

# enriching lives



Annual Review  
2014/2015

  
Sheffcare

# Welcome



## A warm welcome to our Sheffcare Annual Review.

As you read through, I trust you will appreciate the success our organisation has achieved this year, and, more importantly, a true sense of the quality of care we provide.

This year we need to recognise the real value our organisation creates, which is the amazing care we offer each of our residents.

If we could put a financial value on the quality of our care and compassion, and capture the true worth of all the smiles and happiness we see in our Care Homes, I believe we would be one of the most valuable companies in the UK. Hopefully, by looking at it in this way, it helps us all understand how valuable a year it has really been.

Our services are continually evolving to meet a real and very acute personal requirement for individual care. We are welcoming people into our Care Homes with greater needs than ever before. Sadly, more are affected by dementia, requiring a higher level of personal care in later years, and the average age of a person joining our home communities is now 90!

These individual needs require our care staff to offer a highly personalised and individual level of care, delivered in a respectful and compassionate way. When someone reaches the latter stage of their life, it is wonderful to see the commitment of those still in their prime having the passion to care for them.

This dedication from each member of our care team continually earns my respect and recognition. I, along with each of our residents and their relatives, truly value all they do - this is the real value Sheffcare has, that we celebrate today.

We also need to recognise all the additional valuable elements that are in place to enable us to run a large organisation. Thankfully, we have a highly skilled Executive Team, who, along with their support staff, operates a very effective and efficient charity. This has enabled us not only to sustain our services, but also, through their hard work, deliver a transformative extension to our Grange Crescent Home.

This past year more individuals have received quality residential, home, and end-of-life care through Sheffcare, and we remain proud of our ability to both meet their needs, and also provide the highest quality of affordable care within our communities in Sheffield.

# Highlights

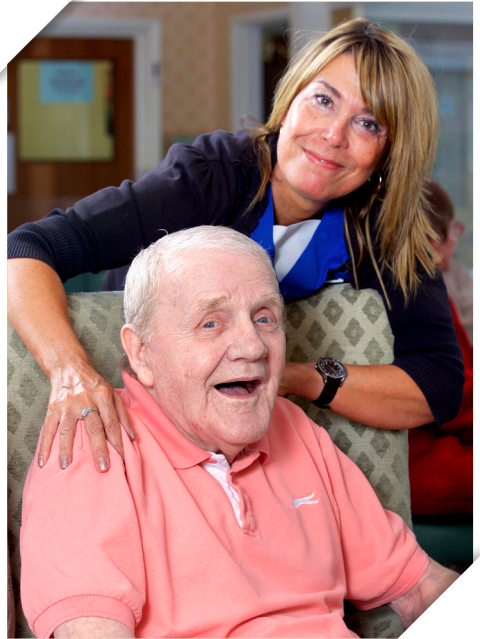
## Dementia Mapping Training

All our managers have recently attended Dementia Care Mapping (DCM) training.

DCM is a process that helps a professional observe life through the eyes of a person with dementia. It involves watching someone unobtrusively over an extended period of time to see how they respond positively and negatively to events that happen to and around them.

The implementation of a DCM Strategy will facilitate a method both to improve and assure the quality of person-centred care at each Unit.

The results of DCM can change the way the person with dementia experiences care delivery, while also assessing the staff who deliver that care and identifying staff training needs. This will ensure we continue to develop excellent standards of care for people living with dementia.



## Refurbishments of Homes

Many of our Care Homes this year have seen the installation of double glazed windows. This has seen the Homes transformed from the outside and reduce our energy levels in the winter months.

We have also started to introduce LED lights into our Homes on corridors and function rooms. This has led to the homes looking much brighter and, again, cut our energy levels.

## Increase Activity Worker Hours

After listening to feedback received via our Resident and Relative Survey we increased the amount of activity worker hours at each home. This has seen great success with residents really enjoying the extra activities we can provide.

# Residents/Relatives Survey

This year we embarked upon an exciting partnership with 'Your Care Rating', a charity established to ensure all residents who live in a Care Home are provided with an opportunity to give their views in a confidential and standardised way. This will then allow us to strengthen our quality monitoring and improvement planning, as well as benchmark Sheffcare against other providers. This will take place in November 2015.

Our 2014 results are presented below for consistency.

**98%** of residents stated that they were being treated with dignity and respect.

**97%** of residents were satisfied or very satisfied with the friendliness of the staff.

**97%** of residents were satisfied or very satisfied with the quality of care.

**95%** of residents were satisfied or very satisfied with the service they were receiving.

This year we also surveyed the relatives of our residents, and, again, the results were very positive.

**98%** of relatives were satisfied or very satisfied that their family member was being treated with dignity and respect.

