

East Kilbride & District

## DEMENTIA CARERS GROUP

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### Minutes of Annual General Meeting – 18<sup>th</sup> August 2014, in 157 Pine Cresc, Greenhills, East Kilbride

#### Present

Caroline Belch (representing Linda Fabiani MSP), Susan Bennie, Suzanne Bennie, Cllr Archie Buchanan, Michelle Campbell (EK CAB), Brian Doig, Donna Liddiard, Wilma MacLeod (South Lanarkshire College), Margaret McNab, Peter Molloy, Christine Montgomery, Carole Richards, Janette Sime, John Vance, Sadie Young.

#### 1. Welcome

John Vance welcomed everyone to the 22<sup>nd</sup> Annual General Meeting and ensured that those present had received a copy of the previous year's Minutes. He thanked all committee, staff and associates for their hard work and commitment over the past year.

Before proceeding further, a list of apologies was given:

Sarah Boyd, John Cardno, Brian Collumb, Liz Craig, Alan Cunningham (Alexander Sloan), Linda Fabiani MSP, Liz Gallacher, Donna Liddiard, Graeme Macklin (St Leonards CC), Beth McAteer, Linda McCallion, Kirsteen Newman (South Lanarkshire College), Ray Porrelli, Heather Stenhouse, Harry Stevenson (Exec Director of SL Social Work).

#### 2. Minutes of Annual General Meeting, 2013

The Minutes of the Annual General Meeting held on 19<sup>th</sup> August 2013 were approved by Susan Bennie and seconded by Margaret McNab.

#### 3. Matters Arising

There were no matters arising.

#### 4. Chairperson's Report / Co-ordinator's Report

Chairman John Vance and Co-ordinator Brian Doig read through the key points contained in the 2014 Annual Report, which had been prepared by **Lexical Copy** on their behalf:

#### John - Introduction

This past year has seen our charity grow not only as a business, with our income through fundraising and donations increasing and our financial targets met, but also as an organisation which holds delivery of high quality care as its core value. During these twelve months, we have continued to strengthen our links with the community, contributed our knowledge to the enhancement of care for people with dementia on a local and nationwide basis, and taken the opportunity to use a review of our service to further build our vision for the future.

None of this could have been achieved without the ongoing commitment and support of those who contribute to our charity, either financially or by sharing their time and expertise with us. Our heartfelt thanks go to each and every one of these people. In particular, we would like to offer our thanks to:

- East Kilbride Rotary Club
- Marks & Spencer East Kilbride Town Centre
- The Robertson Trust
- The Bank of Scotland Community Fund
- Burn Stewart Distillers
- Simon Ross
- Saints and Sinners, and the army of willing people who support us in so many ways.

### **Brian - Our year... As a care provider**

The provision of care and support is at the heart of everything our group does. Whether it's direct delivery of care within our day care unit, or contributing to broader knowledge and understanding of dementia and associated diseases, caring is what we do. This year has seen us continue to operate at almost full capacity whilst seeking ways to further enhance our service.

Over the year our service users enjoyed a total of over 300 outings, from a trip to the hairdresser for some pampering to a fish tea by the sea. In doing so, we have seen our service users able to enjoy the little treats which allow them to live beyond the confines of a dementia diagnosis and experience life's little pleasures, with a reassuring hand close by. Our delivery of care goes beyond the users of our day care services, and reaches to those supporting a friend or loved one through their dementia journey.

Our Carers' Support Group has been well utilised by those seeking advice, support, and reassurance. In addition we have continued to facilitate the running of the Memory Cafe, alongside the Community Mental Health Team and Alzheimer's Scotland. This outreach work has broadened the scope of the support we offer further into the community, and continued to raise the profile of our organisation and the work we do.

Our passion for caring is integral to who we are as an organisation.

However, occasionally we are reminded how an ordinary day's work for us has an extraordinary impact on the lives we are privileged to touch...

*"Without your support, I know my Mum wouldn't be the happy person that she still is today. Thank you."*

(Daughter of a service user)

### **John - Our year... As an employer**

Within our organisation we employ a core group of staff, and are also fortunate to be supported by some who offer their services on a voluntary basis. This year our Senior Care Worker Donna Liddiard, and care worker Beth McAteer, have both celebrated ten years of service to East Kilbride & District Dementia Carers Group. We'd like to thank both ladies for their hard work and dedication over these past ten years, and we look forward to many more years working with them. Our Coordinator Brian Doig celebrated 20 years' service to the group in July, a wonderful achievement.

