

Abbeyfield
Where older people find care in housing
The Abbeyfield Kent Society

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A member of the National Abbeyfield Society
under the Royal Patronage of HRH The Prince of
Wales, KG, KT, GCB. A company limited by
guarantee having no share capital.
Charity No. 254140
Registered in England and Wales under the
Companies Act No. 908333
Registered under the Housing Act 1974
No H 2362



The Abbeyfield Kent Society

2008

Contents

All the Homes

Residential Homes

Connors House

Craddock Road
Canterbury, Kent CT1 1YP
Tel: 01227 769774

Dene Holm

Deneholm Road
Northfleet, Gravesend
Kent DA11 8JZ
Tel: 01474 567532

Edward Moore House

Trinity Road
Gravesend, Kent DA12 1LX
Tel: 01474 321360

Edward Moore House

Trinity Road
Gravesend, Kent DA12 1LX
Tel: 01474 321360

Greensted

16 The Orpines
Wateringbury, Maidstone
Kent ME18 5BP
Tel: 01622 813106

Rogers House

Drewery Drive
Wigmore, Gillingham
Kent ME8 0NX
Tel: 01634 262266

St Martins

Martin Square, Larkfield
Aylesford, Kent ME20 6QJ
Tel: 01732 842628

Stangrove Lodge

Manor House Gardens
Edenbridge
Kent TN8 5EG
Tel: 01732 864975

The Dynes

Nightingale Road, Kemsing,
Sevenoaks, Kent TN15 6RU
Tel: 01959 523834

Woodgate

Tudeley Lane
Tonbridge
Kent TN11 0QJ
Tel: 01732 350952

Sheltered Housing

St Marys

15 The Glebefield,
Riverhead TN13 3DR
Tel: 01732 460545

159 Barnsole Road

Gillingham, Kent ME7 4JH
Tel: 01634 852298

Drewery Drive

Wigmore, Gillingham
Kent ME8 0NX
Tel: 01634 364375

105 Old Tovil Road

Maidstone, Kent ME15 6QE
Tel: 01622 677793

Margaret Fisher House

30 Old Kent Road
Paddock Wood, Tonbridge
Kent TN12 6JD
Tel: 01892 834550

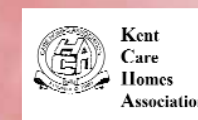
Northwood Road

59 Northwood Road
Tankerton, Whitstable
Kent CT5 2HA
Tel: 01227 771310

Tankerton Road

204 Tankerton Road
Whitstable
Kent CT5 2AS
Tel: 01227 266109

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Welcome...



The Abbeyfield Kent Society (AKS) is a Christian-based charity and member of the National Abbeyfield Society, which consists of over 500 individual societies spread across the UK and caring for around 8,000 older people in 800 homes. The vision and concept of Abbeyfield as a national charity was due to the inspiration of Major Richard Carr-Gomm who set up the first house in South East London in 1956.

The Abbeyfield Kent Society started out in 1967 as The Gillingham Society when the late Reverend Tom Rogers and his wife bought the Abbeyfield concept to this town. Between then and the early 1980s he was instrumental in buying, converting and building three sheltered houses in the borough. Housekeepers were employed who lived in, cooked the midday and evening meals and generally looked after the residents. No personal care was given as these were not registered care homes.

Between 1988 and 1992 a building was designed which was to be a Care Home for the residents of the Gillingham Society who needed more care than a sheltered house could give. Built by Gransdens, a local Medway builder, Rogers House was opened in Wigmore in November 1992.

With local authority changes in Medway it was wise to combine the efforts, talents and expertise of the then three separate Abbeyfield Societies in the area and in January 1999 they merged under the name 'The Abbeyfield Medway Valley Society'.

Following the opening of Rogers House the committee and management wished to provide the additional facility of care for older people with dementia, and continued to seek additional homes.

In 2000 nine homes were purchased from KCC enabling the Society to move on and provide a more comprehensive range of services, including care for people with a dementia.

