



How we made a difference

Charitable services update 2021-2022

www.fote.org.uk

Helping people live well in later life



Welcome to our annual update

Despite being significantly impacted by the Covid-19 pandemic, Friends of the Elderly continued to support many older people in need during the 2021-22 financial year. This update shares some examples of how our approach to providing personalised care has benefitted our residents and clients, as well as where grant-giving has enhanced the lives of older people living in poverty.

Our grant giving service is at the heart of our charitable activities and an evaluation carried out this year confirmed that there is a clear and positive impact on the people receiving grants. We will continue to adapt the service in the coming year to meet the growing need.

I would like to take this opportunity to thank our staff, trustees, and volunteers for their extraordinary efforts. I appreciate their dedication, compassion, and energy.

I also want to thank all our donors for their unwavering financial support, the families and friends of our residents and clients, and our local communities, who showed such patience and resilience in the face of adversity.

Steve Allen
Chief Executive

A tribute to our Patron, Her Majesty The Queen

We were deeply saddened at Friends of the Elderly to learn of the death of Her Majesty Queen Elizabeth II on 8th September 2022. Her Majesty was Patron of Friends of the Elderly for over 60 years and her support and kindness have been very important to so many of the older people the charity has worked with.

Our care homes and services are pleased that they had the chance to celebrate Her Majesty's Platinum Jubilee celebrations in June 2022, which they marked with garden parties, afternoon teas and tree plantings. We join with the rest of the nation in mourning Her Majesty's passing and we thank her for her long and devoted service. For a full list of our Patrons and trustees visit www.fote.org.uk



Pictured: The Queen when she was a little girl meeting a veteran at a Friends of the Elderly event.

100 YEARS+

**At Friends of the Elderly,
we have been supporting
people for over 100 years.**

We provide high-quality services and activities that are personalised to individual needs and integrated into local communities.

Our grant giving service provides grants for basic essentials to help alleviate the stress, worry and loneliness often experienced by older people living in poverty. At our not-for-profit care homes – which provide residential, nursing, dementia and respite care – staff are committed to supporting residents to be independent and to engage in community life. Our day care centres in local communities provide essential support and stimulating activities to enable people living with dementia or memory impairments to remain living in their own homes for as long as possible.

As a charity, any surplus income from our paid-for services is reinvested into our charitable activities. The generosity of the public, companies, and trusts and foundations allows us to give away more vital grants to older people struggling to make ends meet and enables us to go above and beyond for those in our care.



Staff spotlight

We spoke to Miriam Willmott, Senior Grants Administrator, to discover what it's like to work in our grant giving service.

What's special about Friends of the Elderly?

I love working for a charity that really cares! We try to offer grants for items which other charities won't fund, so many people come to us when they are desperate and with the expectation that we won't consider their request. Because of this, they are often relieved when we say yes. It's astonishing how many older people are living in poverty; I had no idea really until I started working here.

What does a grant mean to someone?

A recent comment from someone we supported captures the way a lot of older people feel about applying for a grant. He told me how he had a good job when he was younger and never thought he would be chasing the pennies like this when he got older. Our grant was a lifeline to him when he needed it most.

What does the future hold?

The increased cost of living means the need for our service is even more urgent, I get new requests for help every single day. In response, we are growing the service so that we can award more vital grants and develop our outreach work to raise awareness of the support we can provide.

How we made a difference



253

older people supported through
10,879 sessions
at our four day care services.



Bespoke Dementia Education
Programme with the University
of Worcester's highly regarded
Association for Dementia Studies.



England-wide care homes provided
24/7 care to a total of
500 older people.



large touch screen activity tables
for our care home residents.



grants and regular allowances
worth £223,158 given to older people
living in poverty.

These included:



114 home repairs, flooring and disability adaptations
for insulation and safety.



66 ovens
to cook warm meals.



59 utility and heating costs
to keep people warm.



46 washing machines
for clean clothing and bedding.



30 grants for essentials
such as food and clothing.