In order to continuously improve our service we have to provide development opportunities for our staff. In recent months, three of our staff members have visited Westwood House. This allowed the opportunity to observe care delivery in a different setting, and facilitated the sharing of best practice and ideas between our group and the staff at Westwood House. In terms of more formal development, funding was secured for our care staff to participate in the 'Best Practice in Dementia Care' course. This course meets the requirements of both the SSSC and the Care Inspectorate.

Looking forward to provision of a workforce for the future, we've maintained our strong links with South Lanarkshire College, and welcomed two 6th year pupils from Calderglen High into our group for a week's work experience. We look forward to seeing care services of the future delivered by all of these students!

### **Brian - Our year... As a charity**

As a charity, we rely on fundraising, donations, and grants to fund our service. This year we have once again met our financial targets, thanks in no small part to an overall increase in our fundraising and donations income. Our heartfelt thanks go to everyone who has played a part, no matter how small, in supporting us in this way. Whether you shook a collection can, packed shopping in M&S, organised an event or collection, or donated directly to us, we thank you. It's thanks to the generosity of people with their money and time that we became the organisation we are today. You have made a difference.

Here are just some of the ways our group has been supported this year...

- M&S East Kilbride Town Centre: This year, M&S once again selected us as their chosen charity. We'd like to thank them for their unfailing support.

- EK Rotary Club: The Rotary Club have supported us in so many ways this year, from a golf tournament, to the supply (and installation!) of the Christmas decorations in our day care centre. Our sincere thanks to all those involved.
- Bank of Scotland Community Fund: Thanks to the overwhelming support we received from the local community, we were awarded a £3000 grant from the Bank of Scotland Community Fund. Having received almost 50% of the total votes, we saw firsthand the strength of support for our group within the local area. This money was used to renew our front porch, providing a wider entrance and a wheelchair ramp to improve accessibility. Thank you to all those who voted!
- Bag packing: Thanks to all those who supported these events. Among our volunteers were a class from South Lanarkshire College and members of the Rotary Club, who each covered a full day's bag packing... That's a lot of packed bags! Our aim was to raise a total of £1500 to be spent on the installation of a wheelchair ramp at the rear entrance of our day care centre. Thanks to the hard work of all those involved, we raised a whopping £1700 and our centre is now wheelchair accessible both front and back.
- The Robertson Trust: Ongoing grants from The Robertson Trust contribute significantly to our core funding, for which we are extremely grateful

### **John - Policy Revision**

As a business organisation we also have a legislative obligation to maintain and review all of our policies on a regular basis. This is done monthly at our Management Committee meetings, with input from carers and service users through forums and support group meetings. We continue to meet our target of reviewing and updating all of our policies at least once every three years.

### **Brian - Our year... As part of the local community**

Our service users are valuable members of our local community, and we strive to facilitate ongoing participation within the community. Our outings, as described previously, are key to this. Throughout the year we hold other events to strengthen community links and allow our service users and their carers to continue to do the things they enjoy.

Very recently, we enjoyed another trip to South Lanarkshire College where catering students provided and served a delicious meal for service users and their families. A marvellous time was had by all, and our service users were able to enjoy a meal out in the company of their nearest and dearest in an accessible, calm environment. Our annual swing band evening has become a much anticipated event in the social calendar, attracting guests from far and wide to dance the night away and raise funds at the same time!

The involvement and support of the local community is vital to the development of our organisation and its services. Our thanks go to the East Kilbride News and STV Local, who have provided us with regular, positive coverage of our group and the work we do.

Our newsletter 'Pine Patter' has continued to keep people up to date with all of the news from Pine Crescent, and our website is regularly updated with news, resources and policy information.

Over this past year we've seen an increase in our Facebook following, with 368 followers to date which has really helped us to spread the word about the work we do.

The placement of students from South Lanarkshire College and Calderglen High School has not only strengthened our links with educational institutions, but demonstrated how highly regarded the delivery of our service is. To be considered such a positive example of care delivery is testament to the hard work and dedication of all those associated with our group and the work we do.

### **John - Next year... Moving forward**

In December of this year, East Kilbride & District Dementia Carers Group will enter into its silver anniversary year. Details of the exciting ways in which we plan to mark this occasion will follow! Of course, the work done some 25 years ago built the foundations for the organisation we are today. However the work we now do has evolved over the years to reflect changing needs of service users, and developing practices within the care of people with dementia.