Since then other Abbeyfield Societies have joined us and in 2006 we changed our name to The Abbeyfield Kent Society to reflect our presence across the whole of the County.

“Where I am now, at MARGARET FISHER is like a new world to me. We have all kinds of activities, gym classes, quiz contests, games, art classes, offers to see musical shows etc. In fact, a whole new world to me!”

The Abbeyfield Kent Society now employs around 600 staff as well as many volunteers in nine residential homes and seven sheltered houses.

The AKS Head Office is now in Cuxton, near Rochester.

We are now one of the largest providers of residential care in Kent. We are proud of our reputation and are always mindful that maintaining our standards depends on the people who work for us and the way that everyone works together.

Welcome to The Abbeyfield Kent Society.

Chairman's Report 2008

The Society has had a quite remarkable year and is now in a most robust situation. Following Trevor Cox's retirement, Leon Steer took over as Acting Chief Executive and, in the several months it took to go through the process, showed his considerable leadership qualities. It was with considerable pleasure that I was able to announce his appointment as Chief Executive and I am delighted to be working with him and his team whose motivation and enthusiasm permeates throughout the organisation. He has initiated a widespread change in the HQ Management Structure which is configured to focus primarily on the delivery of services to our residents.

The Abbeyfield Kent Society is one of the largest suppliers of care accommodation for the elderly in Kent but possibly the least known! To overcome this we have embarked on a continuing public relations campaign which was launched at the official opening of our Headquarters at Cuxton by our Patron, Mrs Susan Aldred, and Bishop Michael Gear. Details of this can be seen on our newly launched website. I expect to hear more about Abbeyfield Kent in the media over the coming months and years.

Our future is secure on a sound financial base, with a dedicated team in every home. Our gentle expansion has continued with the two houses from the Whitstable Society and, very recently, the Sevenoaks Society with its lovely house in Riverhead, has joined. I am certain that this will not be the last Abbeyfield to merge with us because the pressures from the authorities make small societies increasingly less viable.

The Board and directors realise the considerable potential of our existing properties and we are preparing an exciting phased programme for improvement, expansion, remodelling and redevelopment around the County. Our next major project is the redevelopment of Valley Lodge in Gravesend and extensive consultation with providers, planners and consultants is taking place at this moment



My own roots in Abbeyfield Kent stem from one of our smallest houses and it has brought me great satisfaction to see the way the Society has moved forward in its work of tending for the elderly of this County and its growth has given the organisation greatly improved stability. This progress in the 9 years of my Chairmanship has given me enormous satisfaction in achieving steadily improving services to our residents.

I am very grateful for the continuing support from the Board and, on their behalf, I give my thanks to every single member of the staff whose efforts result in the welfare of our residents.

Robert D A Barnes FRICS
Chairman

The Governing Board



An Unavoidable Truth

It's a disturbing fact that all of us are aging and research has shown that most people travel through life, including young people, dreading this reality. Unfortunately, none of us can stop this process; it's almost inevitable that we will enter this period of our life and we will feel vulnerable, physically frail and, as our life expectancy lengthens, the likelihood is that we will develop dementia.

As we move towards this stage of our life we can take comfort in the knowledge that The Abbeyfield Kent Society provides older people services at 17 locations across Kent. In addition to this it is planning new and improved services to meet the challenge of a rapidly aging population along with an increasing prevalence of people with dementia.

We pride ourselves as being one of the largest providers of residential care in Kent that specialises purely in older people services. Most large providers cater for multiple client groups, we recognise that older people's needs are becoming more diverse and are a vulnerable group who often become marginalised. The Abbeyfield Kent Society therefore provides a single focus by specialising and understanding the needs of one client group.

The Society also brings a considerable amount of experience. It has been caring for older people since it was established as a registered charity in 1967. During its 41 year history in Kent it has grown enormously currently employing 600 staff along with 150 volunteers and an annual turnover of £10m.