18 digital connectivity grants to help people stay
virtually connected and
combat loneliness.



13 people were given money towards funeral costs so they could give a
meaningful goodbye to a loved one.



8 mobility scooters
providing freedom and
independence for those
with mobility issues.



420 regular allowance payments to help with the
everyday costs of living.



Restoring dignity and making everyday life more manageable

James 67, lives in supported housing with centralised washing facilities. Health conditions left James partly paralysed and this made accessing these facilities very difficult, so we gave James a grant for a new washing machine. He told us:

“ I had a lot of problems. First of all, I had an operation for my liver, then just after that I had a stroke. I'm living in sheltered accommodation, so they have washing machines in a commonly used area in the building. I used to go and wash my clothes there as it was no problem, but when I had a stroke it became difficult as I am partly paralysed, so I couldn't carry my clothes to the laundrette. The council was kind enough to have carers come and help me, but their time is very short – only half an hour – so they could clean my kitchen and dress me, but not take my clothes for washing. So my clothes were piling, piling, piling up. I like to keep myself clean, so it was frustrating and it made me very uneasy. I wasn't happy.

One day I had a hospital appointment and I needed to wear clean clothes – but they were all dirty. That, I think, was the day that I really felt really bad. I thought, 'give me some strength'. I felt helpless. I had to go to the hospital in clothes that were dirty.

When I received the washing machine, I was so relieved, now I don't have to wait for anyone to come and help me. I was very happy when it was delivered. I think that was one of my best days actually, after that life was a lot more manageable. It's made a huge, huge, huge difference! I don't know how to describe it, but I feel relieved, I feel happier, I feel more organised – I have clean clothes, it's made life a lot easier.

Some other organisations that I approached said they couldn't help, and that discouraged me. I would really like to thank Friends of the Elderly for believing in my request and then helping me out. ”



Providing independence and relief from isolation

Linda, 69, lives in a rural community and due to health issues and a lack of local buses, relies on her car to get to appointments, do shopping and meet up with friends. When her car failed its MOT she had no money to pay for it, so we gave her a grant to cover the costs. She told us:

“ I was doing okay but then my partner passed away last year and everything changed. I had to use all my savings to pay for the funeral, so I had nothing left. I was depressed. It was a really hard time of my life. When my car went into the garage for its yearly MOT it failed, and the bill was £515. I had no money to pay for it. I live in a rural village with limited public transport, so I felt very cut off from everything. It makes you feel isolated.

Over Christmas we were without a bus for over a week, so I had to do the two and a half mile walk to get my food shopping. I had to carry everything back with me. It was horrendous. I'm approaching 70 and I have osteoporosis, arthritis and a damaged back. I can't do that long walk anymore. It took me five hours one day to go to the doctors for a single routine jab. This would have been just 15 minutes each way by car.

It was tough through winter as I had no money and no car. You cut down on food as you have to have heat, light and for me I need a hot bath every day to keep my joints moving. I had to rely on food banks. The money has been a Godsend. You are lifesavers. Having my own car again gives me back my independence. I am thankful I have friends who I can rely on but they live further away. Where I live has a lot of sad memories so I enjoy escaping to see my friends for a bit or rest and recuperation. I am less stressed now and I'm a lot more positive about the future. It is very difficult to ask for help but I am so glad I did.

Thank you everyone who shared their story with us. Some names have been changed to protect identities.

Making our fundraising go further

All funds raised for our grants service, up to £100,000 per annum, are doubled thanks to our partnership with The Edward Gostling Foundation. We want to take this opportunity to thank them for their ongoing support.

**THANK
YOU**

Supporting our residents and service users to stay active and engaged

We are committed to providing exceptional standards of care through our care homes and day care services. We believe that services can only excel when they deliver what older people want, so we work hard to ensure residents and service users are at the heart of decisions about the activities and services we provide.

Our 39" touchscreen activity tables have been a particular hit across our services. Their specialised design means our residents, of all abilities, can get involved in activities they enjoy in a group setting or by themselves in the comfort of their own room.



