their longstanding support.

Bothwell Charitable Trust **The Hawthorne Charitable Trust**
Eddie Dinshaw Foundation **The Hornby Lonsdale Charitable Trust**
Elsie Lawrence Trust **Johannesgemeinschaft**
Miss A M Johnston's Settlement **The K W Charitable Trust**
PF Charitable Trust **The Kate Wilson Oliver Trust**
Sir Edward Lewis Foundation **The Lady Hind Trust**
Sir John Sumner's Trust **The Michael and Anna Wix Charitable Trust**
The Albert Hunt Trust **The Morrison Charitable Settlement**
The Ancaster Trust **The Ofenheim Charitable Trust**
The Band Trust **The Peggy Walker Memorial Charity**
The Benham Charitable Settlement **The Privy Purse Charitable Trust**
The Clothworkers' Foundation **The Rest-Harrow Trust**
The Countess of Meath Will Trust **The Richard and Joan Blake Charitable Trust**
The D M Charitable Trust **The Richard Tait Charity**
The George Dudley Herbert Charitable Trust **The Sydney Black Charitable Trust**
The Walter Guinness Charitable Trust





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The Friends of the Elderly Group includes Friends of the Elderly, registered charity number 226064, and its subsidiaries Triangle Community Services, registered charity number 1016437, and the Retired Nurses National Home, registered charity number 1090202.



FriendsElderly



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