As we move into this next year we will face many challenges; to sustain our service delivery we must not only maintain, but develop and increase our funding. We must critically reflect upon our service provision in order to identify how we can continue to improve, and broaden the scope of what we do. Continuous improvement will ensure we continue to deliver high quality care in an optimal setting, with skilled staff and up-to-date resources.

We have invested in our future through the commissioning of a review into our service. This independent report has provided an audit of our current service, along with a feasibility study of our various options for future service provision and income generation. This report, produced by MCM Associates, is available in its entirety on our website, and we will shortly have a summary report available. Recommendations from the report include the following

- Initial priority should be given to maintaining the existing service, including ongoing work to maintain the quality of the service; maintaining client referrals and sustaining our financial position
- Consideration should be given to the opportunity to develop new Home Care Services
- Consideration should be given to the opportunity to develop existing community based services in response to local needs.

With regard to the need for forward planning and service development, our Management Committee has already approved the provision of an evening service, with themed nights planned to appraise interest from carers. The Management Committee has also been working on securing additional funding for our service, with an application for Big Lottery funding underway.

All that remains is for us to offer our thanks to those who have supported, believed in, and contributed to the work of our group. To the volunteers who contribute so much to our organisation, we thank you for your selfless dedication and valuable time given so willingly.

To those who help to support us financially, we thank you for helping to facilitate the provision of this service; a service of which we are so very proud.

To those who entrust the care of their loved ones to us, we thank you for your faith in us.

And to those who we are so privileged to care for, we thank you for the fun, the laughter, the memories, and for the way in which your trust in us enriches the lives of those who are honoured to support you.

### **John - Final remarks**

John intimated that due to a change in circumstances and commitments, this would be his last term as Chairman of the Group.

He thanked his colleagues on the Management Committee for their support, commitment and hard work throughout the years, through the good times and also through the tough times.

John concluded by thanking the team at Pine for their work, saying that in all his years in the Voluntary sector, he had never been privileged enough to work alongside such an experienced, caring and loving team.

John invited questions from those present at the meeting, either on the reports presented by Brian Doig and him. There were no questions.

## **6. Treasurer's Report**

Treasurer Sadie Young presented the Treasurer's Report for the year 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014. This was prepared by Accountants Alexander Sloan, who had independently examined and approved the accounts.

The Annual Accounts have been prepared, approved by the Directors, and submitted to the relevant regulatory bodies (Companies House and O.S.C.R.).

John Vance gave an overview of income and expenditure for the period 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014.

The accounts showed a surplus last year of £18,263 but £18,000 of this was designated for a replacement minibus, leaving the Group with an operating surplus of £263 on income of £162,018. This year's accounts showed a net deficit of £752 on an income of £149,617.

John invited questions from those present at the meeting, either on the Annual Report or on his own verbal report.

Margaret McNab asked why there had been an increase year on year of around £5,000 on the Activities and Outings budget. B Doig explained that part of this had been an increase to the agreed budget set by the Management Committee due to the importance of this work, and other money had been transferred from different budgets, for example, although the money spent on food was down, the budget had actually been increased; but when we had a short period without a cook, we took the opportunity to have lunch outings with the service users which they enjoyed.

John Vance added that in such a Service User driven environment, this was appropriate use of the budgets. He also cited the example of having our own minibus, which is an expensive item to operate. The bus is used daily and out on trips with our Service Users more often than not. It is an integral part of our care philosophy, whereas other care providers are happy to provide indoor care on summer days with the sun shining and a bus sitting on the doorstep.

Someone asked about the increased expenditure on maintenance and repairs, which was up over £3,000 year on year. This was due to the installation of two new wheelchair ramps to give us increased accessibility. The improvements have proven to be invaluable in the centre.

## **7. Election of Committee**

The Group is keen to recruit new blood onto the Management Committee, adding new ideas and new skills. Sadly, due to personal reasons, Brian Collumb and Sarah Boyd have both had to stand down from the Management Committee. John Vance invited nominations. Anyone interested in discussing this further was invited to speak to a Committee member after the meeting. There were no nominations.

## **8. Any Other Competent Business**

None.

John Vance gave a final round of thanks to Brian, Donna and the team of staff and volunteers, to his fellow Committee members, and to the people of East Kilbride for their invaluable support.

He then closed the meeting by thanking everyone for attending, taking the time to share in the pride and passion of our work, and invited everyone to remain behind for refreshments and a chat.