“ The residents can get involved in all sorts of activities, from gentle physical exercises such as virtual fishing, to quizzes and games which promote cognitive stimulation. One lady with poor eyesight was overjoyed at being able to participate in completing crosswords again as she was able to see the screen very clearly. It has done wonders for the wellbeing of our residents and it's another way of bringing everyone together. ”

Suzanne Park, Manager at Davenham care home.

Financial summary

We continued to experience lower care home occupancy in the year, which is an ongoing legacy of Covid-19. We therefore recorded a £1.5m operating loss in the year, which was as budgeted.

Our costs also continued to be high. Reasons for this include care staff continuing to work wearing Personal Protective Equipment, increased infection prevention and control measures, and Covid-19 tests being carried out several times a week. Staff having to isolate in line with the latest care sector regulations had an impact on our operating costs, particularly during winter 2022, when we had to use higher numbers of agency staff.

Fundraised income received in the reporting year made sure we could continue to run our grant giving service and provide enhancements to our other charitable services. Donations, legacies, and the value of pro bono services received totalled £686,000 in the year (2020-21, £738,000). The generosity of all our supporters has been very much appreciated during a difficult year.

Thank you

Our sincere thanks to all those who help us continue our vital work. It is impossible to name everyone, but a special thank you to:

Anthony and Deirdre Montagu Charitable Trust
Blakemore Foundation
C Supplies
Candlestick Press
Casa Stella Trust
City of London Corporation
Cranleigh Swash Memorial Trust Fund
Devonshires Solicitors
Dora Rebecca Fine Charitable Trust
Douglas Heath Eves Charitable Trust
E F and M G Hall Charitable Trust
Eddie Dinshaw Foundation
Elsie Lawrence Trust
Glossop Family Trust
Gowling WLG (UK) Charitable Trust
H R Pratt Boorman Foundation
Hamilton Wallace Trust
Harapan Trust
Hazel & Leslie Peskin Charitable Trust
Hyde Park Place Estate Charity
Mercia Mini Club

Mickworth Charitable Trust
Ogilvie Charities
Order of the Sisters of St Joseph of the Apparition
P T F Charitable Settlement
Pellings
PF Charitable Trust
Scott (Eredine) Charitable Trust
Sir John Sumner's Trust
The Ardwick Trust
The Band Trust
The Bothwell Charitable Trust
The Brian Shaw Memorial Trust
The Britford Bridge Trust
The Chandris Foundation
The Christopher Reeves Memorial Trust
The Clothworkers' Foundation
The Constance Paterson Charitable Foundation
The Countess of Meath Will Trust
The Diana Deyong Charitable Trust
The Edith Murphy Foundation
The Edward Gostling Foundation
The Emanuel Hospital Charity
The Equilibrium Foundation
The F G Roberts Charitable Trust
The George Dudley Herbert Charitable Trust
The Hawthorne Charitable Trust
The Hornby Lonsdale Charitable Trust

The Jenour Foundation
The K W Charitable Trust
The Lady Hind Trust
The Mary Robertson Trust
The Michael and Anna Wix Charitable Trust
The Minos Trust
The Moneybury Charitable Trust
The Mrs Margaret Rank Charitable Trust
The Mrs Yvonne Flux Charitable Trust
The N Smith Charitable Settlement
The Offenheim Charitable Trust
The Outside Clinic
The Paul Bassham Charitable Trust
The Peggy Walker Memorial Charity
The Pennycress Trust
The Rest-Harrow Trust
The Robert and Margaret Moss Charitable Trust
The Ron and Lyn Peet Trust
The Slater Foundation
The Sydney Black Charitable Trust
The Tula Trust Limited
The Walter Guinness Charitable Trust
The White Oak Charitable Trust
Thomas Roberts Trust
Tom Hall Charitable Trust
Vitol
Woking Rotaract




“ The house is warm, I've got hot water... I have an extra bit of money to buy proper food. You literally saved my life. Thank you. ”
Frank, 72, grant recipient.



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Helping people live well in later life

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