As a charity there are no shareholders, all surpluses are therefore reinvested into the Society for the benefit of our residents. In addition to this we are also a registered Housing Association which enables us to access funding to build and improve our buildings.

Being old isn't optional, of the 60 million people in the UK, currently 11 million are pensioners and a million are over the age of 85. The Abbeyfield Kent Society recognises this unavoidable truth and is committed to creating homes in Kent that make all of our residents as happy and comfortable as we possibly can through the closing chapters of their lives.

We hope you enjoy this brochure and whether you are looking to join us, support us or work with us, we warmly welcome you.

Leon Steer
Chief Executive



The Board of the Abbeyfield Kent Society currently comprises eleven independent members who bring a mix of skills and experience including Law, Finance, Care, Housing, Fund Raising, Marketing and Human Resources. All the Board members are volunteers and receive no payments except for expenses.

In the event that the Board finds that it lacks any of the skills needed to run the Society, or there is an imbalance in its membership, it will either advertise or approach other businesses or community organisations for suitably experienced people. It will then follow a formal two-stage recruitment process to select the most appropriate new members. A regular appraisal system and skills review is in place for the Board. The outcomes from this provide the basis for an annual training and development programme for all Board members.

The Board receives monthly reports from the Senior Management Team and meets quarterly, or more frequently if necessary, to review, comment on and challenge plans put forward by the Executive Team and to confirm all significant decisions.

All of our Board members contribute fully in all areas of our work. In addition, they have areas of personal expertise and interest. Each Board Member has a direct relationship with one or more of our Care Homes and Sheltered Houses which provides a valuable insight into the quality of our service delivery as well as an extra link between staff and residents and the management team.

Board members who hold office at 1 March 2008

Chairman
Robert D A Barnes FRICS

Treasurer
John W Young MBE

Other Board Members

Maureen Bradley
Shirley Brigham
John Brodie
Barbara Godwin
Richard Iddenden
David Large
Stephen Tomlinson
John Townend
David Willis

Sustainable Food Initiative

Care Department



In recent years residential care has experienced many changes. For decades old age was acknowledged as an inevitable time of irreversibly declining mental and physical agility. Care home residents were wrapped up and protected, with care services delivered in a 'one size fits all' manner. Security, safety and attention to physical requirements were of main importance.

There is a realisation now that independence, autonomy and choice are equally vital to a person's well-being. Promoting the uniqueness of each individual has become as important as ensuring that meals and assistance with washing and dressing are provided. Out of this recognition has emerged the concept of 'person centred care'. Care staff will no longer view their roles as a series of tasks to be worked through, for example, bed making, bathing, serving meals. Their focus will be on each resident and their wishes and needs.

Person centred care will start before a person is admitted to one of our care homes. During the pre-admission assessment process staff will get to know the person and what they are looking for in a care home. They will be fully involved in the planning of their care and future life in the home. Staff will find out the person's life history so that they will get to know them better. This will help staff to understand and respect each individual. Choice will also be important. Meal times can be flexible to suit personal preference. Activities will be planned with each resident on an individual basis.

Once the person has moved into one of our homes we will continue to help them to maximise their independence, maintaining and promoting their dignity, rights and fulfilment, supporting them to remain in control of their lives. We fully believe that these years should be a time of enjoyment and fun.

A number of our homes specialise in dementia care. Our staff are trained to understand how a person with dementia feels so that they can help the person to retain maximum independence, control and choice over their lives. Being told that you have dementia should not mean the end of all the life choices that others take for granted.

In 2007 The Society embarked on a sustainable food initiative working with Kent suppliers to provide our residents with locally produced food such as meat, poultry, fruit and vegetables. Working like this allows us to ensure food given to our residents is fresher and has full traceability. Each supplier is committed to reducing food miles and fuel emissions along with reducing packaging and recycling.