**98%** of relatives would recommend Sheffcare.

**97%** of relatives were satisfied or very satisfied by the provision of activities within the home.

**93%** of relatives were satisfied or very satisfied that their family member's care needs were being met.

Overall average of

# 97%

satisfied or  
very satisfied  
since 2014



# What do our residents say?

“ I feel very safe and very well looked after ”

“ I couldn't think of anything better than being here. I have no worries and no concerns ”

“ I wouldn't go back to living on my own. I've made friends and I'm happy here ”

“ I am home here. I am very happy, clean, warm, well fed and amongst friends and we are all looked after and the staff are lovely ”

“ We have lovely food and plenty of choice. You can pick what you like and if you don't like something they'll give you something else ”



# What do our relatives and staff say?

## Staff

“ I love my job, we're good at caring here ”

“ We all care and we like to think we make a difference ”

“ We give 100%. We treat everyone how you would want to be treated, how you would want your Mum and Dad to be treated ”

## Relatives

“ George is well looked after here and I know that he is safe and happy ”

“ Alice is safe here. The staff respond quickly to her needs, Alice knows the staff and they know Alice. I can be very open with the staff ”

“ We get on well with the staff. We can talk to them and they listen ”



# Our residential homes & day care centres

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## 1 Grange Crescent

residential care    respite care

47 Grange Crescent  
S11 8AY  
0114 255 5539

## 2 Cotleigh

residential care    respite care    dementia care    day care

31 Four Wells Drive  
S12 4JB  
0114 263 3800

## 3 Midhurst Road

residential care    respite care

21 Midhurst Road  
S6 1EY  
0114 285 5345

## 4 Springwood

residential care    respite care    dementia care    day care

611 Herries Road  
S5 8TN  
0114 232 5472

## 5 Knowle Hill

residential care    respite care    dementia care    day care

Streetfields  
S20 4TB  
0114 248 3594

## 6 Castelayn

residential care    respite care    dementia care    day care    young physically disabled

2 Leighton Drive  
S14 1ST  
0114 239 8429

## 7 Deerlands

residential care    respite care    dementia care    day care

48 Margetson Road  
S5 9LS  
0114 221 3258

## 8 Housteads

residential care    respite care    dementia care

1 Richmond Park Grove  
S13 8HX  
0114 269 2469

## 9 Burnt Tree Croft

residential care    respite care    dementia care

190 St Philips Rd  
S3 7JY  
0114 275 7873

## 10 Paddock Hill

residential care    respite care    dementia care

625 Gleadless Road  
S2 2BT  
0114 239 1449

# How we spent each £10...

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**£8.70**

Care and  
Comfort



**£0.79**

Premises  
Building & Maintenance



**£0.38**

Office Costs  
Managing the business



**£0.13**

Interest





# Accounts

## Statement of financial activities

(incorporating income and expenditure account)

for the year ended 31 March 2015

|  | Note | Unrestricted funds | Restricted Funds | Total Funds 2015 | Total funds 2014 |
|--|------|--------------------|------------------|------------------|------------------|
| <b>Incoming Resources</b>  |      | £                  | £                | £                | £                |
| Incoming resources from charitable activities                                      |      | 9,375,994          | -                | 9,375,994        | 9,237,255        |
| Incoming resources from generated funds  |      |                    |                  |                  |                  |
| - Grants receivable  |      | -                  | 14,004           | 14,004           | -                |
| - Donations  |      | -                  | 24,006           | 24,006           | 11,500           |
| - Investment income  | 8    | 5,669              | -                | 5,669            | 22,427           |
| <b>Total incoming resources</b>  |      | 9,381,663          | 38,010           | 9,419,673        | 9,271,182        |
| <b>Resources expended</b>  |      | £                  | £                | £                | £                |
| Costs of generating fundraising income   | 3    | 17,585             |                  | 17,585           | 17,502           |
| Charitable activities  | 2    | 8,708,908          | 123,834          | 8,832,742        | 8,556,512        |
| Governance costs   | 4    | 54,684             |                  | 54,684           | 83,827           |
| <b>Total resources expended</b>  | 5    | 8,781,177          | 118,089          | 8,905,011        | 8,657,841        |
| <b>Net incoming/(outgoing) resources/ before other recognised gains and losses</b> |      | 600,486            | (85,824)         | 514,662          | 613,341          |
| Actuarial (loss)/gain on defined benefit pension scheme                            | 21   | (1,712,000)        | -                | (1,712,000)      | 707,000          |
| Net movement in funds  |      | (1,111,514)        | (85,824)         | (1,197,338)      | 1,320,341        |
| Total funds brought forward  | 15   | 1,613,542          | 211,612          | 1,825,154        | 504,813          |
| <b>Total funds carried forward</b>   |      | 502,028            | 125,788          | 627,816          | 1,825,154        |

# Sheffcare values

Care will be delivered with compassion, dignity and respect – putting the person at the very heart of care delivery.

We ensure our care is safe, effective, individualised and is continually monitored and improved to meet new standards.

We actively value the contribution of all our staff through recognition, training and development.







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[www.sheffcare.co.uk](http://www.sheffcare.co.uk)

A leading Sheffield  
based Charity

  
**Sheffcare**  
enriching lives