Abbeyfield

Where older people find care in housing

The Abbeyfield Kent Society

The Abbeyfield Kent Society

2009

"I have been here seven years and never regretted coming. I have found 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.

PS I forgot to say, company, you don't have to be lonely. We play games in the evening also Scrabble etc. Trips out too."

Resident, Old Tovil Road,
Maidstone

NCF
THE NATIONAL CARE FORUM

Kent
Care
Homes
Association

Contents

CHAIRMAN'S REPORT 4

CHIEF EXECUTIVE'S REPORT 6

DIRECTOR OF CARE'S REPORT 8

PROPERTY REPORT 10

HOSPITALITY REPORT 12

COMMISSION FOR SOCIAL CARE INSPECTION 13

FINANCIAL REVIEW 14

HOMES 15

Chairman's Report

A year of considerable progress, with the welfare of residents our over-riding priority

This has been a very satisfactory year for the Society, and we have made considerable progress in many directions. Among these has been the pleasure of being joined by the Sevenoaks Abbeyfield Society, with its lovely sheltered house in Riverhead.

The welfare of our residents is the over-riding priority, together with the staff and management. The Eden Principles, a new concept of care, totally new to us, has been adopted and is in the course of introduction to all our homes. This is a person-centred strategy concentrating on the elimination of loneliness, helplessness and boredom. The training to individualise the care they provide has been most enthusiastically received by the staff, and is enhancing the lives of residents and staff alike.

The public relations campaign which was launched at the official opening of our headquarters at Cuxton has continued apace, with the development of a well used website **www.abbeyfieldkent.org** and a magnificent service and reception at Rochester Cathedral. We are now about to launch an appeal to fund a bursary for the assistance of our residents in severe financial need.

On the financial side, the accounts show a small surplus. However as a charity it is our aim to reinvest as much as we can into the facilities we provide for our residents, and this year has seen over £1 million poured into improvements. I am particularly proud of Connors House, Canterbury, where an opening ceremony was performed by Clive Emson for the new conservatory, windows, sensory garden and decorations. New rooms with en-suite facilities are next on the list. Also the conservatory at Stangrove Lodge, Edenbridge, was opened by Peter Lake, Chairman of Kent County Council.

The most exciting project is the redevelopment of our home at Gravesend, which was closed when most of the residents were successfully re-housed in our other homes in the town. Extensive research, planning and consultation have resulted in a scheme to provide a brand new 'Extra Care' home, with 56 flats of one or two bedrooms, incorporating facilities such as a bistro/restaurant, gymnasium, IT centre and coffee shop. Planning permission has been granted and it is hoped to open to residents in early Summer 2010.

A priority of the Board is to ensure that our accommodation is maintained to a high standard and, being aware that particularly some of the houses we bought in 2000 are lacking in aspects of design and services, we are planning an extensive programme of rebuilding, refurbishment, alterations and extensions to a significant number of our properties over the next five years.

As ever, 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

Chief Executive's Report

New directions and investment spur growth and occupancy

For those of us working in social care for older people, we live in uniquely challenging times. But after a year of consistent growth and improvement, The Abbeyfield Kent Society has shown that a combination of Christian concern for our clients and a professional approach to business can deliver the outcomes that all of us aspire to.

The period since I became Chief Executive in September, 2007 has been exciting and vibrant. We have continued investing in improvements to our 15 care homes and sheltered units, seen occupancy levels rise to an average 95 percent and effected organisational change which has helped our staff fully realise their talents.

'Passion' is an over-used word nowadays, but I believe that this is precisely what our staff have shown in the past year as they've embraced the new direction which I believe will bring even greater happiness and fulfilment to our residents.

It has not been without difficulties. For instance, we took the decision to close Valley Lodge, Gravesend, impelled by simple economics and the desire to exceed our former standards of care. Now we are going to deliver on that with the new development, and our experience of working with Gravesham Council has been so positive that it has refined our working partnerships with other local authorities, which, as always, are under real pressure to deliver services for older people.

It has been a year of memorable highlights, and one that has shown the tremendous opportunities within our grasp, in particular in the ways in which we are proposing to make residential care a positive lifestyle choice for the elderly.

Our over-riding ambition, as always, is to provide the very best outcomes for our residents. The demand for residential care and sheltered housing is increasing exponentially as the nation's population ages - more than a third of people in Britain are over 50, there are almost a quarter of a million retired people in Kent, and that will grow to almost 300,000 over the next decade.

Providing the level of care to which we all aspire has never been 'cheap', and neither should it be. There is likely to remain a gap between funding from Social Services and our own fees, so we are launching a bursary scheme for our residents to make up the difference if they are unable to do so. This is a unique initiative, not without its challenges in economically difficult times, but one that we will rise to.