To help launch this initiative our residential home, St Martins based in Larkfield, worked with the local school comparing the type of meals the residents had when they were children and where they bought their food to what happens now. To promote the event St Martins opened their doors to the general public and held a Sustainable Food Day. Larkfield School came along and worked with the residents looking at different vegetables and tasting the different fruit juices and meats produced by the local farms.

To take sustainable foods forward, the menus in all of our homes have now changed to reflect seasonal, fresh produce. Our dedicated catering team has embraced the changes and are now able to demonstrate their skills by producing well-balanced meals helping in the well being of our residents.

Our Kitchens undergo regular inspections from the relevant local authorities ensuring we meet The Food Hygiene (England) Regulations 2006.

In the last year two of our homes, St Martins, Larkfield and Woodgate, Tonbridge have received the highest award; Five Stars. This award cannot be achieved without the dedication of the catering staff within the homes of which we are extremely proud.

St Martins has also been awarded the Healthy Eating Award by Tonbridge and Malling Borough Council. Our first home to achieve this.

All of our catering staff go through continuous training programmes to ensure that their knowledge is up to date with the ever changing regulations.

Our aim for the coming year is to roll-out free range produce within all 17 homes.





Property



To improve the level of performance and to provide a better service January 2008 saw the beginning of a new era; the introduction of the Responsive Repair and Planned Maintenance Team with back-up from the Property Support Officer.

The new team allows us to have a 24 hour on-call service for all of our homes ensuring that any maintenance need that arises outside of office hours is dealt with.

With the introduction of the new team we were able to plan major projects throughout the homes as well as dealing with the day-to-day maintenance tasks.



“Abbeyfield gives me adequate secure accommodation with a key to my own area and the independence to come and go as I please.

It’s nice not having to shop for and cook my own meals as this allows time for reading, walking, talking to other residents or any other things I might want to do.”

Since the start of the year we have seen some major refurbishment throughout many of our homes. Here are just a few of our achievements:

Just under £1,000,000 invested on:

Radiator covers, macerators, and wing conversions at Woodgate, Stangrove Lodge, Edward Moore and St Martins.

The development of our new Training Centre based at Wateringbury.

New conservatory builds for Connors House and Stangrove Lodge.

Anti-slip wood effect flooring is being introduced throughout all Homes along with a programme to upgrade all electrics and lighting.

Plans are currently being put together for a £4m “Home with Care” scheme in Gravesend.

The coming year will see further home upgrading and redevelopment of existing buildings all of which will ensure that current residents and residents of the future are cared for in the best surroundings possible.



Financial Review



Human Resources

The Society's greatest asset is its team of over 500 dedicated, trained and valued members of staff who enable us to provide 24 hour care of the highest quality for our residents.

Our Human Resources Team works directly with our Area and Home Managers on new organisational designs, changes to working practices, recruitment, induction and career planning as well as working to solve individual issues. One of our main areas of focus is to recruit the right people into our jobs and to create a workforce which is equipped for the work, motivated and high performing, and who find there is a career path for them in the Society.

We advertise widely for our roles and run thorough and fair recruitment and selection procedures. We provide comprehensive induction programmes and ongoing regular and thorough training for our staff. 69% of our Carers are now NVQ qualified and our Home Managers hold, or are working towards, the Registered Managers Award. Our other training covers Moving & Handling, First Aid, Safe Handling of Medicines, Food Hygiene and Equality & Diversity.

We have procedures in place which enable us to identify those people who have the potential to grow in their career, so that we are able to support them as they learn and develop. Equally valued are those who want to stay in the same role and achieve an excellent level of performance. Many of our Home Managers and Assistant Managers have been promoted from within, while others have been recruited externally to bring fresh ideas and experience into the Society.

We believe that by providing good jobs within an environment that focuses on personal growth and contribution we are in the best possible position to deliver person-centred care to each of our residents.