Finally, I would like to thank our staff for another year of dedication and commitment and, most of all, our residents for their contribution to everything we do.

Leon Steer
Chief Executive

Director of Care's Report

A new approach to care, helping residents live fulfilled and happy lives

Adopting a new approach to care, which revolutionises the service we offer to provide a much keener focus on the needs and happiness of individual residents, has been a defining hallmark of our year.

Our decision to implement the Eden Principles across our care homes and sheltered housing units marks a sea change in our drive to ensure that all our residents live fulfilled and enjoyable lives, and breaks the traditional mould of institutional caring.

As a result, we have embarked upon an intensive training programme for our staff to teach them the Eden Principles, a tried-and-tested care philosophy which motivates them to focus on the aspirations and needs of the individual resident.

It means creating more lively and informal environments, in which children are welcome, pets play a role, and plants and gardens provide colour and life. Variety and spontaneity are key, and the individuality of both residents and staff will be recognised and celebrated.

While the full implementation of the Eden Principles is rolled out across our homes in the coming year, we are also developing Extra Care, a blueprint for the care of older people for the future.

The objective is to provide each resident or couple with their own self-contained flat, fitted to the highest standards, with 24-hour support for daily living tasks and tailor-made healthcare plans. The Extra Care package will be introduced at the new Valley Lodge, Gravesend when it opens in 2010.

The introduction of both the Eden Principles and Extra Care will be closely monitored and phased carefully – while they are revolutionary, we will also ensure they are evolutionary as well. Smaller, but nonetheless, important changes to our practice were introduced over the past year, including the appointment of Lead Carers in all homes, whose roles include liaising with doctors and district nurses and directing the care team; a plan to restructure the senior care teams, to provide a clearer indication of individual responsibilities; and a reduction in the use of agency staff.

In common with all care providers, we are regularly visited by teams from the government's Commission for Social Care Inspection (CSCI). Their inspections of Rogers House, Wigmore and St Martins, Larkfield both resulted in three star "excellent" ratings, and we keenly await the results of other inspections to ensure that we continue to deliver the finest-possible standards for our residents. But perhaps it's the results of our own residents' satisfaction surveys which provides us with the most personal indication of what we are achieving, and how well. I am delighted to report that they show we continue to provide residents with happy, well-run homes which are responsive to their needs.

Felicity Somerville
Director of Care

New garden rooms and conservatories funded by £1m improvements scheme

As one of Kent's largest care providers for the elderly, property development and maintenance accounts for one of the Society's largest financial outgoings, with more than £1m being spent in the past year.

It's a commitment which will grow, and we have successfully piloted an asset management survey which will ultimately produce a picture of the Society's maintenance requirements for the next 15 years, allowing us to put in place a cost-efficient preventive maintenance schedule.

In the meantime, improvements over the past year have included:

- Winning almost £190,000-worth of 'Dignity in Care' grants from Kent County Council, which was spent on projects including a bright new garden room at Dene Holme, Northfleet and new conservatories at Connors House, Canterbury – where a sensory garden was also planted - and Stangrove Lodge, Edenbridge.

Property Report

- A variety of mid-budget upgrades, such as installing secondary glazing, non-slip flooring and redecoration at Connnors House; a new dining area, lighting and structural alterations at The Dynes, Kemsing and Greensted, Wateringbury; fitting Greensted and St Martins, Larkfield, with new lifts; and re-configuring bedrooms and other room conversions at St Mary's, Riverhead, Woodgate, Tonbridge, Edward Moore House, Gravesend, Stangrove Lodge and Connors House .

Our recently-recruited responsive repair and maintenance teams in their 12-van fleet were kept busy ensuring that no maintenance problem ever became a crisis, and demonstrated that they are a resource which delivers real efficencies.

The coming year will see some exciting new developments which will position The Abbeyfield Kent Society homes among the very finest in the UK.

In addition to the brand new 56-flat development at Gravesend, which will accord to the superb new Extra Care standards, consent is also being sought for a £4m upgrade at Greensted to provide 51 bedrooms with full ensuite facilities; a £500,000 scheme to create six new bedrooms and a respite care room at Connors House; and a £100,000 plan at St Mary's to improve the communal areas, upgrade the kitchen, and improve access to allow two more residents to live there.

Hospitality Report

Talented cooks, super food and higher standards as catering raises the bar

The past year has seen significant improvements to the food and hospitality offering at Abbeyfield Kent homes, raising the bar in terms of variety, quality, training and personal achievement.

In the local authority 'Scores on the Doors' scheme rating the quality of catering kitchens, no fewer than five homes – Connors House, Greensted, St Martins, Woodgate and Tovil Road, Maidstone – scored the maximum five stars, a terrific achievement. The programme of inspections will continue this year, and our aspiration is five star accolades everywhere.