This review is based on the audited accounts for the year ended 30th September 2007

Summary of those accounts

| | 30/09/2007 | 30/09/2006 |
|-------------------------------|------------------|------------------|
| Income | | |
| Residential care | 8,426,715 | 7,962,912 |
| Sheltered housing | 485,814 | 369,955 |
| Surplus on property sale | 0 | 579,699 |
| Other income | 814,907 | 20,810 |
| Investment income | 8,682 | 4,390 |
| | <u>9,736,118</u> | <u>8,937,766</u> |
| Expenditure | | |
| Care of our residents | 5,457,179 | 5,382,995 |
| Property and facilities | 1,115,521 | 842,895 |
| Management and administration | 1,223,597 | 1,183,093 |
| Finance and other costs | 967,859 | 1,010,446 |
| | <u>8,764,156</u> | <u>8,419,429</u> |
| Surplus for the year | £ 971,962 | £ 518,337 |

The above is a summary of our financial information and it is an extract from the full financial statements which have been audited by Messrs Creaseys LLP Chartered Accountants whose report is unqualified. The full audited financial statements can be obtained by application to the Company Secretary at the Registered Office. A small charge may be made to offset printing and postage costs

The results for the year ended 30th September 2007 showed a considerable improvement over those for the previous year particularly taking into account the fact that 2006 included a surplus on sale of property of £579,699. Additional rooms were added at two of our homes and losses from unoccupied rooms were drastically reduced at all homes and houses. New financing provided by the NatWest Bank, together with the funds generated by the improvement in our operational financial results, enabled us to improve our relationships with suppliers and to increase revenue expenditure on the maintenance and improvement of our homes by £272,626. Our net asset position was improved also by the introduction of the assets of The Abbeyfield Whitstable Society which joined us during the year. Our total assets less current liabilities increased by £2,679,665 during the year.

In the current year we will be continuing to invest in our properties and in the quality of the care that we provide. Staff will be trained to provide the very best standards of person centred care and we will be looking to provide systems across the Society which will relieve the front line care providers of as much of their administrative burden as possible. The Abbeyfield (Sevenoaks & District) Society join us in January 2008 and this will further strengthen our property portfolio and our balance sheet. Although not actively seeking to acquire further properties or societies we welcome the opportunity to offer a 'home' to other Abbeyfields in Kent and to explore further investment opportunities.



Gift Aid

You can help us make your money go further at no cost to yourself by making a Gift Aid Declaration

Any profit made by The Society goes back into the Society, to the residents and their homes. A lot of the work we do relies on the donations of others.

Using Gift Aid means that for every pound that you donate the Society can recover tax paid at the basic rate from HM Revenue & Customs helping your donation go even further. Gift Aiding your donation will not cost you a thing but it will make a big difference to us.

Higher rate tax payers can claim tax relief equal to the difference between the basic and higher rates of tax on all Gift Aided donations. Additionally they can, on their annual income tax return, direct that this tax relief be donated to the Charity as well. They just need to complete the appropriate Gift Aid box on their tax return and include the Society's Revenue Reference Number which is XN17676.

You can donate to The Society in general or to a specific home - it is up to you. Either way you will be helping the residents of The Abbeyfield Kent Society.

Thank you for your generosity.

“ I have been here seven years and never regretted coming. I have found a caring staff, freedom to come and go, good meals, breakfast in our rooms which means we can get up when we wish. Our rooms are our domain and respected as such.

P.S. I forgot to say, company, you don't have to be lonely. We play games in the evening also scrabble etc. Trips out too.”

Quality

Quality is a very general term, standards by which quality is judged are essentially subjective based on individual values, attitudes and beliefs.

In the diverse and complex provision of care and support for older people, our service users will have different perceptions of a Quality service.

The aim of The Abbeyfield Kent Society is to raise the profile of Quality and to demonstrate to our Stakeholders and the general public best practice in care and the provision of high quality services tailored to the needs of our residents.

Thank you

The Abbeyfield Kent Society would like to thank the following companies for their continued support:

PB Group

Twydall Carpets

M&S Electrical

Inchoak

MMH (Oranya)