Personal and career development is critical for a skilled and motivated workforce. We had a 100% pass-rate in the Chartered Institute of Environmental Health's food safety level 2 exams, sat by 73 of our staff, and catering employees will now move onto level 3 in the coming year. Meanwhile, a new programme of NVQs is being introduced for kitchen domestic staff, while congratulations also went to Hospitality Manager Louise Cook, who achieved honours in the Diploma in Nutrition and Health (Health in the Community).

These improvements to skills and standards remained focussed on a single objective – the preparation of a good choice of first-class food, well presented and with a high nutritional value. Greater emphasis has been placed on 'home made' dishes, with an increasing use of locally-sourced, free range and fully traceable ingredients.

A series of Restaurant Evenings, with residents inviting friends and family in to join them for a waitress service dinner, was successfully trialled, and will be rolled out in the coming year. We remain committed to offering residents maximum flexibility in terms of mealtimes and food preferences, from multiple-choice main meals to snacks and smoothies and a 24-hour sandwich service.

Commission for Social Care Inspection

Extract from Commission for Social Care Inspection report on Rogers House, Wigmore, Gillingham. Unannounced inspection 24th and 31st July, 2008

"Although this home was built something like seventeen years ago, it has a number of design features, which would be judged exemplary even by today's standards.

This is a home, which clearly intended to be able to anticipate the changing needs of its elderly service users from start to finish. And it has accomplished this discreetly, without compromising on the quality of furniture and fittings that combine to make this property also very homely.

People are genuinely proud to live and work there……..it provides good evidence of strong and consistent management, delivering good outcomes for people, and uses its resources well.

The staff team is competent, well-trained, supported and well deployed. There are clear policies and standards to guide working practice. The systems for assessment, monitoring, reviewing and recording are robust to promote the welfare and safeguard people who use the service.

One element which sets this home apart from most others is the level of commitment shown by the large number of volunteers, who come in regularly to enhance the residents' quality of life with support, activities and conversation. Their level of commitment is commendable."

*To view the complete report, visit **www.csci.org.uk**

"We were told this is her home – treat it as her home"
Relative

"We came and looked and thought it was wonderful… We never thought she'd come in but it's the best thing she's ever done. We should have done this years ago"
Relative

"As a family, the relief that Mum is here, well fed, well cared for, and well dressed! I can't fault it in any way – she is blissfully happy here"
Relative

"The staff were very caring and wonderful towards ***** in her last few days/weeks. She knew she was dying. They would take time out to give her a cuddle. I notice the physical contact and people are called by their names. ….they do little things like painting their nails….some look so glamorous!"
Volunteer

Financial Review

This review is based on the audited accounts for the year ended 30th September, 2008

Summary of accounts

	30/9/2008	30/9/2007
Income		
Residential care	8,886,519	8,426,715
Sheltered housing	453,030	485,814
Other income	1,062,102	814,907
Investment income	8,631	8,682
	10,410,282	9,736,118
Expenditure		
Care of our residents	5,952,997	5,457,179
Property and facilities	1,318,125	1,115,521
Management and administration	1,148,374	1,223,597
Finance and other costs	1,048,679	967,859
	9,468,175	8,764,156
Surplus for the year	£942,107	£971,962

The above is a summary of our financial information, and 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.

On 1st January, 2008 the Society acquired the assets and engagements of The Abbeyfield (Sevenoaks and District) Society. The results for the year were affected by the planned closure of Valley Lodge residential home in Gravesend (pending its redevelopment as an Extra Care home) and the need to keep rooms empty in other nearby homes in order to provide accommodation for residents of Valley Lodge who wished to transfer.

The changing market and the high expectations of service users and other purchasers for residential care and supported living, together with the increasingly high levels of regulatory compliance required, make for a challenging future, but the Board considers that the nature of the provision provided by the Society equips it to face the future with confidence.

The Directors conduct an annual review of the unrestricted reserves held by the Society with a view to enabling an estimate to be made of the level of reserves that would be sufficient to:

- Allow time for re-organisation in the event of a downturn in income or asset values;
- Protect ongoing work programmes;
- Allow the Society to meet its objectives.

The Directors consider that the target should be at least the equivalent of three months operating costs and, as at the date of this report, this target has been met.

"Coming here has made life a lot more comfortable, and I love the food here. I have never felt lonely and there is lots going on. There really is nothing to fear about being in a care home. I really am very fortunate."

Resident, Edward Moore, Gravesend.

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

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 1RX
Tel: 01634 852298

Drewery Drive
Rainham, 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

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

Registered Office
The Old Wharf, Station Road,
Cuxton, Rochester,
Kent ME2 1AB

Tel: 01634 723007
Fax: 01634 724269
www.abbeyfieldkent.org

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